



My Ombudsman

Need help with your MassHealth benefits? We're here for you.

What My Ombudsman Does

We help you when you need assistance getting a covered service or benefit from MassHealth.

How My Ombudsman Works



Information: We answer questions about your MassHealth benefits and explain your rights and responsibilities as a MassHealth member.



Solutions: We help explain denial letters, address problems accessing your health coverage and more.



Communication: We talk with you, your health care providers, and your MassHealth plan so that everyone understands what you need.

How to Contact Us



Helpline: 855-781-9898 (English, Español, and other languages)

Videophone: 339-224-6831 (for Deaf and Hard of Hearing)



info@myombudsman.org



myombudsman.org

Monday through Friday 9am to 4pm