Who to Contact: State by State

Adult Protective Services, the long-term care ombudsman, and free Medicare counseling (SHIP) in every state, the District of Columbia, and Puerto Rico, with Georgia in full.

Current as of October 2026. Numbers can change. Each number was checked on the state's own page on October 4, 2026, unless a note says otherwise. If a number does not work, call the Eldercare Locator at 1-800-677-1116, Monday through Friday, 8 a.m. to 9 p.m. Eastern, or visit eldercare.acl.gov.

If someone is in danger, call 911. In a crisis, call or text 988.

A free companion to *Who to Contact: Free Help for Older Adults and Families*, Book 2 of The Sitting Room Series, by Stephen Deason. Alder Creek Editions, LLC, aldercreekeditions.com. Free to print and give away. Not to be sold or changed.

Georgia

The Georgia Division of Aging Services answers at **1-866-552-4464**. Choose your language, then:

- Option 2: an Aging and Disability Resource Connection counselor, for local services and the Area Agency on Aging.
- Option 3: Adult Protective Services, to report abuse, neglect, or exploitation of someone living at home. Weekdays 8 a.m. to 7 p.m. Eastern; hours can change, so check aging.georgia.gov/adult-protective-services. The online report form is open at any hour, linked from georgia.gov/report-elder-abuse. APS is not a first responder; if someone is in danger, call 911.
- Option 4: GeorgiaCares, Georgia's SHIP, for free Medicare counseling.
- Option 5: the Long-Term Care Ombudsman Program (georgiaombudsman.org).
- Option 7: Georgia Senior Legal Aid.

Abuse in a care home, and complaints about licensed providers

Department of Community Health, Healthcare Facility Regulation: 1-800-878-6442, Monday through Friday, 8 a.m. to 5 p.m. Eastern. Complaints also online at dch.georgia.gov.

Medicaid

Apply online at gateway.ga.gov, at any hour. To apply or ask about eligibility: 1-877-423-4746. Georgia Medicaid member questions: 1-866-211-0950. In person: the county Division of Family and Children Services office.

Legal help for people 60 and older

Georgia Senior Legal Aid: 404-389-9992, or 1-866-552-4464, option 7. The Elderly Legal Assistance Program, free for Georgians 60 and older with a civil legal problem: Clayton, Cobb, DeKalb, Fulton, and Gwinnett counties, 404-389-9992; Barrow, Clarke, Elbert, Greene, Jackson, Jasper, Madison, Morgan, Newton, Oconee, Oglethorpe, and Walton counties, 706-369-7147; all other counties, 1-833-457-7529.

Crisis

The Georgia Crisis and Access Line: 1-800-715-4225, any hour. Or call or text 988.

Medicare quality complaints and fast appeals

Acentra Health: 1-888-317-0751.

Metro Atlanta 211

Dial 211, or text your ZIP code and what you need to 898211.

Division of Aging Services, Constituent Services

404-651-6316.

Every state

For each state: Adult Protective Services (APS), for abuse, neglect, or exploitation of an adult living at home; the long-term care ombudsman, for residents of nursing homes and other care homes; and the State Health Insurance Assistance Program (SHIP), for free Medicare counseling. Abuse in a care home usually goes to the state licensing agency; ask the ombudsman for its number.

Alabama

Adult Protective Services: 1-800-458-7214 (Adult Abuse Hotline). dhr.alabama.gov/adult-protective-services/

Ombudsman: 334-242-5753. alabamaageline.gov/ombudsman/

Medicare counseling (SHIP (State Health Insurance Assistance Program)): 1-800-243-5463 (1-800-AGELINE). alabamaageline.gov/ship/

Alaska

Adult Protective Services: 1-800-478-9996 (in Alaska); 907-269-3666 (ask for Centralized Reporting). health.alaska.gov/en/services/aps-report-harm/

Ombudsman: 1-800-730-6393 (toll-free); 907-334-4480. www.akoltco.org

Medicare counseling (Medicare Information Office (Alaska SHIP)): 1-800-478-6065 (toll-free in Alaska); 907-269-3680 (Anchorage); TTY 1-800-770-8973. health.alaska.gov/dsds/Pages/Medicare

