

ADULT PROTECTIVE SERVICES

ND Department of Human Services | Aging Services Division
1237 West Divide Avenue, Suite 6
Bismarck, ND 58501-1208
Toll Free: (855) 462-5465 | **Relay ND TTY:** 711 (TTY)
Fax: (701) 328-8744 | **E-mail:** carechoice@nd.gov

More information can be found at: <https://www.hhs.nd.gov/adults-and-aging/reporting>

- You can report abuse or neglect online – *link can be found at above sight.*
- Or fill out form SFN 1607 and send it via email (dhsvaps@nd.gov) or fax (701) 328-8744).
- Or call toll-free (855) 462-5465 and select option 2.

AGING AND DISABILITY RESOURCE LINK (ADRL)

ND Department of Human Services
1237 West Divide Avenue, Suite 6
Bismarck, ND 58501
Toll Free: (855) 462-5465 | **Relay ND TTY:** 711 (TTY)
Fax: (701) 328-8744 | **E-mail:** carechoice@nd.gov

- The ADRL connects people to services to help them maintain or improve their quality of life. The ADRL also helps locating long-term services and providers. The service is free and confidential. **More information can be found at:** <https://carechoice.nd.assistguide.net/>

HOME & COMMUNITY BASED SERVICES

ND Department of Human Services
1237 West Divide Avenue, Suite 6
Bismarck, ND 58501
Toll Free: (855) 462-5465 | **Relay ND TTY:** 711 (TTY)
Fax: (701) 328-8744 | **E-mail:** carechoice@nd.gov

More information can be found at:

- <https://www.hhs.nd.gov/adults-and-aging/homecare>
- <https://carechoice.nd.assistguide.net/>

NORTHSTAR HUMAN SERVICE ZONE

110 W Broadway; Suite 202
Williston, ND 58801
Phone: (701) 774-6300
Monday-Friday 7:30a-4:30p

More information can be found at: <https://www.williamsnd.com/departments/nshsz/>

The North Star Human Service Zone (NSHSZ) provides social services to Williams, Burke, Divide, and Renville Counties. The services and programs offered by the NSHSZ are designated by the state of North Dakota and are administered in conjunction with state and federal agencies.

The NSHSZ is advised by the North Star Human Service Zone Board.

The Zone is formerly known as County Social Services.

MEDICAID FRAUD OR ABUSE

Fraud, Waste and Abuse Administrator
c/o Medical Services Division
600 E Boulevard Ave Dept 325
Bismarck ND 58505-0250

Phone: (800) 755-2604 – ask for an attendant

Email: medicaidfraud@nd.gov or dhseo@nd.gov

For assistance with **Third Party Liability** (TPL) - call (701) 328-2347 or e-mail medicaidtpl@nd.gov

More information can be found at: <https://www.hhs.nd.gov/healthcare/medicaid/provider/fraud-and-abuse>

You may also complete the Surveillance and Utilization Review Section (SURS) Referral form (SFN 20) (<https://apps.nd.gov/itd/recmgmt/rm/stFrm/eforms/Doc/sfn00020.pdf>) and submit it to the Department.

PROTECTION & ADVOCACY PROJECT

400 East Broadway, Suite 409
Bismarck, ND 58501-4071

Phone: (701) 328-2950

Toll Free: (800) 472-2670

Fax: (701) 328-3934

Williston Office:

309 Washington Avenue #204
Williston, ND 58801-2472

Web Address: <https://www.ndpanda.org/>

Email: panda@nd.gov

STATE LONG TERM CARE OMBUDSMAN PROGRAM

State Long-Term Care Ombudsman
Aging Services Division
1237 West Divide Avenue, Suite 6
Bismarck, ND 58501

Relay ND TTY: (701) 328-4617 or 711 (TTY) | **Toll Free:** (855) 462-5465, option 3

Fax: (701) 328-8744 | **Email:** dhsagingombud@nd.gov

- **Submit a complaint online:** using online form (SFN 1829) at www.nd.gov/eforms/Doc/sfn01829.pdf

STATE SURVEY & CERTIFICATION AGENCY

Health Response & Licensure
Health Facilities Unit
1720 Burlington Drive, Suite A
Bismarck, ND 58504-7736

Phone: (701) 328-2352

Fax: (701) 328-1890 | **Email:** hfconcerns@nd.gov

More information can be found at: <https://www.hhs.nd.gov/health/regulation-licensure-and-certification/health-facilities-unit>

Before you file a complaint, please talk with the Administrator/CEO, the Director of Nursing or the Medical Director at the facility. To file a complaint, you may download form (SFN 61954) online or submit directly online at <https://www.hhs.nd.gov/health/regulation-licensure-and-certification/health-facilities-unit/health-facility-concerns>

The North Dakota Telecommunications Relay System (TRS) which was mandated in 1993 by the state legislature, enables people who are unable to hear, hard of hearing, or unable to speak, to call and be called by voice (hearing) telephone users.