

Report a Concern

➤ **Are you worried about Abuse, Neglect or Exploitation of a vulnerable adult?**

Then contact the **Adult Protective Services** (APS). APS will take your report, screen the information and if needed, investigate the situation and take legal action. You may ask to keep your report confidential. Certain people like all healthcare workers, are mandated by law to report suspected abuse, neglect or exploitation within 48 hours.

☎ **CONTACT** 1-800-564-1612

📄 Online at <http://dlp.vt.gov/guidelines/report>

➤ **Do you need help resolving a complaint about the services you receive at home through Choices for Care or in a licensed residential care or nursing facility?**

Then contact the **Vermont Long-Term Care Ombudsman** services for help in resolving your complaint. The Ombudsman is unbiased and works on behalf of the person receiving services.

☎ **CONTACT** 1-800-889-2047

📄 Online at <http://www.vtlegalaid.org/our-projects/vermont-long-term-care-ombudsman/>

➤ **Do you want to report a concern about the care you or a loved one is receiving from a home health agency or licensed care home or facility?**

Then contact the **Division of Licensing and Protection** (DLP). They manage the regulations for Vermont designated home health agencies, residential care settings and nursing facilities. DLP will investigate and help correct the situation if it is in conflict with the regulations.

☎ **CONTACT** (802) 871-3317

📄 Online at <http://dlp.vt.gov/license>

➤ **Are you worried that a crime is being committed by a person or company that provides services paid for by Vermont Medicaid?**

Then contact the **Vermont Medicaid Fraud Residential Abuse Unit** in the Office of the Attorney General. The team includes attorneys, investigators, auditors and a program technician. They will investigate reports and press criminal charges needed.

☎ **CONTACT** 802-828-5511

📄 Online at <http://ago.vermont.gov/divisions/medicaid-fraud/medicaid-fraud1.php>

➤ **Are you worried that a person provided false information to become eligible for Vermont Medicaid or that a company is billing incorrectly for Medicaid services that were not provided?**


Then contact the Department of **Vermont Health Access Program Integrity Unit**. They investigate concerns about Vermont Medicaid fraud, waste and abuse.

☎ **CONTACT** (802) 879-5900

📄 Online at <http://dvha.vermont.gov/for-providers/program-integrity>

➤ **Do you need help with a legal issue or help with a benefit appeal?**

Then contact **Vermont Legal Aid**. They will talk to you about your situation and either refer you to a local lawyer or if you qualify, provide legal assistance free of charge.

 **CONTACT** 1-800-889-2047

 Online at <http://www.vtlegalaid.org/>

➤ **Emergency Police/Fire/Medical**

 **DIAL** 911