Arizona

Adult Protective Services: 1-877-767-2385 (1-877-SOS-ADULT). des.az.gov/node/14122

Ombudsman: 602-542-6454, ext. 9. des.az.gov

Medicare counseling (Arizona SHIP): 1-800-432-4040. azship.org/

Arkansas

Adult Protective Services: 1-800-482-8049 (Adult Maltreatment Hotline). humanservices.arkansas.gov

Ombudsman: 501-508-8857. arombudsman.dhs.arkansas.gov/

Medicare counseling (SHIIP (Senior Health Insurance Information Program)): 1-800-224-6330; 501-371-2782. insurance.arkansas.gov/consumer-services/senior-health/

California

Adult Protective Services: 1-833-401-0832 (24/7; enter ZIP to reach county APS). www.cdss.ca.gov

Ombudsman: 1-800-231-4024 (24-hour CRISISline). aging.ca.gov/Programs_and_Services/Long-Term_Care_Ombudsman/

Medicare counseling (HICAP (Health Insurance Counseling and Advocacy Program)): 1-800-434-0222. www.aging.ca.gov/hicap/

Colorado

Adult Protective Services: No statewide APS line. Report to the county department of human services where the adult lives (county list linked on page). cdhs.colorado.gov/adult-protective-services

Ombudsman: 303-862-3524. cdhs.colorado.gov/long-term-care-ombudsman

Medicare counseling (SHIP (State Health Insurance Assistance Program)): 1-888-696-7213. doi.colorado.gov

Connecticut

Adult Protective Services: 1-888-385-4225 (Mon-Fri 8am-4:30pm). After hours: 2-1-1 (out of state 1-800-203-1234). portal.ct.gov

Ombudsman: 860-424-5200. portal.ct.gov/ltcop

Medicare counseling (CHOICES): 1-800-994-9422. portal.ct.gov/ADS-CHOICES

Delaware

Adult Protective Services: 1-888-277-4302 (1-888-APS-4302). dhss.delaware.gov

Ombudsman: 302-424-7363. dhss.delaware.gov/services/long-term-care-ombudsman-program/

Medicare counseling (Delaware Medicare Assistance Bureau (DMAB)): 1-800-336-9500; 302-674-7364. insurance.delaware.gov/divisions/dmab/

District of Columbia

Adult Protective Services: 202-541-3950 (24-hour). dacl.dc.gov/service/adult-protective-services

Ombudsman: 202-434-2190. www.aarp.org

Medicare counseling (DC SHIP): 202-727-8370. dacl.dc.gov/service/health-insurance-counseling

Florida

Adult Protective Services: 1-800-962-2873 (Florida Abuse Hotline, 24/7). myflfamilies.com/services/abuse/abuse-hotline

Ombudsman: 1-888-831-0404. elderaffairs.org

Medicare counseling (SHINE (Serving Health Insurance Needs of Elders)): 1-800-963-5337 (1-800-96-ELDER). www.floridashine.org/

Georgia

Adult Protective Services: 1-866-552-4464, option 3. aging.georgia.gov/adult-protective-services

Ombudsman: 1-866-552-4464, option 5. www.georgiaombudsman.org/

Medicare counseling (GeorgiaCares): 1-866-552-4464, option 4. aging.georgia.gov/georgiacares

Hawaii

Adult Protective Services: 808-832-5115 (statewide APS reporting line). humanservices.hawaii.gov/ssd/home/adult-services/

Ombudsman: 1-888-229-2231 (toll-free); 808-586-7268. www.hi-ltc-ombudsman.org/

Medicare counseling (Hawaii SHIP): 1-888-875-9229 (toll-free); 808-586-7299. www.hawaiiship.org/

Idaho

Adult Protective Services: No statewide APS line. Report to the local Area Agency on Aging during business hours. aging.idaho.gov/stay-safe/adult-protection/

Ombudsman: 1-877-471-2777 (toll-free); 208-334-3833. aging.idaho.gov/ombudsman-program/

Medicare counseling (SHIBA (Senior Health Insurance Benefits Advisors)): 1-800-247-4422. doi.idaho.gov/SHIBA/

Illinois

Adult Protective Services: 1-866-800-1409 (24-hour APS Hotline; TTY via 711). ilaging.illinois.gov/protectionadvocacy/abuse.html

