BUDGET UNIT BRIEF – FY 2021

Fiscal Services Division

July 1, 2020

LSA
LEGISLATIVE
SERVICES AGENCY
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Office of the State Long-Term Care Ombudsman

Description

Iowa's Office of the State Long-Term Care Ombudsman (OSLTCO) is responsible under both federal and Iowa law for advocating for residents and tenants of long-term care facilities, including nursing facilities, residential care facilities, assisted living programs, and elder group homes. The Office is responsible for the following:

- Resolving complaints made by or on behalf of residents of long-term care facilities.
- Educating consumers and long-term care providers about resident rights.
- Promoting community involvement through volunteer opportunities.
- Providing information to the public on nursing home and other long-term care facilities and services, resident rights, and legislative and policy issues.
- Advocating for resident rights and quality care in nursing homes, residential care facilities, and assisted living programs.
- Promoting the development of citizen organizations, family councils, and resident councils.

The Office has eight Long-Term Care Ombudsmen, with each Ombudsman covering a different area of the State.

The Managed Care Ombudsman Program advocates for the rights and needs of Medicaid managed care members who receive care in health care facilities, assisted living programs, and elder group homes in Iowa, as well as members who are enrolled in one of Medicaid's seven home and community-based services (HCBS) waiver programs.

Funding

Iowa's OSLTCO received a General Fund appropriation of $1.1 million for FY 2020.

Related Statutes and Administrative Rules

Iowa Code sections 231.41, 231.42, 231.44, and 231.45
Iowa Administrative Code 17—8

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More Information

Office of the State Long-Term Care Ombudsman: www.iowaaging.gov/state-long-term-care-ombudsman
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