



# My Ombudsman

Need help with your MassHealth benefits? We're here for you.

## What My Ombudsman Does

We help you when you need assistance getting a covered service or benefit from MassHealth.

## How My Ombudsman Works



**Information:** We answer questions about your MassHealth benefits and explain your rights and responsibilities as a MassHealth member.



**Solutions:** We help explain denial letters, address problems accessing your health coverage, and more.



**Communication:** We talk with you, your health care providers, and your MassHealth plan so that everyone understands what you need.



## How to Contact Us

Helpline: 855-781-9898

(English, Spanish, Haitian Creole, Mandarin, and other languages)

Videophone: 339-224-6831 (For Deaf and Hard of Hearing)



[info@myombudsman.org](mailto:info@myombudsman.org)



[myombudsman.org](http://myombudsman.org)

Monday through Friday 9am to 4pm