Ombudsman: 1-800-252-8966 (Senior HelpLine). ilaging.illinois.gov/programs/ltcombudsman.html

Medicare counseling (SHIP (Senior Health Insurance Program)): 1-800-252-8966. ilaging.illinois.gov/ship.html

Indiana

Adult Protective Services: 1-800-992-6978. secure.in.gov/ipac/adult-protective-services

Ombudsman: 1-800-622-4484 (toll-free); 317-232-7134. secure.in.gov

Medicare counseling (SHIP (State Health Insurance Assistance Program)): 1-800-452-4800. www.in.gov/ship

Iowa

Adult Protective Services: 1-800-362-2178 (24/7). Facility abuse: 1-877-686-0027 or online https://stateofiowa.seamlessdocs.com/f/DIA_Contact_Form. hhs.iowa.gov/dependent_adult_abuse

Ombudsman: 1-866-236-1430. hhs.iowa.gov/family-community/aging-services/ltc-ombudsman

Medicare counseling (SHIIP (Senior Health Insurance Information Program)): 1-800-351-4664. shiip.iowa.gov/

Kansas

Adult Protective Services: 1-800-922-5330 (Kansas Protection Report Center, 24/7). www.dcf.ks.gov

Ombudsman: 1-877-662-8362 (toll-free); 785-296-3017. ombudsman.ks.gov/contact-us/contact-our-office

Medicare counseling (SHICK (Senior Health Insurance Counseling for Kansas)): 1-800-860-5260. kdads.ks.gov

Kentucky

Adult Protective Services: 1-877-597-2331 (1-877-KYSAFE1); 1-800-752-6200. Online (non-emergency, monitored Mon-Fri 8am-4:30pm ET): https://prd.webapps.chfs.ky.gov/reportabuse/home.aspx. chfs.ky.gov/agencies/dcbs/dpp/apb/Pages/default.aspx

Ombudsman: 1-800-372-2991 (toll-free); 859-277-9215. chfs.ky.gov/agencies/dail/Pages/ltcomb.aspx

Medicare counseling (SHIP (State Health Insurance Assistance Program)): 1-877-293-7447 (option 2). chfs.ky.gov/agencies/dail/Pages/ship.aspx

Louisiana

Adult Protective Services: 1-844-945-2377 (1-844-94LAEPS), 24/7, ages 60+. Ages 18-59: 1-800-898-4910. goea.louisiana.gov/services/elderly-protective-services

Ombudsman: 1-866-632-0922 (state office toll-free); 225-342-9723. goea.louisiana.gov/services/louisiana-ombudsman-program/

Medicare counseling (Senior Health Insurance Information Program): 1-800-259-5300. www.ldi.la.gov/consumers/senior-health-shiip

Maine

Adult Protective Services: 1-800-624-8404 (24-hour); Maine Relay 711. www.maine.gov

Ombudsman: 1-800-499-0229; 207-621-1079. www.maineombudsman.org/

Medicare counseling (Maine State Health Insurance Assistance Program (SHIP)): 1-877-353-3771 (Aging & Disability Resource Center). www.maine.gov

Maryland

Adult Protective Services: 1-800-917-7383 (1-800-91Prevent); or call the local DSS office. dhs.maryland.gov

Ombudsman: 1-800-243-3425; 410-767-1100 (Maryland Department of Aging main lines). aging.maryland.gov/Pages/state-long-term-care-ombudsman.aspx

Medicare counseling (State Health Insurance Assistance Program (SHIP)): 1-800-243-3425; 410-767-1100. aging.maryland.gov/Pages/state-health-insurance-program.aspx

Massachusetts

Adult Protective Services: 1-800-922-2275 (24/7, ages 60+). www.mass.gov/info-details/report-abuse-of-adults-aged-60

Ombudsman: 617-222-7495. www.mass.gov

Medicare counseling (SHINE (Serving the Health Insurance Needs of Everyone)): 1-800-243-4636 (MassOptions); MassRelay 711. www.mass.gov/health-insurance-counseling

