

	GEORGIA DIVISION OF FAMILY AND CHILDREN SERVICES MEDICAID POLICY MANUAL			
	Chapter:	2900	Effective Date:	June 2020
	Policy Title:	Ombudsman		
	Policy Number:	2937	Previous Policy Update:	MT 8

REQUIREMENTS

Residents and anyone with a question or concern about long-term care facilities may contact the Georgia Long-Term Care Ombudsman Program for assistance with problems or with obtaining information.

BACKGROUND

The Long-Term Care Ombudsman Program is guided by the Office of the State Long-Term Care Ombudsman. The Division of Aging Services of the Department of Human Services contracts with Area Agencies on Aging who in turn contract with 13 community programs throughout the state to provide ombudsman services. The Ombudsman Program is funded by federal, state and local dollars and governed by the federal Older Americans Act and by Georgia Law.

BASIC CONSIDERATIONS

The Long-Term Care Ombudsman Program seeks to improve the quality of life of the residents of long-term care facilities. These facilities include nursing homes, personal care homes, often called assisted living facilities or residential care facilities. Ombudsmen also serve residents of community living arrangements.

There is no charge for services provided by the ombudsman program.

Functions of the Long-Term Care Ombudsman include the following:

- Investigates and works to resolve problems or complaints affecting long-term care facility residents.
- Identifies problem areas in long-term care and related services.
- Provides information about long-term care and related services.
- Promotes resident, family and community involvement in long-term care.

BASIC CONSIDERATIONS (cont.)

- Educates the community about the needs of long-term care facility residents.
- Coordinates efforts with other agencies concerned with long-term care.
- Visits long-term care facilities routinely to talk to residents and monitor conditions.
- Educates facility staff about resident rights and other issues.

The Ombudsman handles a variety of issues including the following:

- Rights of long-term care residents
- Care provided in long-term care facilities
- Transfers and discharges from long-term care facilities, including assistance with appeals.
- Access to public benefits

The brochure “Ombudsman: Long-Term Care Residents’ Advocate” is available from the Office of the State Long-Term Care Ombudsman. It is recommended that these brochures be available for customers of the ABD program.

Address

Office of the State Long-Term Care Ombudsman
Division of Aging Services
2 Peachtree Street, NW
Suite 9-231 Atlanta, GA 30303-3142

888-454-LTCO (5826)

Contact List for Georgia Long-Term Care Ombudsman Program

Office of the State Ombudsman

Becky A. Kurtz, Esq., State Ombudsman, bakurtz@dhr.state.ga.us

2 Peachtree Street, NW, Suite 9-231

Atlanta, Georgia 30303-3142

888/454-5826 FAX 404/463-8384 TTY 404/657-1929

Andrea H. Nash, Program Manager, ahnash@dhr.state.ga.us

Jeni S. Coyne, Program Manager, jscoyne@dhr.state.ga.us

Andrew Hales, Program Consultant, jahales@dhr.state.ga.us

Tracey R. Williams, Administrative Assistant, trwilliams@dhr.state.ga.us

Community Ombudsman Programs	Counties Served
ATLANTA Atlanta Legal Aid Society Atlanta Ombudsman Program 246 Sycamore Street, Suite 248 Decatur, Georgia 30030 Phone: (404) 371-3800 FAX: (404) 371-3811	Cobb Cherokee Clayton DeKalb Douglas Fayette Fulton Gwinnett Henry Rockdale
CENTRAL SAVANNAH RIVER AREA (CSRA) Georgia Legal Services Program 209 7 th Street, Suite 400 Augusta, GA 30901 Phone: (706) 721-2327 FAX: (706) 721-4897	Burke Columbia Glascock Hancock Jefferson Jenkins Lincoln McDuffie Richmond Screven Taliaferro Warren Washington Wilkes
COASTAL Georgia Legal Services Program 10 Whitaker St. P.O. Box 8667 Savannah, GA 31412 Phone: (912) 651-2180 (888) 220-8399 (for counties in service area) FAX: (912) 651-3300	Bulloch Bryan Camden Chatham Effingham Glynn Liberty Long McIntosh

