

# CAP

## Nebraska Client Assistance Program Hotline for Disability Services

### Contact the Nebraska Hotline for Disabilities

Hotline for Disability Services

PO Box 94987

Lincoln, NE 68509

**Phone:** (402) 471-0801 or toll free: 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](http://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](mailto: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