

# The role of Community Health Advocates

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- **Community Health Advocates (CHA)** helps New Yorkers navigate the complex health care system by providing individual one-on-one assistance and public outreach and education throughout New York State.
- CHA is an all payer Ombudsman Program! We are the only entity that offers one-stop assistance for health care consumers—regardless of their source of coverage.
- CHA helps consumers and small employers understand health insurance coverage and access the health care they need.

# Community Health Advocates

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- **CHA's primary focus is to provide post-enrollment assistance to health care consumers:**
  - Help consumers understand how to use their insurance
  - Help consumers solve problems with coverage.
  - Help consumers with non-Marketplace insurance coverage and/or applications
  - Educate consumers about appeal rights
  - Resolve problems with tax credits and subsidies
  - Educate consumers about rights and responsibilities
  - Resolve medical bills
  - Help insured consumers access healthcare services
  - Help uninsured consumers to access discounted or free care
  - Help insured consumers obtaining prior authorization and appeal service denials
  - Help consumers appealing coverage denials

# CHA “hub-and-spokes” model

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## Hub

- CSS Manages a central, live answer, toll-free helpline, staffed from Monday through Friday from 9 am to 4 pm.  
1-888-614-5400
- Specialist groups
  - Empire Justice Center
  - Medicare Rights
  - Legal Aid Society

## Spokes

- Trusted local advocates
- Provide consumer assistance to New Yorkers



# COMMUNITY HEALTH ADVOCATES

We've got you covered.

NAME	PHONE NUMBER	COUNTIES SERVED
1 ACR HEALTH	1-800-475-2430  315-475-2430	Cayuga, Herkimer, Jefferson, Lewis, Madison, Oneida, Oswego, St. Lawrence Onondaga
2 BRONXWORKS	718-588-3836	Bronx
3 CENTER FOR THE INDEPENDENCE OF THE DISABLED NEW YORK	646-442-4145	New York State
4 CHENANGO HEALTH NETWORK	607-337-4128	Chenango, Cortland, Madison, Otsego, Delaware, Broome
5 COMMUNITY SERVICE SOCIETY OF NEW YORK	1-888-614-5400	New York State
6 EMERALD ISLE IMMIGRATION CENTER	718-478-5508, ext. 103	Bronx, Kings, Nassau, New York, Orange, Putnam, Queens, Richmond, Rockland, Suffolk, Westchester
7 EMPIRE JUSTICE CENTER	1-800-724-0490, ext. 5822	Upstate New York
8 GREATER WATERTOWN NORTH COUNTRY CHAMBER OF COMMERCE	315-788-4400	Jefferson, Lewis, Oswego, St. Lawrence
9 HEALTH AND WELFARE COUNCIL OF LONG ISLAND	516-505-4426	Nassau, Suffolk
10 HUMAN SERVICES COALITION OF TOMPKINS COUNTY	1-877-211-8667	Tompkins
11 INDEPENDENT LIVING CENTER OF THE HUDSON VALLEY	518-274-0701	Rensselaer, Greene, Columbia, Albany, Schenectady
12 LEGAL AID SOCIETY	315-788-4400	Bronx, Kings, New York, Richmond, Queens
13 LEGAL ASSISTANCE OF WESTERN NEW YORK	585-325-2520	Allegany, Cattaraugus, Chautauqua, Chemung, Livingston, Monroe, Ontario, Schuyler, Seneca, Steuben, Tioga, Tompkins, Wayne, and Yates

NAME	PHONE NUMBER	COUNTIES SERVED
14 MAKE THE ROAD NEW YORK	718-565-8500, ext. 4460 718-727-1222, ext. 3442	Kings, Queens, Suffolk Richmond
15 MATERNAL-INFANT SERVICES OF ORANGE, SULLIVAN, AND ULSTER COUNTIES	1-800-453-4666	Dutchess, Orange, Ulster, Sullivan, Putnam
16 MEDICARE RIGHTS CENTER	1-800-333-4114	New York State
17 MOTHERS AND BABIES PERINATAL NETWORK OF SCNY	607-772-0517	Broome, Chemung, Chenango, Cortland, Delaware, Otsego, Tioga
18 NASSAU-SUFFOLK HOSPITAL COUNCIL	631-435-3000	Nassau, Suffolk
19 NEIGHBORHOOD LEGAL SERVICES	716-847-0650 716-284-8831	Erie Niagara
20 NORTH COUNTRY PRENATAL/PERINATAL COUNCIL	1-800-279-8679 315-788-8533, ext. 223	Jefferson, Lewis, St. Lawrence
21 S2AY RURAL HEALTH NETWORK	607-962-8459	Allegany, Ontario, Schuyler, Seneca, Steuben, Wayne, Yates
22 STRUCTURED EMPLOYMENT ECONOMIC DEVELOPMENT CORPORATION	1-866-365-0916	Bronx, Kings, New York, Queens
23 SOUTH ASIAN COUNCIL FOR SOCIAL SERVICES	718-321-7929	Bronx, Kings, Nassau, New York, Richmond, Suffolk, Queens
24 SOUTHERN ADIRONDACK INDEPENDENT LIVING CENTER	518-792-3537	Clinton, Essex, Franklin, Fulton, Hamilton, Montgomery, Saratoga, Warren, Washington
25 UNITED JEWISH ORGANIZATIONS OF WILLIAMSBURG	1-800-346-2211	Bronx, Kings, New York, Queens

## From November 2010 through October 2014:

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We handled  
**97,704**  
individual  
assistance  
cases for  
consumers  
across the state.

We provided health  
insurance  
information and  
assistance to  
**13,319** small  
businesses.

We educated  
**79,103**  
New Yorkers about  
their rights in the  
health care  
system.

We handled  
**20,785**  
cases through our  
toll-free helpline.

We conducted  
**3,474**  
trainings and  
community  
presentations.

We helped  
New Yorkers save  
**\$13.9 million**  
in health care and  
health  
insurance costs.

# A day in the life on the helpline

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- Caller is pregnant and trying to understand deductibles, copays, cost sharing, out of pocket max and what services, like ultrasounds, are considered preventive.
- Caller's son is quadriplegic, and has cerebral palsy. He is 12. His doctor has prescribed the use of an electric wheelchair, but his health plan is denying coverage and wants the family to use a standard, non-electric wheelchair.
- Caller is scheduled for surgery and wants to use an out of network surgeon. She trying to understand her PPO's payment methodology for out of network services.
- Caller has coverage through employer-based insurance. He has behavioral health issues and needs help trying to locate a behavioral health service provider who takes his insurance.