

## What do we do?



### Toll-Free Helpline

Call our toll-free telephone number to reach a live, expert health counselor. You can get accurate, in-depth guidance on your first call.

### One-on-One Assistance

We help hundreds of people each month through our helpline and network of agencies.

We answer simple questions, assist with internal and external appeals and everything in-between.

### Community Presentations

We teach people about Managed Long Term Care and HARP.

## How can we help?



- Answering questions about Medicaid, Medicare, long term care, behavioral health, and managed care.
- Helping you decide what plan is right for you.
- Solving problems with your managed care plan.



# ICAN

Independent  
Consumer Advocacy  
Network

## Get help today.



**Our services are free.**

**Call: (844) 614-8800**

Our helpline is open Monday through Friday, 8am to 6pm.

If you are hearing or speech impaired, you can use the NY Relay Service by dialing **711**.

We speak Spanish, Russian, and Mandarin. We have interpreters for all other languages.

**Email: [ican@cssny.org](mailto:ican@cssny.org)**

**Website: [icannys.org](http://icannys.org)**

**Nassau Suffolk Law Services is a participating agency in the ICAN network.**

Residents of Long Island may contact us directly at 631-822-3290.

**Community  
Service  
Society** | Fighting Poverty  
Strengthening  
New York

633 Third Ave.  
New York, NY 10017  
(212) 254-8900  
[cssny.org](http://cssny.org)

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# Get Help with Managed Care.

**Ask ICAN.** We are an independent, free, and confidential resource to help you make the health insurance decisions that are right for you.



# ICAN



**Long term care** means having another person help you with your daily activities (like a home attendant or nursing home). Medicaid pays for long term care.

**Behavioral health** means help recovering from and living with mental illness or substance use disorder.

## What is ICAN?



ICAN is the New York State Ombudsprogram for people with Medicaid who need long term care or behavioral health services.

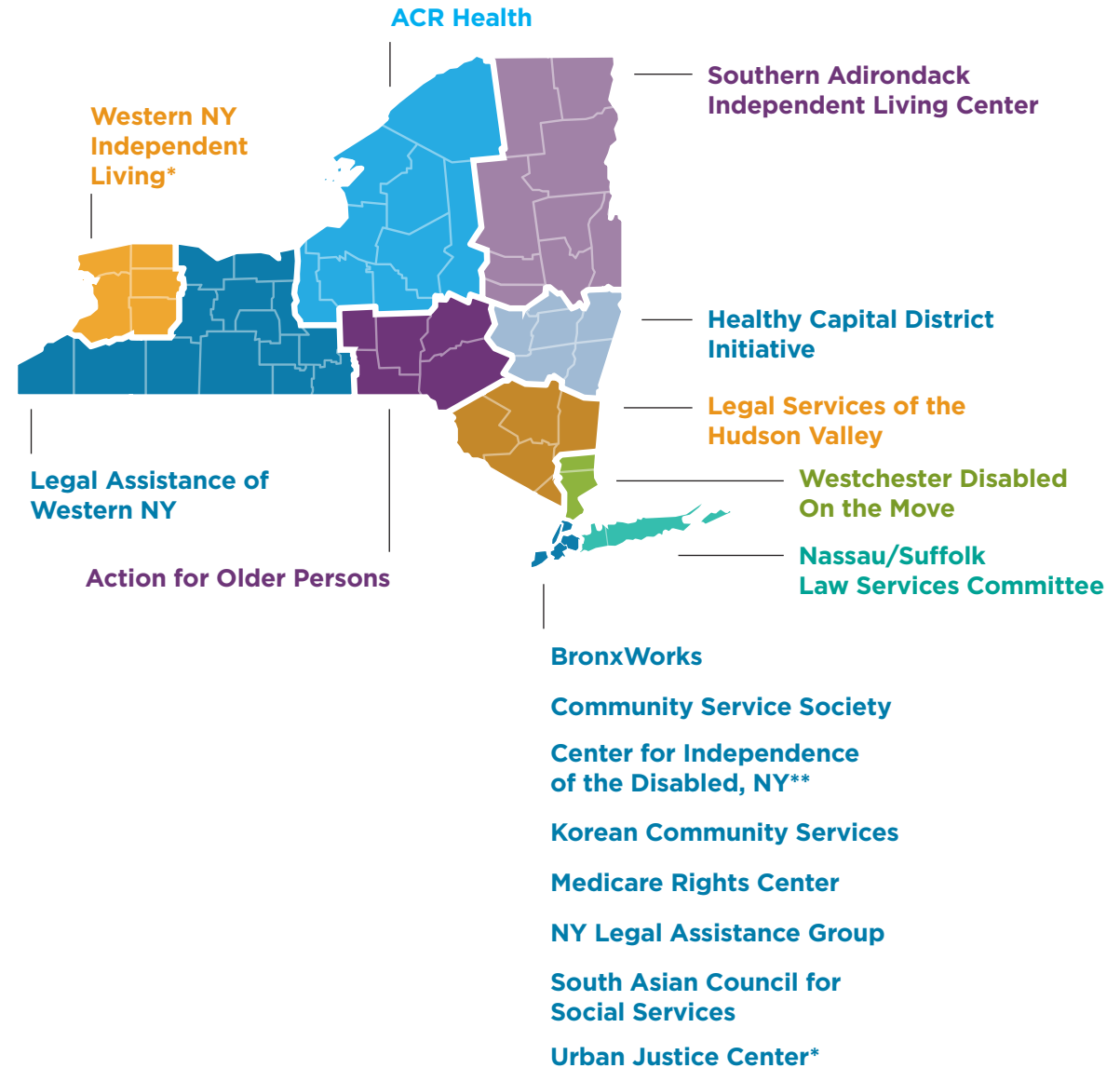
## Who do we help?



- Anyone enrolled in or eligible for Managed Long Term Care (MLTC), Health and Recovery Plans (HARP), Fully Integrated Duals Advantage for Individuals with Intellectual and Developmental Disabilities (FIDA-IDD) or long term care services through a Medicaid Managed Care plan (MMC).
- We can talk with you, your family member, or anyone who is helping you with your healthcare decisions.

## The ICAN network serves the entire state.

When you call ICAN, you will get help from an organization near you. Call (844) 614-8800 to be connected with your local ICAN member.



\* Specialists in HARP & behavioral health

\*\* Specialist in FIDA-IDD