

Independent Perspective
Show #1928
ICAN with Gabrielle Aldrich

Transcript

00:00:00 Speaker 1

Welcome to Independent Perspective, a public affairs presentation of Western New York Independent Living.

00:00:06 Speaker 1

I'm your host, Tracy LeBlanc, Chief Community Engagement Officer at Western New York Independent Living.

00:00:13 Speaker 1

Independent Consumer Advocacy Network, or ICAN, is a health initiative program of Community Service Society of New York, or CSS, and is funded by the State of New York.

00:00:25 Speaker 1

CSS has a network of community-based organizations across New York State with staff dedicated to the ICAN program.

00:00:33 Speaker 1

WNYIL is the ICAN community-based organization for the Western New York region.

00:00:38 Speaker 1

Joining us today to talk about ICAN and the services offered is ICAN Outreach and Education Navigator, Gabrielle Aldrich.

00:00:47 Speaker 1

Welcome to the program, Gabrielle.

00:00:49 Speaker 2

Yeah, hi, Tracy.

00:00:51 Speaker 1

Gabrielle, can you provide us with a brief overview of what ICAN is?

00:00:55 Speaker 2

Yeah, of course.

00:00:56 Speaker 2

So, I'll start out with what ICAN stands for.

00:00:58 Speaker 2

It stands for Independent Consumer Advocacy Network.

00:01:02 Speaker 2

It is the New York State Ombuds program for people with Medicaid who need long-term care or behavioral health support.

00:01:09 Speaker 2

We assist New Yorkers with understanding how to enroll in and how to use Medicaid managed long-term care plans.

00:01:17 Speaker 2

Western New York Independent Living is the community-based organization that partners with CSS for Erie, Niagara, Genesee, Orleans, and Wyoming County.

00:01:29 Speaker 1

Great.

00:01:29 Speaker 1

Who can ICAN help?

00:01:31 Speaker 2

Yeah, so I can assist pretty much anyone in a Medicaid managed care plan who needs long term care or behavioral health services.

00:01:40 Speaker 2

So, we help people who are looking to enroll in or use these health plans themselves, or anyone who's helping consumers with their health care decisions.

00:01:49 Speaker 2

So, we primarily help people in MLTC plans.

00:01:52 Speaker 2

We can also help people in MAPP, PACE, HARP, or anyone in a mainstream plan without Medicare who still needs long-term care services or supports.

00:02:03 Speaker 1

Great.

00:02:04 Speaker 1

And what exactly can ICAN do?

00:02:06 Speaker 2

Yeah, so a lot of times ICAN is helping people with appeals, with complaints.

00:02:12 Speaker 2

We help people understand their choice options if they're looking to enroll in a plan for the first time.

00:02:19 Speaker 2

Really any point in the Medicaid journey to getting long-term care services after someone's Medicaid eligible.

00:02:27 Speaker 1

How does the ICAN process work and what can someone seeking assistance expect?

00:02:32 Speaker 2

Yeah, so ICAN is a network of different organizations across all of New York State.

00:02:38 Speaker 2

So, our funding source, CSS, they have a helpline based in New York City.

00:02:45 Speaker 2

That help line is staffed by trained advocates.

00:02:49 Speaker 2

So, if someone called a helpline, they'll get in touch with someone, and then, if they are in the Western New York region, their calls will be directed to me in the Western York area.

00:02:59 Speaker 2

So, we will pick up where the helpline counselor left off and provide advice and options.

00:03:06 Speaker 2

And we'll at least try and point people in the right directions.

00:03:09 Speaker 2

A lot of times our advocacy efforts go a little more in depth here.

00:03:15 Speaker 2

So, all of our services are free and confidential.

00:03:18 Speaker 2

And for folks who are already in the Western New York region, they can actually reach out to Western New York Independent Living or myself directly.

00:03:27 Speaker 1

Great.

00:03:28 Speaker 1

If someone is interested in seeking assistance through ICAN, who should they contact?

00:03:33 Speaker 2

Yeah.

00:03:33 Speaker 2

So, anyone in New York State can reach out to the I can help line.

00:03:38 Speaker 2

That phone number is 844-614-8800.

00:03:43 Speaker 2

They also have a website where they can reach out to a train counselor via live chat.

00:03:50 Speaker 2

That website is icannys.org

00:03:53 Speaker 2

You can also, on that website, find more information on plan types and eligibility.

00:04:01 Speaker 2

If someone is in one of those counties I listed earlier and are in the Western New York region, you can actually reach out to myself directly.

00:04:08 Speaker 2

And my phone number is 716-836-0822, extension 251.

00:04:16 Speaker 2

And our intake e-mail is

00:04:19 Speaker 2

M-I-C-A-N dash referral, R-E-F-E-R-R-A-L at W-N-Y-I-L.org.

ican-referral@wnyil.org.

00:04:28 Speaker 1

Great.

00:04:29 Speaker 1

That's all the time we have for this week.

00:04:31 Speaker 1

Thanks for joining us, Gabrielle.

00:04:33 Speaker 1

You have been listening to the Independent Perspective, a public affairs presentation of Western New York Independent Living.

00:04:40 Speaker 1

Our guest today was WNYIL's ICAN outreach and education navigator, Gabrielle Aldrich.

00:04:46 Speaker 1

And I have been your host, Tracy LeBlanc.