

CHAMP Helpline

New York State's **C**ommunity **H**ealth Access
to **A**ddiction & **M**ental Healthcare **P**roject

Are you having trouble getting the **substance use disorder** or **mental health** services that you need? CHAMP can help you get the most from your insurance benefits.

HELP. FREE. CONFIDENTIAL.
888-614-5400

Monday to Friday

9 a.m. to 4 p.m.

ombuds@oasas.ny.gov



Community Health
Access to Addiction &
Mental Healthcare Project

Office of
Mental
Health

Office of Alcoholism
and Substance
Abuse Services

CHAMP Helpline

CHAMP is designed to help **individuals** and **families** resolve issues in accessing substance use disorder and mental health services. It can help **address barriers** to treatment, including medication.

Timely, respectful, and culturally sensitive assistance with concerns regarding insurance:

- Access to treatment
- Denial of services
- Access to medication
- Parity/coverage discrimination
- System navigation
- Medical benefits
- Enrollment referral
- Legal assistance for insurance appeals



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CHAMP was established in **partnership** with community-based organizations, including the Community Service Society, Legal Action Center, the New York State Council for Community Behavioral Healthcare, Legal Aid Society, and the Medicare Rights Center.

Your local provider:



Connecting **YOU** to Health Insurance
Call for a **FREE** appointment



1-866-872-3740
www.ahihealth.org/ease