



Working with federal agencies can be confusing and, sometimes, even frustrating. Ensuring that constituents are receiving the help they need from federal agencies is very important to me. My office assigns caseworkers to specific areas of expertise in order to serve our constituents as effectively and efficiently as possible.

Working with a caseworker ensures that you will be assisted by someone who has helped hundreds of constituents and has ample experience in dealing with your specific federal agency. We strive to answer questions, resolve confusion, and provide resources and we are honored to work on your behalf.

Working Together

First: I encourage you to call my office at 402-397-9944 and be referred to one of my caseworkers. Before a caseworker can begin to review your case, you must fill out a "[Casework Request Form](#)"

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Second: Please fill out a [Casework Request Form](#) and mail or fax form to my District Office.

11717 Burt Street, Suite 106

Omaha, NE 68154

Completed request forms may also be faxed to:
(402) 397-8787

The Casework Request Form asks for:

- All appropriate contact information, including a daytime phone number and e-mail address in case we need to reach you with follow-up questions about your case.
- Any relevant identification or tracking numbers you have been assigned, such as your Social Security number or case number.
- As much information about your question or concern as possible, including any correspondence you've previously had with the agency.

Note: Due to the federal Privacy Act, we are required to have your written permission through our Privacy Release form before we are able to contact any government agencies on your behalf. Without written permission we are only able to provide general advice and information.

Examples of What We Can Help With:

Here are a few examples of what my staff members and I can help you with. This list is not exhaustive. Please call my office at 402-397-9944 with any questions about assistance you may need.□

- **Veterans:** Problems with veterans benefits, eligibility determinations, VA home loans, and replacements of medals earned.
- **Social Security:** Social Security benefits and eligibility or missing checks are things we help with often.
- **Medicare/Medicaid:** Assistance with claims

- **Internal Revenue Service:** A list of forms and instructions.
 - **Housing:** Problems with housing vouchers, federal loan programs and HUD.
 - **Immigration:** We help with naturalization applications, immigrant petitions for relatives and adjustment of status applications that are delayed or lost.
 - **Passports:** Getting passports in an emergency, lost passports and overseas travel restrictions.
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Frequently Asked Questions:

- Veterans: [The Department of Veterans Affairs web site](#) offers answers to questions about health care eligibility and enrollment, including information about benefits and costs.

- The [Department of Veterans Affairs: Veterans Retraining Assistance Program](#) enables eligible veterans to receive a year of educational benefits to prepare them for high-demand occupations.

- Social Security: [The Social Security Administration \(SSA\) web site](#) includes a useful section on questions and answers grouped into generalized categories, like benefits, disability, and taxes. Scroll through all the answers available or narrow your search to certain categories or keywords.

- Medicare/Medicaid: Check [Medicare.gov](#) or CMS.HHS.gov for information about [Medicare Prescription Drug plans](#), including bridging the [Part D coverage gap](#);
;
[Medicare eligibility](#);
; and basic information about [how to file a claim](#).

- Taxes: The Internal Revenue Service (IRS) web site includes [information on preparing and filing your tax returns](#),
the [Earned Income Tax Credit](#),
, [local assistance with personal tax issues](#)
, and [other frequently-asked questions](#)
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- Immigration and Visas: Check the web site maintained by [U.S. Citizenship and Immigration Services \(USCIS\)](#)
for answers to questions about bringing a spouse, fiance, or child to live in the United States; becoming a lawful permanent resident, or checking the status of an application with USCIS.

- Passports and overseas travel: The State Department provides information for U.S. citizens on [obtaining a passport](#) and [traveling abroad](#) .

