



Nebraska Client Assistance Program

Hotline for Disability Services

Contact the Nebraska Client Assistance Program

Hotline for Disability Services

PO Box 94987

Lincoln, NE 68509

Toll Free Phone: 1-800-742-7594

Email: shari.bahensky@nebraska.gov

INSURANCE, NEBRASKA DEPARTMENT OF

Description:

FOR CONCERNS ABOUT AN INSURANCE MATTER, THE DEPT. OF INSURANCE IS RESPONSIBLE FOR PROVIDING THE PUBLIC WITH INSURANCE INFORMATION AND ASSISTANCE, AS WELL AS VERIFYING AND ENSURING THE PROPER HANDLING OF INSURANCE TRANSACTIONS. SENIOR HEALTH INSURANCE INFORMATION PROGRAM (SHIIP) CAN REVIEW YOUR FINANCIAL SITUATION AND MAKE RECOMMENDATIONS ABOUT ALTERNATE HEALTH INSURANCE OPTIONS ALSO RESPONSIBLE FOR COORDINATING AND MAINTAINING A STATEWIDE SENIORS COUNSELING PROGRAM. 800.234.7119. INVESTIGATION SECTION: RESPONSIBLE FOR HANDLING CONSUMER CONTACTS AND INVESTIGATING CONSUMER COMPLAINTS; THE DEPARTMENT MAY NOT ALWAYS BE ABLE TO RESOLVE DISPUTES BETWEEN YOU AND YOUR INSURANCE COMPANY. PHONE #2 IS CONSUMER HOTLINE

Eligibility:

ANYONE WITH A QUESTION

List of Provided Services:

Information and Referral: Information and Referral

Insurance: Insurance Information

Contact Information:

Address:

TERMINAL BUILDING 941 O STREET, SUITE 400

Lincoln NE 68508-3690

Hours of Operation: 8:00 TO 5:00 MONDAY-FRIDAY

Website: www.doi.ne.gov

Main Phone: 402-471-0888

Other Phone(s):

Phone: 877-564-7323

Fax: 402-471-6559

Phone: 402-471-2201 Switchboard

Main Email:

Other Email(s):

consumer_affairs@doi.state.ne.us

Main Contact(s):

CONSUMER AFFAIRS

Other Contact(s):

General Information

Agency ID: 684

Counties Served:

Adams, Banner, Blaine, Boone, Box Butte, Boyd, Brown, Buffalo, Burt, Butler, Cass, Cedar, Chase, Cherry, Cheyenne,

Clay, Colfax, Cuming, Custer, Dakota, Dawes, Dawson, Deuel, Dixon, Dodge, Douglas, Dundy, Fillmore, Franklin, Frontier, Furnas, Gage, Garden, Garfield, Gosper, Grant, Greeley, Hall, Hamilton, Harlan, Hayes, Hitchcock, Holt, Hooker, Howard, Jefferson, Johnson, Kearney, Keith, Keya Paha, Kimball, Knox, Lancaster, Lincoln, Logan, Loup, Madison, McPherson, Merrick, Morrill, Nance, Nemaha, Nuckolls, Otoe, Pawnee, Perkins, Phelps, Pierce, Platte, Polk, Red Willow, Richardson, Rock, Saline, Sarpy, Saunders, Scotts Bluff, Seward, Sheridan, Sherman, Sioux, Stanton, Thayer, Thomas, Thurston, Valley, Washington, Wayne, Webster, Wheeler, York, Arthur, Antelope

Ages Served: All Ages

Disabilities Served:

Alcohol/Drug, BIMl (Behavioral Impairment/Mental Illness), Brain Injury/Head Injury, DD (Developmental Disability including ID), Hearing Impairment, LD (Learning Disability), OHI - Other Health Impairment, Orthopedic, Speech Disability, Visual Disability

Wheelchair Accessible: Yes

Fees: NO CHARGE

Sliding Fee Schedule: Yes

Interpreters on Staff:

Spanish

How to Appeal a Decision:

OMBUDSMAN