

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.

CONTACT

 **(607) 962-8225**

 **www.aimcil.com**



LEARN MORE 

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

CHAMP is a free & confidential service



CHAMP

**Community Health
Access to Addiction &
Mental Healthcare Project**

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



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.

CHAMP works with you!

CHAMP Specialists at AIM work with you to address the needs of you or your loved one.

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

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

Community Partnership

CHAMP is a joint program of the NYS Office of Addiction Supports and Services and NYS Office of Mental Health in partnership with community-based organizations across the state, including AIM Independent Living Center.

If you live in the Southern Tier, you qualify for this **free and **confidential** service!**



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Mental Healthcare Project

Office of
Mental
Health

Office of Addiction
Services and
Supports