

Patient Advocacy Resources

Child / Dependent Adult Abuse:

Attorney General's Office

1305 E. Walnut Street
Des Moines, IA

Phone: 515-281-5164

Email: webteam@ag.state.ia.us

www.iowaattorneygeneral.org/

Crime Victim Compensation Program (Attorney General's Office)

Lucas State Office Building

321 E. 12th Street

Des Moines, IA 50319

Phone: 515-281-5044 (800-373-5044)

Email: MaryKay.Bartine@iowa.gov

www.state.ia.us/government/ag/helping_victims/services/compensation_program.html

Department of Human Services – Child Protection Services and Dependent Adult Abuse

1407 Independence Avenue

Waterloo, IA 50704

Phone: 319-291-2441

- **Child & Dependent Adult Abuse Hotline:** 800-362-2178

www.dhs.iowa.gov

Iowa Department of Inspections and Appeals – Health Facilities Division

Lucas State Office Building

321 E. 12th Street

Des Moines, IA 50319

Phone: 515-281-7102 (TTY: 515-242-6515)

- **Nursing Home Complaint Hotline:** 877-686-0027
- **Home Health Hotline:** 877-686-0027

Email: webmaster@dia.iowa.gov

www.state.ia.us/government/dia

Iowa Department of Public Health

Lucas State Office Building

321 E. 12th Street

Des Moines, IA 50319

Phone: 515-281-7689 (866-227-9878)

Email: www.idph.state.ia.us/contact_us.asp

www.idph.state.ia.us/

Child / Dependent Adult Abuse, contd.

Iowa Legal Aid – Waterloo Regional Office

607 Sycamore St. Suite 206

Waterloo, IA 50703

Phone: 319-235-7008 (800-532-1275)

www.iowalegalaid.org/IA/StateDirectory.cfm/County

Provide legal aid to those who meet income guidelines with civil (non-criminal) problems.

Northeast Iowa Area Agency on Aging (NEI3A)

2101 Kimball Ave., Ste 320

Waterloo, IA 50702

Phone: 319-874-6840 or 800-779-8707

Email: NEI3A@NEI3A.org

www.NEI3A.org

Complaints / Concerns Regarding Facility Care:

Attorney General's Office

1305 E. Walnut Street

Des Moines, IA

Phone: 515-281-5164

Email: webteam@ag.state.ia.us

www.iowaattorneygeneral.org/

Commission on Human Rights – City of Waterloo

620 Mulberry Street

Waterloo, IA 50703

Phone: 319-291-4441

www.ci.waterloo.ia.us/humanrights

Iowa Department of Inspections and Appeals – Health Facilities Division

Lucas State Office Building

321 E. 12th Street

Des Moines, IA 50319

Phone: 515-281-7102 (TTY: 515-242-6515)

- **Nursing Home Complaint Hotline:** 877-686-0027

Email: webmaster@dia.iowa.gov

www.state.ia.us/government/dia/page8.html

Iowa Foundation for Medical Care

1776 W. Lake Parkway

West Des Moines, IA 50266

Phone: 515-223-2900 (800-383-2856)

Email: information@telligen.com

www.telligen.com

Iowa Insurance Division

601 Locust St., 4th Floor

Des Moines, IA 50319

Phone: 515-281-5705 (Toll-Free within Iowa: 877-955-1212)

www.iid.state.ia.us/

Complaints / Concerns Regarding Facility Care, contd.

Iowa Protection and Advocacy Services, Inc.

950 Office Park Road, Suite 221

West Des Moines, Iowa 50265

Phone: 515-278-2502 (800-779-2502; TTY: 515-278-0571; Toll-Free TTY: 866-483-3342)

Email: info@ipna.org

www.ipna.org/

Medicaid

1407 Independence Avenue

Waterloo, IA 50704

Phone: 319-291-2441 (855-889-7985)

Email: <http://dhs.iowa.gov/contact-us> (Iowa)
cblack01@dhs.state.ia.us (Black Hawk County)

www.cms.hhs.gov/ContactCMS/

www.dhs.ia.gov/Consumers/Health/Medical_Insurance/WhatsAvailable.html

Northeast Iowa Area Agency on Aging (NEI3A)

2101 Kimball Ave., Ste 320

Waterloo, IA 50702

Phone: 319-874-6840 or 800-779-8707

Email: NEI3A@NEI3A.org

www.NEI3A.org

Office of Quality Monitoring

One Renaissance Blvd.

Oakbrook Terrace, IL 60181

Phone: 800-994-6610

Email: complaint@jointcommission.org

http://www.jointcommission.org/report_a_complaint.aspx

Guardian / Conservator / Fraud Issue:

Attorney General's Office

1305 E. Walnut Street

Des Moines, IA

Phone: 515-281-5164

Email: webteam@ag.state.ia.us

www.iowaattorneygeneral.org/

Iowa Department of Inspections and Appeals – Health Facilities Division

Lucas State Office Building

321 E. 12th Street

Des Moines, IA 50319

Phone: 515-281-4115 (TDD: 515-242-6515)

- **Nursing Home Complaint Hotline:** 877-686-0027

- **Home Health Hotline:** 800-383-4920

Email: hfdinfo@dia.state.ia.us

www.state.ia.us/government/dia/page8.html

Iowa Insurance Division

601 Locust St., 4th Floor

Des Moines, IA 50319

Phone: 515-281-5705 (toll free within Iowa: 877-955-1212)

www.iid.state.ia.us/

Guardian / Conservator / Fraud Issue, contd.

Iowa Legal Aid – Waterloo Regional Office

607 Sycamore St. Suite 206

Waterloo, IA 50703

Phone: 319-235-7008 (800-532-1275)

www.iowalegalaid.org/IA/StateDirectory.cfm/County

Provide legal aid to those who meet income guidelines with civil (non-criminal) problems.

Licensure of Hospitals (Iowa Department of Inspections and Appeals)

Phone: 515-281-4115

Medicaid Fraud Control Bureau

321 E. 12th St., 3rd Floor

Des Moines, IA 50319

Phone: 515-281-5714

Medicaid

1407 Independence Avenue

Waterloo, IA 50704

Phone: 319-291-2441 (800-362-2178)

Email: contactdhs@dhs.state.ia.us (Iowa)

cblack01@dhs.state.ia.us (Black Hawk County)

www.cms.hhs.gov/ContactCMS/

www.dhs.state.ia.us/Consumers/Health/Medical_Insurance/WhatsAvailable.html

Pension Benefit Guarantee Corporation

5714 Nordic Dr. Suite 500

Cedar Falls, IA 50613

Phone: 319-277-2045

Social Security Administration

3121 Greyhound Dr.

Waterloo, IA 50701

Phone: 800-772-1213 or 88-456-9554 (TTY: 800-325-0778)

www.ssa.gov

Mental Health Resources:

National Alliance for the Mentally Ill of Black Hawk County

212 W. Dale St.

Waterloo, IA 50703

Phone: 319-235-5263

Email: namibh@qwestoffice.net

www.nami.org/

National Suicide Prevention Lifeline

Phone: 800-273-8255

Email: <http://www.suicidepreventionlifeline.org/About/Contact.aspx>

<http://www.suicidepreventionlifeline.org/>

Other resources are available. Please contact the Social Services department at 319-235-3661 for further information.