



## INSURANCE

### 1 Health and others

#### Long-Term Care Ombudsman Program

Advocates for improving the quality of life for persons receiving long-term care services. Resolves complaints against long-term care providers through counseling, negotiation and investigation. Provides information about long-term care providers to help consumers make an informed decision. Educates the community about long-term care issues. Visits residents of long-term care facilities on a weekly basis through our volunteer program. Trains long-term care staff. Consults with providers. The Long-Term Care Ombudsman Program is not a licensing/regulatory agency, but may work together with a licensing/regulatory agency.

 [Visit Website](#)

703-324-7948 TTY 711  
[FairfaxAAA@fairfaxcounty.gov](mailto:FairfaxAAA@fairfaxcounty.gov)

#### Medicaid

Fairfax County Dept of Family Services (DFS) administers the Medicaid program and determines Medicaid eligibility. The Medicaid Dept is also referred to as "Self-Sufficiency."

 [Visit Website](#)

703-324-7500

(703) 300-1751

[Info@mcleancva.org](mailto:Info@mcleancva.org)

[www.mcleancva.org](http://www.mcleancva.org)



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#### Northern VA Family Services

Northern Virginia Family Services (NVFS) breadth, depth and scope of services offer the resources and support to ensure that everyone in need, at every stage of life, maximizes their potential and fully contributes to a thriving community. We provide the essential building blocks for financial, emotional and physical well-being, serving as leaders and innovators for the Northern Virginia community. Every year, we empower more than 40,000 individuals to achieve self-sufficiency. With these essential resources, our community is better equipped for future success and engagement among all of our neighbors.

 [Visit Website](#)

571-748-2500

#### VICAP: Medicare and Insurance Counseling

Virginia Insurance Counseling and Assistance Program. Refer callers to this resource for personal advice and help on Medicare and Medicaid. For help in disputes with insurance companies, call the VA Bureau of insurance.

 [Visit Website](#)

703-324-7948 - TTY 711 FairfaxAAA@fairfaxcounty.gov

#### Medicare

General Medicare information, ordering booklets, information about health care plans.

 [Visit Website](#)

800-633-4227

(703) 300-1751

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[www.mcleancva.org](http://www.mcleancva.org)





## INSURANCE

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### Health and others

#### SSA - Social Security Administration

Changing my address, Medicare Part A or Part B, lost Medicare card, and Social Security benefits.

 [Visit Website](#)

800-772-1213

(703) 300-1751

[Info@mcleancva.org](mailto:Info@mcleancva.org)

[www.mcleancva.org](http://www.mcleancva.org)

