

# An ombudsman program

for New Yorkers seeking substance use disorder and mental health services.

CHAMP is designed to help **individuals** and their **families** resolve issues in accessing substance use disorder and mental health services.

**It's FREE and CONFIDENTIAL.**

CHAMP is available to **everyone**, regardless of the type of insurance they have, or even if they are uninsured.

**What does an ombudsman program do?**

An ombudsman program can help **investigate** and **resolve** complaints and violations of rights.

It represents individuals and helps **advocate** for them.

# CHAMP Helpline

HELP.



FREE.



CONFIDENTIAL.

**888-614-5400**

[ombuds@oasas.ny.gov](mailto:ombuds@oasas.ny.gov)

**Monday to Friday  
9 a.m. to 4 p.m.**

# CHAMP Helpline

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

**A program to help you get the most from your insurance benefits.**



Are you having trouble getting the **substance use disorder** or **mental health** services that you need? **CHAMP can help!**

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Office of  
Mental Health

Office of Alcoholism and  
Substance Abuse Services

# CHAMP can help you by...

- **Listening** to your concerns and complaints, and helping to find solutions to substance use disorder and mental health treatment and insurance coverage.
- **Educating** you about your insurance rights for substance use disorder and mental health services.
- **Empowering** you to advocate for yourself and work successfully with treatment providers to address your insurance concerns.
- Helping to **address barriers** to treatment that you need, including medication.
- Getting the **most** from your insurance coverage for substance use disorder and mental health services.

**AND MUCH MORE!**

CHAMP is a joint program of the



Office of  
Mental Health

Office of Alcoholism and  
Substance Abuse Services

# CHAMP works with YOU!

**Helpline representatives** may be able to resolve your concern immediately, or enlist the expertise of dedicated CHAMP legal, substance use disorder, or mental health specialists to address the issue.

You can be assured of **timely, respectful, and culturally sensitive** assistance with concerns regarding insurance:

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

# Community partnership

CHAMP is a joint effort of the Office of Alcoholism and Substance Abuse Services and the New York State Office of Mental Health.

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

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