

What do we do?

Toll-Free Helpline

Anyone can 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

Through our helpline or our network of agencies, we provide direct assistance to hundreds of people each month. Our cases range from quick advice calls to formal appeals.

Community Presentations

We educate consumers, advocates and health care providers about Managed Long Term Care and FIDA.

ICAN is a program of the **Community Service Society**, and is funded by the State of New York.

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

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

Our Services Are Free

Get help today.

- In Dutchess, Orange, Rockland, Sullivan and Ulster Counties, contact Legal Services of the Hudson Valley at **(845) 471-0058 x 405** or **dlwright@lshv.org**.
- Call: **(844) 614-8800**
 - Our helpline is open Monday through Friday, 8am to 8pm.
 - If you are hearing or speech impaired, you can use the NY Relay service by dialing 711
- Email: **ican@cssny.org**
- Website: **icannys.org**



Get help with Managed Long Term Care

at Legal Services of the Hudson Valley

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



ICAN

Independent
Consumer Advocacy
Network

What is ICAN?

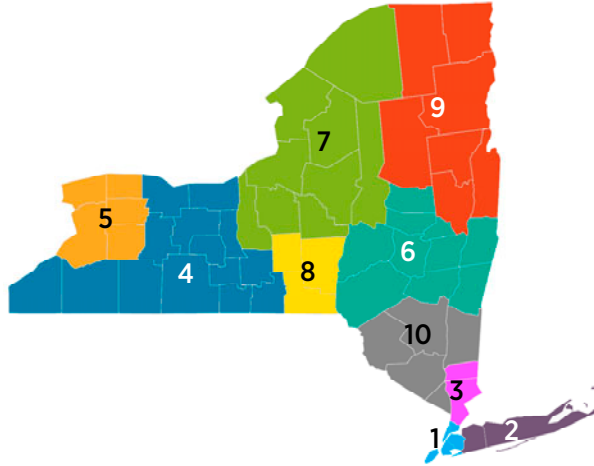
ICAN is the New York State Ombudsprogram for people with Medicaid who need long term care services.

We assist New Yorkers with enrolling in and using managed care plans that cover long term care services, such as home attendant services or nursing home care.

We can help you by:

- Answering questions about Medicaid, Medicare, long term care, and managed care plans
- Giving you information about your health insurance options, like the new FIDA program, and helping you decide what is right for you
- Solving problems with your managed care plan or providers, using negotiation or formal appeal processes

ICAN is a statewide network of organizations



1. CSS
Center for Independence of the Disabled, NY
The Legal Aid Society
Medicare Rights Center
NY Legal Assistance Group
2. Nassau/Suffolk Law Services Comm.
3. Westchester Disabled On the Move
4. Legal Assistance of Western NY
5. Neighborhood Legal Services
6. Empire Justice Center
7. ACR Health
8. Action for Older Persons
9. Southern Adirondack Independent Living Center
10. Legal Services of the Hudson Valley

Who Does ICAN Help?

- We help anyone in a Medicaid managed care plan who needs long term care services (like a home attendant or nursing home).
- We also help people who are applying for Medicaid and need help enrolling in a Managed Long Term Care (MLTC), Medicaid Managed Care (MMC), or Fully Integrated Duals Advantage (FIDA) plan.
- We can talk with you, your family member, or anyone who is helping you with your health insurance or care decisions.

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or dlwright@lshv.org.