

Informational Notices

Texas Department of Health and Human Services (www.hhsc.state.tx.us)

701 W. 51st St.

P.O. Box 149030

Austin, Texas 78714-9030

- Nursing Home Licensing (512-438-2630)
- Resource contact agency for moving out of the nursing facility into the community (1-800-458-9858)
- Survey Agency (resident may file a complaint with State Survey Agency concerning any suspected violation of state or federal regulations, including but not limited to resident abuse, neglect, exploitation, misappropriation of resident property in the facility and any non-compliance with the advance directive requirements 512-458-9858)
- Aging and Disability Resource Center serves as key point of access to provide one-stop access for people who need help finding long-term care services (855-937-2372)

Texas Information and Referral Service

- Assistance in evacuating in the event of a disaster or other emergency, you can register in advance for transportation. To register dial 2-1-1. After your language selection, choose option 4.

Texas State Long-Term Care Ombudsman Program (lrc.ombudsman@hhsc.state.tx.us)

701 W. 51st St.

P.O. Box 149030

Austin, Texas 78714-9030

Toll Free: 1-800-252-2412

- Advocate for residents for quality care and to resolve problems or complaints by or on behalf of nursing facility residents, their families, friends and facility staff.
- Resource contact agency for moving out of the nursing facility into the community (1-800-252-2412)

OFFICE OF INSPECTOR GENERAL (<https://oig.hhs.gov>)

U.S. HEALTH AND HUMAN SERVICES

330 INDEPENDENCE AVENUE SW

WASHINGTON, D.C. 20201

1-800-HHS-TIPS (1-800-447-8427)

- Federal reporting of fraud, waste and abuse.

OFFICE OF INSPECTOR GENERAL (<https://oig.hhsc.texas.gov>)

TEXAS HEALTH AND HUMAN SERVICES COMMISSION

P.O. BOX 85200

AUSTIN, TEXAS 78708-5200

1-800-436-6184

- State reporting of fraud, waste and abuse.

OFFICE OF THE ATTORNEY GENERAL (<https://oig.hhsc.texas.gov>)

MEDICAID FRAUD CONTROL UNIT

P.O. BOX 12307

AUSTIN, TEXAS 78711-2307

1-800-252-8011; 1-512-463-2011

- State reporting of fraud, waste and abuse

INFORMATION ABOUT THE NURSING HOME ADMINISTRATOR CAN BE PROVIDED THROUGH THE TEXAS DEPARTMENT OF HEALTH AND HUMAN SERVICES AT 512-438-2015

CASES OF SUSPECTED ABUSE, NEGLECT OR EXPLOITATION SHALL BE REPORTED TO THE TEXAS DEPARTMENT OF HEALTH AND HUMAN SERVICES BY CALLING 1-800-458-9858