

# My Health. My Rights. My Care.

Need help with your MassHealth health plan benefits?

Call us.

855-781-9898 Helpline

339-224-6831 Videophone

Monday - Friday, 9am - 4pm

## What We Do

My Ombudsman works with you, your healthcare providers, and your MassHealth health plan to help you access the benefits and services covered by your plan. We help MassHealth members of all ages, identities, and abilities.



Our staff speak multiple languages, and our Deaf Services department works directly with MassHealth members of the Deaf and Hard of Hearing community in American Sign Language (ASL).

## We can assist MassHealth health plan members with a variety of topics, including:

- Learning more about plan benefits like providers or medications
- Accessing home and community-based services, non-emergency medical transportation, or medical supplies
- Help filing a formal complaint (grievance) or appeal. We cannot represent you during a grievance or appeal but we can help you understand your rights and explain the process
- Understanding a denial letter
- And more!