



OMBUDSMAN LEGAL ASSISTANCE PROGRAM (OLAP)

OLAP provides free legal services to persons residing in or seeking admission to long term care facilities.
The Advocacy Center (AC) is a statewide non-profit agency providing free legal services to senior citizens and persons with disabilities.

ELIGIBILITY

To be eligible for **OLAP**, an individual must:

- be age 60 or over; AND
- reside in OR be seeking admission to a Louisiana long term care facility, such as a nursing home or assisted living facility

SERVICES

INFORMATION AND REFERRAL

Provide information regarding legal rights and referrals to clients, ombudsmen, caregivers, and other professionals

EDUCATION AND TRAINING

Provide training to ombudsmen, consumers, caregivers, and other professionals on topics such as financing long term care, client rights and legal status issues

INDIVIDUAL CASE ADVOCACY

Services may include a review of records to determine the merit of the case, negotiation, and representation at administrative and court proceedings. AC selects cases from the following priority areas:

Provision of Care

- advocate on behalf of clients in cases involving care issues such as financial exploitation by long term care providers, restraint/seclusion, threats of retaliation by staff, and appropriate medical treatment and personal care

Assistive Technology

- advocate for the funding of assistive technology services and devices by nursing homes, Medicaid, Medicare, and private insurance to enhance the quality of life for seniors in residential settings

Discharge Planning

- ensure release when desired and obtain appropriate discharge plan
- challenge inappropriate involuntary transfer or discharge

Health Care

- appeal Medicaid or Medicare denials of eligibility and/or payment for services
- advocate on behalf of clients for the provision of appropriate and desired health care

Legal Status

- defend against, overturn or limit interdictions
- revoke powers of attorney

Public Benefits

- advocate on behalf of clients in public benefits cases, such as Medicaid, Medicare and Veterans' benefits eligibility, as well as Social Security and SSI (Supplemental Security Income) overpayment cases

Rights Protection

- ensure protection of rights such as the right to privacy, confidentiality, free choice, visitors, legal assistance, and access to records

For Assistance:

Call: TOLL-FREE 1-800-960-7705 (Voice) 1-866-935-7348 (TTY)

Write: 1010 Common Street, Suite 2600, New Orleans, LA 70112

Visit our website: www.advocacyla.org

AC has offices in New Orleans, Baton Rouge, Lafayette, and Shreveport

To request services in Vietnamese, call 1-800-960-7705, extension 153. Để đòi hỏi những công tác (dịch vụ) bằng tiếng Việt, xin gọi 1-800-960-7705, mở rộng 153.
For information in Spanish, please call 1-800-960-7705, ext. 152. Para información en español por favor llame 1-800-960-7705, ext.152

This program is mandated by the Older Americans Act and is funded by the Governor's Office of Elderly Affairs.

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