



Ombudsman Program

Do you have questions
about your MHS
benefits or services?

**CALL the MHS Ombudsman
for HELP!**

Ombudsman Services provided by
Mental Health America of Indiana





The Managed Health Services (MHS) Ombudsman Program is designed to assist MHS members in finding effective ways to resolve concerns or complaints about the benefits and services provided under their MHS coverage.



In designing the program, MHS and MHA recognize the need for an ombudsman to provide support to members and their families or representatives and work with MHS and providers to solve problems and misunderstandings and create responses based on an individual's needs.



Ombudsman Program

What is an ombudsman?

An ombudsman is **someone who works to help you get a problem solved**. MHS members can contact an ombudsman for FREE to discuss any problems they may be having with MHS, MHS services, MHS doctors or other parts of their healthcare.

The ombudsman is neutral and does not side with MHS or the Medicaid program. The ombudsman will work with you to get your problem solved. If you want the assistance of an ombudsman, please call them directly at 1-877-647-5326.

When do I call the ombudsman?

If you are an MHS member (or a legal representative), please call if:

- you have unresolved questions about your MHS benefits or services;
- you want to know what your MHS rights & responsibilities are for your MHS coverage;
- you need assistance with the appeals process, including assistance with filling out the proper paperwork, documenting verbal appeals and guidance through the appeal process.



Ombudsman Toll-Free Number:

1-877-647-5326, 7 a.m. - 7 p.m.

MHS Member Services:

1-877-647-4848, 8 a.m. - 8 p.m.

Hearing Impaired Members:

Call the Indiana Relay Service at
1-800-743-3333.

The Indiana Relay Service can be used anywhere in Indiana. Ask the operator to connect you to the Ombudsman Program at 1-877-647-5326.

Language assistance is available.

ALL CALLS ARE CONFIDENTIAL

MHS members are not required to call the Ombudsman toll-free help line. Members can still call MHS Member Services directly to get help.



We help you find answers to your questions about your MHS benefits and services.

We assist you by providing education on members' rights and guidance in navigating the managed healthcare system.

All calls are confidential.

The MHS Ombudsman Program is free to all MHS members throughout Indiana.

Who is MHS?

Managed Health Services (MHS) is an insurance company that has been helping Indiana's Medicaid population for more than two decades.

Our services include medical coverage, doctor selection, well-child visits and vaccines, behavioral/mental healthcare, school-based health services, dental, eye care, transportation, translation assistance and much more.

MHS has three Indiana office locations, including Indianapolis (headquarters), Merrillville and Fort Wayne.

MHS is proud to serve:

- Hoosier Healthwise (HHW), including Children's Health Insurance Program (CHIP)
- Healthy Indiana Plan (HIP)
- Hoosier Care Connect (HCC)

Services covered vary by program.



mhsindiana.com

