

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.



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

Website: icannys.org

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

633 Third Ave.
New York, NY 10017
(212) 254-8900
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.

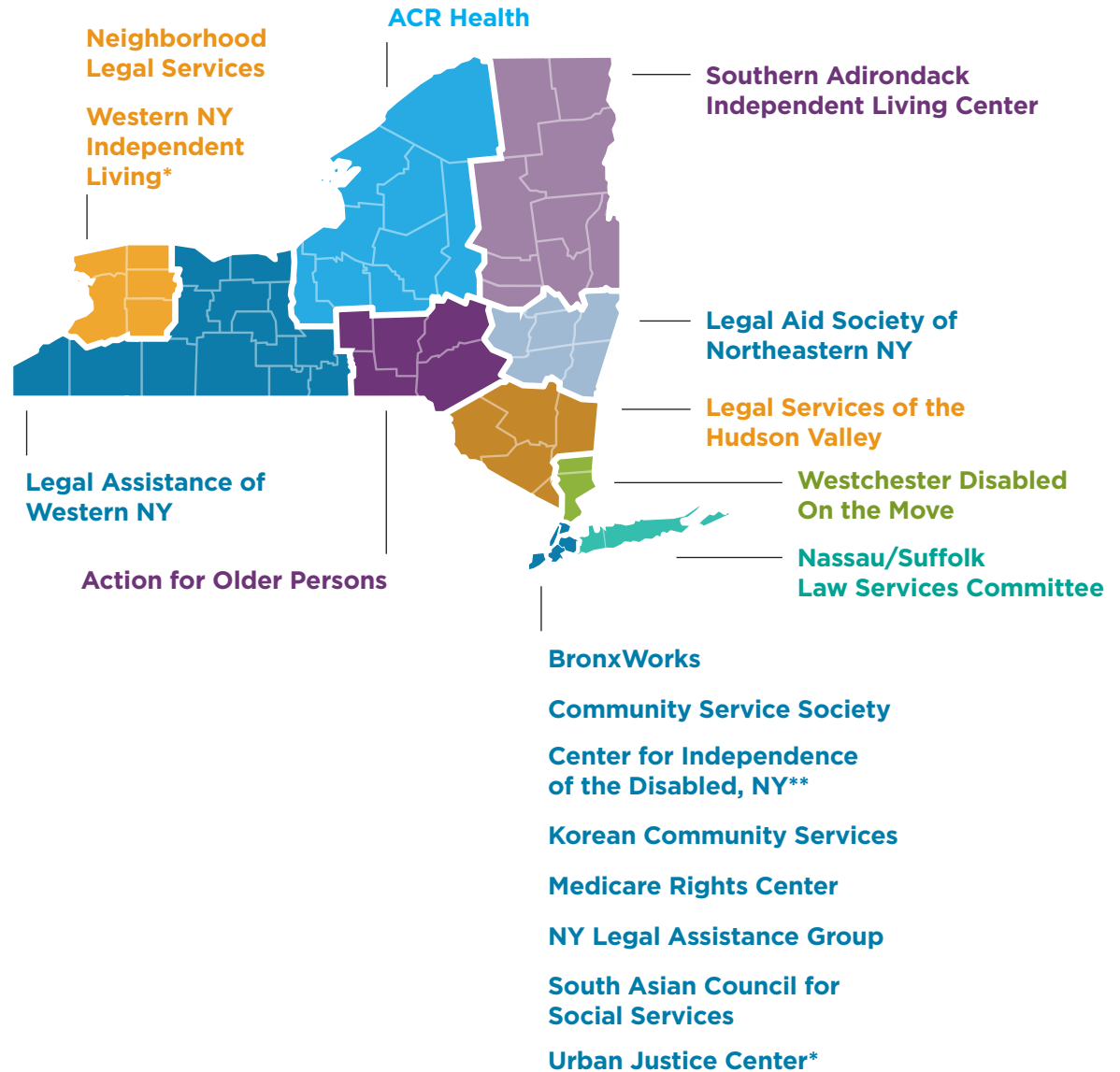
Who do we help?



- Anyone enrolled in or eligible for Managed Long Term Care (MLTC), 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.

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