



Patient Advocates Program

NOV 26 - Webinar Teach in

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Finding Information On Long Term Services and Supports How to Use NY Connects No Wrong Door

Date: Tuesday, November 26, 2024 **Time:** 10:00 AM—11:00 AM

Speakers: Theresa Munford & Amber Goodrich, New York State Office for the Aging (NYSOFA)

To register for the ZOOM Webinar event: scan the QR code, click [HERE](#),
or visit our website at www.nysenior.org



To connect via phone: 646-558-8656, **Webinar ID:** 863 0724 8889#

Session Overview

Finding the right long term services and supports (LTSS) needed for a loved one or friend can be extremely difficult. It can be especially stressful when someone is ready to be discharged from the hospital. Fortunately, NYS has a wonderful locally based No Wrong Door system called NY Connects. NY Connects is a trusted place to go for free, objective, comprehensive information on LTSS for people of all ages or with any type of disability, diagnosis or ability to pay. This Teach-in will explain the resources available through NY Connects and provide tips on how to assess LTSS needs.

In this session you will learn about:

- The goals of NY Connects and how to reach your local NY Connects by phone, online, or in person.
- The services provided by NY Connects including guidance on the assessment and eligibility processes and help with completing applications and enrollment in public assistance benefits, such as Medicaid.
- The types of LTSS that are available to help improve or maintain health and independence.
- How to use the statewide NY Connects on-line directory to search for services in your area.
- How to obtain information about assessing LTSS needs, eligibility, and cost of services and supports.

STATE  **WIDE**

New York StateWide Senior Action Council, Inc
275 State Street, Albany, NY 12210 • 800-333-4374 • Fax 518-436-7642
www.nysenior.org

Patients' Rights Helpline 800-333-4374



Upcoming Teach ins:

- **November 26:** NYS Office for the Aging (NYSOFA) NY Connects - Help for Finding LTSS
- **January 27:** New York State Justice Center for the Protection of People with Special Needs
- **February 25:** Complaining about Hospital Care to the NYS Department of Health

Instructions and Other Information

- Sessions are in webinar mode, all attendees video and audio will be off. Attendees will be able to type in their questions during the Q&A portion of the meeting.
- 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

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Information is also available on the StateWide website at
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E-mail questions to:
patientsrights@nysenior.org