# Problems with medication/managed care?

# Contact The Office Of The Ombudsman

*By Telephone*: **1-800-372-2973** or 1-800-627-4702 (TTY)

*Online*: E-mail the Ombudsman: AndreaT.Day @ky.gov

*Online Complaint form*: https://apps.chfs.ky.gov/omb/

*By Mail*:

The Office of the Ombudsman

Cabinet for Health and Family Services

275 E. Main St., 1E-B

Frankfort, KY 40621

The Office of the Ombudsman consists of the Complaint Review Branch, the Performance Enhancement Branch, and the Institutional Review Board.

## Complaint Review Branch

The Complaint Review Branch handles calls and correspondence concerning programs within the departments for Community Based Services, Medicaid Services, Mental Health/Mental Retardation Services and Public Health. The branch issues reports to these agencies concerning complaint trends and patterns and recommends corrective action.

# Contact Governor Beshear

700 Capitol Avenue, Suite 100

Frankfort, Kentucky 40601

Phone: (502) 564-2611

Fax: (502) 564-2517

TDD: (502) 564-9551 (Telecommunications Device for the Deaf)

Online: http://www.governor.ky.gov/contact/contact.htm