Michigan

Adult Protective Services: 855-444-3911 (24/7). www.michigan.gov

Ombudsman: 866-485-9393. mltcop.org/

Medicare counseling (Michigan State Health Insurance Assistance Program (SHIP)): 1-800-803-7174. www.michigan.gov

Minnesota

Adult Protective Services: 1-844-880-1574 (Minnesota Adult Abuse Reporting Center, MAARC). mn.gov/dhs/disability-aging/adult-protection/

Ombudsman: 1-800-657-3591. mn.gov/ooltc/

Medicare counseling (Minnesota Aging Pathways (formerly Senior LinkAge Line)): 1-800-333-2433. mn.gov/board-on-aging/direct-services/aging-pathways

Mississippi

Adult Protective Services: 844-437-6282 (Vulnerable Person Abuse Hotline). www.mdhs.ms.gov/aging/adult-protective-services/

Ombudsman: 1-888-844-0041 (statewide help line). www.mdhs.ms.gov/aging/ombudsman/

Medicare counseling (State Health Insurance Assistance Program (SHIP)): 844-822-4622 (Mississippi Access to Care, MAC). www.mdhs.ms.gov/aging/finding-services-for-older-adults/

Missouri

Adult Protective Services: 1-800-392-0210 (open 7 days, 7 a.m. to 8 p.m.). health.mo.gov/safety/abuse/

Ombudsman: 800-309-3282. health.mo.gov/seniors/ombudsman/

Medicare counseling (Missouri SHIP (formerly CLAIM)): 800-390-3330. www.missouriship.org/

Montana

Adult Protective Services: 1-844-277-9300 (weekdays 8 a.m. to 5 p.m.; 911 for emergencies). Online reporting form on the page. dphhs.mt.gov/SLTC/APS

Ombudsman: 1-800-332-2272 (State Ombudsman); 1-800-551-3191 (regional/local). dphhs.mt.gov/sltc/aging/longtermcareombudsman

Medicare counseling (State Health Insurance Assistance Program (SHIP)): 1-800-551-3191. dphhs.mt.gov/sltc/aging/ship

Nebraska

Adult Protective Services: 1-800-652-1999 (24 hours). dhhs.ne.gov/Pages/Adult-Protective-Services.aspx

Ombudsman: 1-800-942-7830. dhhs.ne.gov/Pages/Aging-Ombudsman.aspx

Medicare counseling (Nebraska SHIP & SMP): 1-800-234-7119. doi.nebraska.gov/consumer/senior-health

Nevada

Adult Protective Services: 1-888-729-0571 (statewide); 702-486-6930 (Las Vegas/Clark County). adsd.nv.gov/Programs/Seniors/EPS/EPS_Prog/

Ombudsman: 1-888-282-1155 (helpline). adsd.nv.gov/programs/seniors/ltcombudsman/ltcombudsprog

Medicare counseling (Medicare Assistance Program (MAP)): 1-800-307-4444. adsd.nv.gov

New Hampshire

Adult Protective Services: 1-800-949-0470 (in state); 603-271-7014. Weekdays 8 a.m. to 4:30 p.m.; after hours, call 911 or local police. www.dhhs.nh.gov/report-concern/adult-abuse

Ombudsman: 1-800-442-5640; 603-271-4375. dhhs.nh.gov/about-dhhs/long-term-care-ombudsman

Medicare counseling (State Health Insurance Assistance Program (SHIP), through ServiceLink): 1-866-634-9412. www.servicelink.nh.gov/medicare/index.htm

New Jersey

Adult Protective Services: 855-835-5277 (855-TELL-APS, state line), or the county APS office. www.nj.gov/humanservices/doas/services/a-k/aps/offices.shtml

Ombudsman: 1-877-582-6995. www.nj.gov/ltco/

Medicare counseling (State Health Insurance Assistance Program (SHIP)): 1-800-792-8820. nj.gov/humanservices/doas/services/q-z/ship/

New Mexico

Adult Protective Services: 1-866-654-3219 (statewide). www.aging.nm.gov/protecting-adults/adult-protective-services

Ombudsman: 1-866-451-2901. www.aging.nm.gov/ombudsman/

Medicare counseling (State Health Insurance Assistance Program (SHIP), through the NM Aging & Disability Resource Center): 1-800-432-2080. www.aging.nm.gov/consumer-and-elder-rights/medicare/