Community Ombudsman Programs	Counties Served
GEORGIA MOUNTAINS Legacy Link, Inc. 508 Oak St., Ste. 1 P.O. Box 2534 Gainesville, GA 30503-2534 Phone: (770) 538-2685 FAX: (770)-538-2696	Banks Stephens Dawson Towns Forsyth Union Franklin White Habersham Hall Hart Lumpkin Rabun
HEART OF GEORGIA ALTAMAHA Heart of Georgia Community Action Agency 324 Pine Street P.O. Box 398 Eastman, GA 31023 Phone: (478) 374-4301 FAX: (478) 374-7648 Baxley office: 1329 Hatch Pkwy. N. Suite F Baxley, GA 31513 Phone: (912) 367-5244 FAX: (912) 367-5932	Bleckley Toombs Dodge Treutlen Johnson Toombs Laurens Wheeler Montgomery Telfair Baxley office: Appling Jeff Davis Candler Tattnell Emanuel Wayne Evans
LOWER CHATTAHOOCHEE Direct Service Corporation 2210 Wynnton Building P.O. Box 5801 Columbus, GA 31906 Phone: (706) 323-7243 (706) 327-5208 FAX: (706) 327-1071 Americus office: 476 Lane Store Road Americus, GA 31709 Phone: (229) 924-8304 FAX: (229) 924-1708	Columbus office: Chattahoochee Quitman Clay Randolph Harris Stewart Marion Talbot Muscogee Americus office: Crisp Sumter Dooley Taylor Macon Webster Schley

Community Ombudsman Programs	Counties Served
MIDDLE GEORGIA Middle Georgia Community Action Agency P.O. Box 2286 Warner Robins, GA 31093-2286 Phone: (478) 922-4464 FAX: (478) 922-7320	Baldwin Peach Bibb Pulaski Crawford Putnam Houston Twiggs Jones Wilkinson Monroe
NORTHEAST GEORGIA Athens Community Council on Aging 135 Hoyt Street Athens, GA 30601-2646 (706) 549-4850 FAX (706) 549-7786 E-Mail: ltco@accaging.org	Barrow Oconee Clarke Oglethorpe Elbert Walton Greene Jackson Madison Morgan
NORTHEAST GEORGIA McIntosh Trail Management Services P.O. Box 308 Meansville, GA 30256 (770) 567-5951 FAX (770) 567-5953	Jasper Newton
NORTHWEST GEORGIA Georgia Legal Services Program 1100 Spring Street, NW, Suite 200-B Atlanta, GA 30309-2848 Phone: (800) 822-5391 (404) 894-7707 FAX: (404) 894-7705 Dalton office: P. O. Box 2004 1508 Chattanooga Rd, Suite 100 Dalton, GA 30722-2004 Phone: (888) 408-1004 (706) 272-2924 FAX: (706) 272-2259	Atlanta office: Bartow Chattooga Floyd Haralson Paulding Polk Dalton office: Catoosa Dade Fannin Gilmer Gordon Murray Pickens Walker Whitfield

Community Ombudsman Programs	Counties Served
<p>SOUTHEAST GEORGIA</p> <p>Ward Management Rt. 2, Box 3504 Folkston, GA 31537</p> <p>Phone: (912) 496-3948 FAX: (912) 496-4079</p> <p>Valdosta office: mailing address: P.O. Box 5683 Valdosta, GA 31603</p> <p>Phone: (229) 241-1017 FAX: (229) 241-8822</p>	<p>Folkston office: Atkinson Clinch Bacon Coffee Brantley Pierce Charlton Ware</p> <p>Valdosta office: Ben Hill Tift Berrien Turner Brooks Cook Echols Irwin Lanier Lowndes</p>
<p>SOUTHERN CRESCENT (Chattahoochee-Flint area)</p> <p>Georgia Legal Services Program 1100 Spring Street, NW Suite 200-B Atlanta, GA 30309-2848</p> <p>Phone: (404) 894-7713 (800) 822-5391 FAX: (404) 894-7705</p> <p>(McIntosh Trail area)</p> <p>McIntosh Trail Management Services P.O. Box 308 Meansville, GA 30256</p> <p>Phone: (770) 567-5951 FAX: (770) 567-5953</p>	<p>(Chattahoochee-Flint area)</p> <p>Carroll Coweta Heard Troup Meriwether</p> <p>(McIntosh Trail area)</p> <p>Butts Lamar Pike Spalding Upson</p>
<p>SOUTHWEST GEORGIA (SOWEGA)</p> <p>SOWEGA Council on Aging 309 Pine Avenue Albany, GA 31701-2508</p> <p>Phone: (229) 432-1131 (866) 463-7070 FAX: (229) 446-7899</p>	<p>Baker Lee Calhoun Miller Colquitt Seminole Decatur Terrell Dougherty Thomas Early Worth Grady Mitchell</p>