

# Can't find a doctor who takes your insurance?

If you are looking for help with substance use or mental health and...



- ✓ The only option for treatment is telehealth.
- ✓ There are long wait times to get an appointment.
- ✓ Providers are listed as in-network when they're not.
- ✓ No one is taking new patients.
- ✓ No one can treat your condition.
- ✓ Your only choice is to travel a long distance.

**CHAMP can help you file a complaint!**

 **888-614-5400** •  **ombuds@oasas.ny.gov**

**Mon - Wed 9-7, Thurs - Fri 9-4**

**[www.champny.org](http://www.champny.org)**



Community Health  
Access to Addiction &  
Mental Healthcare Project

Office of  
Mental  
Health

Office of Addiction  
Services and  
Supports