New York

Adult Protective Services: 1-844-697-3505 (statewide helpline, weekdays 8:30 a.m. to 8 p.m.), or the county APS office. ocfs.ny.gov/programs/adult-svcs/aps/

Ombudsman: 1-855-582-6769. ltcombudsman.ny.gov/

Medicare counseling (HIICAP (Health Insurance Information, Counseling and Assistance Program)): 1-800-701-0501. aging.ny.gov

North Carolina

Adult Protective Services: Call the county Department of Social Services. Statewide: NCDHHS Customer Service Center, 1-800-662-7030. www.ncdhhs.gov/divisions/aging/adult-protective-services

Ombudsman: The state office, 919-855-3400. For the regional ombudsman, call your Area Agency on Aging, or find it at theconsumervoice.org/get_help, or call the Eldercare Locator at 1-800-677-1116.

Medicare counseling (Seniors' Health Insurance Information Program (SHIIP)): 1-855-408-1212. www.ncdoi.gov

North Dakota

Adult Protective Services: 1-855-462-5465, option 2 (weekdays 8 a.m. to 5 p.m.). www.hhs.nd.gov/adults-and-aging/reporting

Ombudsman: 1-855-462-5465, option 3; 701-328-4617. www.hhs.nd.gov

Medicare counseling (State Health Insurance Counseling (SHIC), the state's SHIP): 1-888-575-6611. www.insurance.nd.gov/shic-medicare

Ohio

Adult Protective Services: 1-855-644-6277 (855-OHIO-APS). aps.jfs.ohio.gov/

Ombudsman: 1-800-282-1206. ombudsman.ohio.gov

Medicare counseling (Ohio Senior Health Insurance Information Program (OSHIIP)): 1-800-686-1578. insurance.ohio.gov/consumers/medicare/01-oshiip

Oklahoma

Adult Protective Services: 1-800-522-3511. oklahoma.gov/okdhs/services/reportabuse.html

Ombudsman: 1-800-211-2116 (state office 405-521-6734). oklahoma.gov/oag/about/divisions/ltco.html

Medicare counseling (Senior Health Insurance Counseling Program (SHIP), Oklahoma Insurance Dept. Medicare Assistance Program): 1-800-763-2828. www.oid.ok.gov

Oregon

Adult Protective Services: 1-855-503-7233 (855-503-SAFE, Oregon SAFEline). www.oregon.gov

Ombudsman: 1-800-522-2602 (local 503-378-6533). www.oregon.gov/ltco

Medicare counseling (Senior Health Insurance Benefits Assistance (SHIBA)): 1-800-722-4134. shiba.oregon.gov/

Pennsylvania

Adult Protective Services: 1-800-490-8505 (24/7 Elder Abuse Helpline). www.pa.gov/services/aging/report-abuse-of-an-older-adult

Ombudsman: 717-783-8975. www.pa.gov

Medicare counseling (PA MEDI (Pennsylvania Medicare Education and Decision Insight)): 1-800-783-7067. www.pa.gov

Puerto Rico

Adult Protective Services: 1-800-981-8333 (Isla); 787-749-1333 (Metro), 24/7. adfan.pr.gov

Ombudsman: 787-721-6121 (Ponce 787-841-1180). www.oppea.pr.gov/programas-y-servicios

Medicare counseling (Programa Estatal de Asistencia sobre Seguros de Salud (SHIP), OPPEA): 1-877-725-4300 (also 1-800-981-7735, 1-800-981-0056). www.oppea.pr.gov/programas-y-servicios

Rhode Island

Adult Protective Services: 401-462-0555 (age 60+, anytime). oha.ri.gov/what-we-do/protect/protective-services

Ombudsman: 401-785-3340; toll-free 1-888-351-0808. oha.ri.gov/what-we-do/protect/ombudsman-program

Medicare counseling (Senior Health Insurance Program (SHIP)): 1-888-884-8721. oha.ri.gov/Medicare

South Carolina

Adult Protective Services: 1-888-227-3487 (1-888-CARE4US). dss.sc.gov

Ombudsman: 1-800-868-9095 (local 803-734-9900). www.aging.sc.gov

Medicare counseling (State Health Insurance Assistance Program (SHIP)): 1-800-868-9095. aging.sc.gov

