

## What is *My Ombudsman* program?

*My Ombudsman* is an independent program that helps you, as a member of Tufts Health Plan Senior Care Options, to address concerns or conflicts that may interfere with your enrollment in Tufts Health Plan Senior Care Options or access to Tufts Health Plan Senior Care Options benefits and services. This program is **neutral**, **offers an additional resource** and **does not** duplicate or replace resources that are already available to you, a family member or a caregiver, including the MassHealth Customer Service Center or Tufts Health Plan Senior Care Options Member Services.

## How does *My Ombudsman* program work?

*My Ombudsman* works with you and MassHealth when and if needed to:

- Provide information and resources in the community
- Provide additional assistance to help you resolve any issues you may have
- Work to resolve your concerns quickly and properly
- Investigate the problem
- Identify your options

## When to contact *My Ombudsman*?

You should contact the *My Ombudsman* program **if you have already contacted our Tufts Health Plan Senior Care Options Member Services team and need additional assistance** with your questions and/or concerns.

## How to contact *My Ombudsman*?

Please contact them directly using one of the methods below:

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| <b>CALL</b> | 1-855-781-9898<br>Available 9:00 a.m. to 4:00 p.m., Monday through Friday. |
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| <b>VIDEOPHONE</b> | Deaf and Hard of Hearing<br>339-224-6831 |
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| <b>MAIL</b> | My Ombudsman<br>25 Kingston Street, 4th Floor<br>Boston, MA 02111 |
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| <b>EMAIL</b> | <a href="mailto:info@myombudsman.org">info@myombudsman.org</a> |
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| <b>WEBSITE</b> | <a href="http://www.myombudsman.org">www.myombudsman.org</a> |
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