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](http://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](http://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](http://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](http://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](http://www.idph.state.ia.us/contact_us.asp)  
[www.idph.state.ia.us/](http://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.iowa.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: hfdfinfo@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: namilbh@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.