



**ICAN**

Independent  
Consumer Advocacy  
Network

## What is ICAN?

ICAN is the New York State Ombudsman Program that advocates for and supports people with Medicaid who need long-term care services.

## What can ICAN do for you?

- Answer your questions related to Medicare, Medicaid, long-term care – like your home care, nursing home care and your managed care plan.
- Help you solve problems with your managed care plan or providers - like home care agencies, nursing homes, doctors, hospitals and pharmacies.
- Help you lodge complaints or appeal health care decisions.

## Who does ICAN help?

- Anyone in a Medicaid managed care plan who needs long-term care services - like home attendants or adult day care.
- People who are applying for Medicaid and need help enrolling in a Medicaid managed care plan, such as Managed Long-Term Care (MLTC), Medicaid Managed Care (MMC), Medicaid Advantage Plus (MAP) or Health and Recovery Plan (HARP).
- We can talk to friends, family members and anyone else who is helping with your medical decisions.

**Action** for **Older Persons**

## What services can you get with a Managed Long-Term Care Plan?

- Personal Care
- Consumer-Directed Services (where a family member can be your aide)
- Adult Day Care
- Medical Supplies and Equipment
- Personal Emergency Response System
- Transportation to Medical Appointments
- Respiratory Therapy
- Podiatry
- Dental and Eye Care
- Hearing Exams and Aids
- Home Delivered Meals
- Home Modifications
- Physical, Occupational, Speech Therapy
- Nursing Care
- And More!

### Can you depend on ICAN?

**Yes, you can.** We are not related to any health insurance companies. We are not trying to sell you anything. We receive funding from New York State to advocate for you, and to help you make informed decisions that are right for you.

**Our services are completely free and confidential.**

### How can you get help from ICAN?

Call Shari Caudell, ICAN Program Coordinator  
607-722-1251 or Email: [scaudell@actionforolderpersons.org](mailto:scaudell@actionforolderpersons.org)  
Monday through Friday, 8:30 AM to 4:00 PM

Visit our website at [actionforolderpersons.org](http://actionforolderpersons.org)

