

High Five: March

5 Things to Know About Iowa's Office of the State Long-Term Care Ombudsman

1. We are advocates.

Representatives of the Office advocate for every resident in Iowa's long-term care facilities (nursing facilities, assisted living programs, residential care facilities and elder group homes) and for Iowa's Medicaid managed care members with a managed care organization on one of Iowa's home and community-based waivers. Our work is resident and member directed and driven.

2. Our services are free and confidential.

3. We have unimpeded access to facilities and residents.

4. We have paid staff and volunteers who make up our office.

5. We are housed within Iowa Health and Human Services but by federal statute are independent in our work and establish positions without interference.