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, help with fair hearings, and everything in-between.

**Community Presentations**
We teach people about Managed Long Term Care, FIDA 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.

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**

**Website: icannys.org**

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 is a program of the Community Service Society, and is funded by the State of New York. Design by Imaginary Office. Updated January 2017.
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.

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.

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), Fully Integrated Duals Advantage (FIDA or FIDA-IDD), and Health and Recovery Plans (HARP) 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.

Legal Assistance of Western NY
Action for Older Persons

Southern Adirondack Independent Living Center
Legal Aid Society of Northeastern NY
Legal Services of the Hudson Valley
Westchester Disabled On the Move
Nassau/Suffolk Law Services Committee

BronxWorks
Community Service Society
Center for Independence of the Disabled, NY**
Korean Community Services
Medicare Rights Center
NY Legal Assistance Group
South Asian Council for Social Services
Urban Justice Center*

* Specialists in HARP & behavioral health
** Specialist in FIDA-IDD