



What is ICAN?

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

What can ICAN do for me?

- We can answer your questions related to Medicare, Medicaid, long-term care (for example, your home care or nursing home care), and your managed care plan.
- We can help you solve problems with your managed care plan or providers like home care agencies, nursing homes, doctors, hospitals, and pharmacies. For example, we can help you complain or appeal.

Who does ICAN help?

- We help anyone in a Medicaid managed care plan who needs long-term care services (like home attendant, adult day care or transportation).
- We also help people who are applying for Medicaid and need help enrolling in a Managed Long-Term Care (MLTC) or Medicaid Managed Care (MMC).
- We can talk to friends, family members, and anyone else who is helping people with their medical decisions.

Can I trust ICAN?

- **Yes.** Action for Older Persons/ICAN provides advocacy, individualized counseling, and unbiased information to empower older adults and their families to make informed decisions.
- Action for Older Persons/ICAN is also only organization that holds the contract with The NYS Department of Health to serve as the Ombudsman for Broome, Cortland, Chenango, Delaware and Otsego Counties providing information you can count on and assistance you can trust.
- Please call us when you need assistance in your Managed Long-Term Care to get information about recent Medicaid changes including the MLTC lock-in period and Disenrollment from MLTC plans if in a Nursing Home for longer than 3 months.

How can I get help from ICAN?

Call Mary Ann DeMoney at Action for Older Persons at (607)

722-1251. We are open Monday through Friday, 8:30 AM to 4:00 PM.

Visit our website at actionforolderpersons.org.