

Patient Advocates Program Telephone Teach-ins

We invite you to participate in our FREE phone conference teach-in

Date: Monday, April 29, 2019

Time: 10:00 am—11:00 am

Theme: New Ombudsman Program to Help Persons with Substance Use Disorders or Mental Health Problems

Speaker: **Stephanie Campbell**, Director, New York State Behavioral Health Ombudsman Program Office of Alcohol and Substance Abuse Services

Lynn Goldberg, Ombuds Project Specialist, NYS Council for Community Behavioral Healthcare and the Community Services

Call in number: 1-605-475-6333

Access code: 6258645



Session Overview:

It is estimated that about one in five New York residents need behavioral health services which can often be a matter of life and death. However, many barriers to treatment exist. Often access to care is delayed due to stigmas associated with mental health needs, discrimination and other factors including a complicated insurance system.

In response to these problems New York State Office of Alcohol and Substance Abuse Services and Office of Mental Health recently announced the formation of a new Substance Use Disorder and Mental Health Ombudsman Program.

This new program will help individuals with mental health and substance abuse disorders receive needed services regardless of their insurance situation. The program will educate individuals and families about their rights and help them access the treatment and services they need without the stress of having to navigate the complicated insurance system on their own.

In this session, you will learn about:

- Barriers faced by persons needing quality behavioral health services
- Services offered through the Behavioral Health Ombudsman and Community Health Access to Addiction and Mental Healthcare Project (CHAMP).
- How the program works in partnership with the Community Service Society (CSS), the Legal Action Center and the NYS Council for Community Behavioral Healthcare to implement this new initiative.
- How to access trained specialists on the new Helpline.
- Strategies for working with insurance companies to obtain coverage for needed mental health care health services.
- How the Ombudsman can investigate and resolve complaints regarding denials of health insurance for behavioral health care.



Mark Your Calendar

- » UPCOMING EVENTS
- » **ALL TEACH-INS WILL RUN FROM 10:00—11:00 AM.**

Upcoming Teach-ins:

- May 21- New York State Department of Health Age Friendly Health Care Systems Initiative; Speaker: Mark Kissinger, Special Advisor to the Commissioner of Healthcare
 - June 18- Topic To Be Determined
- If you missed one of our past Teach-ins and would like to listen to a recorded playback of the session, or would like to know more about an upcoming one, **visit our Website at nysenior.org.**

Caller Instructions and Other Information

- The sessions are in presentation mode but the line will be opened for participant questions and comments after the speaker has finished their presentation.
- Materials from Teach Ins are posted on our website www.nysenior.org
- When on our website,
 1. On the navigation bar, click on **Our Helplines**
 2. In the drop down menu, click on **Patient's Rights Helpline**
 3. Under "**Information for Hospital Patients**", click on **Telephone Teach-in**. This will take you to additional information about past Teach ins, powerpoint presentations and other important notes.

Call 800-333-4374 to reserve your spot!

NY STATEWIDE SENIOR ACTION COUNCIL

is a not-for-profit grassroots membership organization made up of individuals and organizations with an interest in improving the lives of senior citizens.

Funding for our Patient Advocates Program is being provided through the generous support of the NYS Legislature and administered by the NYS Office for the Aging

STATE  WIDE
New York StateWide Senior Action Council, Inc.

The **Helpline** is toll free at **800-333-4374**

Information is also available on the StateWide website at **www.nysenior.org**

E-mail questions to:

StateWidePatientsRights@gmail.com