



Outline of Process: Office of Inspector General Hotline Referrals  
to Long-Term Care Ombudsman Programs  
December 2010

Office of Inspector General (OIG)

- OIG Hotline receives a complaint regarding a nursing facility via telephone, mail, or website.
- OIG faxes a copy of the complaint to the relevant State Long-Term Care (LTC) Ombudsman.
- OIG faxes a copy of the complaint to the Centers for Medicare and Medicaid Services (CMS).
- OIG mails a copy of the complaint to the Office of Long-Term Care Ombudsman Programs at the Administration on Aging (AoA).

Administration on Aging

- AoA's Office of Long-Term Care Ombudsman Programs receives the mailed copy of the complaint and faxes it to the relevant State LTC Ombudsman with the following questions:
  - Is the LTC Ombudsman Program aware of the issue(s) described?
  - If so, did the LTC Ombudsman Program open a case? What was the result of the investigation?
  - If not, please contact the complainant and determine where action is appropriate.
- The Office of Long-Term Care Ombudsman Programs compiles the information it receives from the State LTC Ombudsman for each complaint into a spread sheet, and emails all new information to the OIG Hotline on a regular basis.

State Long-Term Care Ombudsman

- The State LTC Ombudsman receives the faxed copies of the complaint from OIG and AoA.
- The State LTC Ombudsman determines the answers to AoA's questions regarding the status of the OIG Hotline complaint.
- If the State LTC Ombudsman was not aware of the complaint prior to AoA's fax, the State LTC Ombudsman or designee contacts the complainant to determine whether action is appropriate.
- The State LTC Ombudsman emails, mails, or faxes the status of the OIG Hotline complaint to the AoA Office of Long-Term Care Ombudsman Programs which then forwards the information to OIG.