

ADULT PROTECTIVE SERVICES

ND Department of Human Services | Aging Services Division

1237 West Divide Avenue, Suite 6

Bismarck, ND 58501-1208

Relay ND TTY: (800) 366-6888 or 711 (TTY) | **Toll Free:** (855) 462-5465

Fax: (701) 328-8744 | **E-mail:** carechoice@nd.gov

More information can be found at: <https://www.nd.gov/dhs/services/adultsaging/>

- You can report abuse or neglect online at <https://www.nd.gov/dhs/services/adultsaging/reporting.html>, use form SFN 1607, or call toll-free (855) 462-5465, select option 2.

AGING AND DISABILITY RESOURCE LINK (ADRL)

ND Department of Human Services

1237 West Divide Avenue, Suite 6

Bismarck, ND 58501

Relay ND TTY: (800) 366-6888 or 711 (TTY) | **Toll Free:** (855) 462-5465

Fax: (701) 328-8744 | **E-mail:** carechoice@nd.gov

- The ADRL connects people to services to help them maintain or improve their quality of life. The ADRL also helps locating long-term services and providers. The service is free and confidential. **More information can be found at:** <https://carechoice.nd.assistguide.net/>

HOME & COMMUNITY BASED SERVICES

ND Department of Human Services

1237 West Divide Avenue, Suite 6

Bismarck, ND 58501

Relay ND TTY: (800) 366-6888 or 711 (TTY) | **Toll Free:** (855) 462-5465

Fax: (701) 328-8744 | **E-mail:** carechoice@nd.gov

More information can be found at:

- <https://www.nd.gov/dhs/services/adultsaging/homecare.html>
- <https://carechoice.nd.assistguide.net/>

LOCAL CONTACT AGENCY FOR RETURNING TO THE COMMUNITY

ND Department of Human Services

1237 West Divide Avenue, Suite 6

Bismarck, ND 58501

Relay ND TTY: (800) 366-6888 or 711 (TTY) | **Toll Free:** (855) 462-5465

Fax: (701) 328-8744 | **E-mail:** carechoice@nd.gov

More information can be found at: <https://carechoice.nd.assistguide.net/>

- The ND Department of Human Services has designated the eight regional Aging Services Units to act as the Local Contact Agency. Nursing facilities will be served by the regional unit designated to provide services in the county where the nursing facility is physically located. Information on the Aging Services Unit assigned to each facility will be provided by the Aging Services Division.

MEDICAID FRAUD OR ABUSE

Fraud, Waste and Abuse Administrator
c/o Medical Services Division
600 E Boulevard Ave Dept 325
Bismarck ND 58505-0250

Phone: (800) 755-2604 - select option 8

Email: medicaidfraud@nd.gov

For assistance with **Third Party Liability** (TPL) - call (701) 328-2347 or e-mail medicaidtpl@nd.gov

More information can be found at: <https://www.nd.gov/dhs/services/medicalserv/medicaid/fraud-abuse.html>

You may also complete the Surveillance and Utilization Review Section (SURS) Referral form (<https://apps.nd.gov/itd/recmgmt/rm/stFrm/efrms/Doc/sfn00020.pdf>) and submit it to the Department.

PROTECTION & ADVOCACY PROJECT

400 East Broadway, Suite 409
Bismarck, ND 58501-4071

Phone: (701) 328-2950

Toll Free: (800) 472-2670

Web Address: <https://www.ndpanda.org/>

Williston Office:

309 Washington Avenue #403
Williston, ND 58801-2472

Phone: (701) 774.4345

Fax: (701) 328.3934

Email: panda@nd.gov

STATE LONG TERM CARE OMBUDSMAN PROGRAM

ND Department of Human Services
1237 West Divide Avenue, Suite 6
Bismarck, ND 58501

Relay ND TTY: (800) 366-6888 or 711 (TTY) | **Toll Free:** (855) 462-5465

Fax: (701) 328-8744 | **Email:** dhsagingombud@nd.gov

- **Submit a complaint online:** using online form (SFN 1829) at www.nd.gov/efrms/Doc/sfn01829.pdf

STATE SURVEY & CERTIFICATION AGENCY

North Dakota Health Response & Licensure
Division of Health Facilities
1720 Burlington Drive, Suite A
Bismarck, ND 58504-7736

Phone: (701) 328-2352

Fax: (701) 328-1890 | **Email:** hfconcerns@nd.gov

More information can be found at: <https://www.health.nd.gov/regulation-licensure/health-facilities>

Before you file a complaint, please talk with the Chief Administrator, the Director of Nursing or the Medical Director at the facility. To file a complaint you may download a form at

<https://www.health.nd.gov/regulation-licensure/health-facilities> or submit online

<https://www.health.nd.gov/health-facility-program-complaint-intake-form>

The North Dakota Telecommunications Relay System (TRS) which was mandated in 1993 by the state legislature, enables people who are unable to hear, hard of hearing, or unable to speak, to call and be called by voice (hearing) telephone users.