South Dakota

Adult Protective Services: 1-833-663-9673. dhs.sd.gov/en/ltss/adult-protective-services

Ombudsman: 1-833-663-9673. dhs.sd.gov/ltss/ombudsman.aspx

Medicare counseling (Senior Health Information and Insurance Education (SHIINE)): 1-888-854-5321. dhs.sd.gov/en/ltss/shiine

Tennessee

Adult Protective Services: 1-888-277-8366 (1-888-APS-TENN, 24/7). www.tn.gov

Ombudsman: 1-877-236-0013 (state office 615-253-5412). www.tn.gov

Medicare counseling (Tennessee State Health Insurance Assistance Program (TN SHIP)): 1-877-801-0044. www.tn.gov

Texas

Adult Protective Services: 1-800-252-5400 (Texas Abuse Hotline). www.txabusehotline.org

Ombudsman: 1-800-252-2412. ltco.texas.gov/

Medicare counseling (Health Information, Counseling and Advocacy Program (HICAP)): 1-800-252-9240. www.hhs.texas.gov/services/health/medicare

Utah

Adult Protective Services: 1-800-371-7897 (M-F 8-5). daas.utah.gov/adult-protective-services/

Ombudsman: 801-538-3910. daas.utah.gov/long-term-care-ombudsman/

Medicare counseling (State Health Insurance Assistance Program (SHIP)): 1-800-541-7735. daas.utah.gov/seniors/

Vermont

Adult Protective Services: 1-800-564-1612. dlp.vermont.gov/aps/make-aps-report

Ombudsman: 1-800-889-2047, ext. 3. www.vtlegalaid.org/legal-projects/long-term-care-ombudsman

Medicare counseling (State Health Insurance Program (SHIP)): 1-800-642-5119. asd.vermont.gov/services/ship

Virginia

Adult Protective Services: 1-888-832-3858 (24/7). www.dss.virginia.gov/family/as/aps.cgi

Ombudsman: 1-800-552-5019 (local 804-565-1600). dars.virginia.gov/?p=57

Medicare counseling (Virginia Insurance Counseling & Assistance Program (VICAP)): 1-800-552-3402. www.vda.virginia.gov/vicap.htm

Washington

Adult Protective Services: 1-877-734-6277 (licensed facilities: 1-800-562-6078). www.dshs.wa.gov

Ombudsman: 1-800-562-6028. www.waombudsman.org/

Medicare counseling (Statewide Health Insurance Benefits Advisors (SHIBA)): 1-800-562-6900. www.insurance.wa.gov/get-help-medicare

West Virginia

Adult Protective Services: 1-800-352-6513 (Centralized Intake for Abuse and Neglect). bss.wv.gov/bss-services/centralized-intake-abuse-and-neglect

Ombudsman: 1-800-834-0598 (Legal Aid of WV regional ombudsmen); state office 304-816-3151. legalaidwv.org/our-programs/long-term-care

Medicare counseling (State Health Insurance Assistance Program (WV SHIP)): 1-877-987-4463. www.wvship.org/

Wisconsin

Adult Protective Services: Age 60+: 1-833-586-0107 (Elder Abuse Hotline); otherwise county APS. www.dhs.wisconsin.gov/aps/report.htm

Ombudsman: 1-800-815-0015. boaltc.wi.gov/Pages/Ombudsman.aspx

Medicare counseling (State Health Insurance Assistance Program (SHIP); Wisconsin Medigap Helpline): 1-800-242-1060 (Part D helpline 1-855-677-2783). www.dhs.wisconsin.gov

Wyoming

Adult Protective Services: Local DFS office; DFS toll-free 1-800-457-3659. dfs.wyo.gov/i-need-to-report/abuse-neglect-exploitation

Ombudsman: 307-287-7757 (regional toll-free 1-800-856-4398, 1-877-634-1006, 1-877-634-1005). health.wyo.gov/admin/long-term-care-ombudsman-program/

Medicare counseling (Wyoming State Health Insurance Information Program (WSHIIP)): 1-800-856-4398. www.wyomingseniors.com