



Bassett Healthcare Network
Community Health Navigation

CONTACT INFORMATION

BASSETT HEALTHCARE MAIN LINE:

If you are not yet enrolled or you would like to speak with someone at Bassett Healthcare regarding the Community Health Navigation program in general, you may contact our Main Line.

Main Line for Bassett Community Health Navigation: 1-607-547-4887

Or 1-877-547-1753 (toll free)

YOUR HEALTHCARE NAVIGATOR:

Most topics can be addressed by contacting your assigned Community Health Navigator during normal working hours. If it is after normal working hours, you may leave your Navigator a message and your call will be returned the next business day.

Your Community Health Navigator: **Insert Nav. Name**

Phone: **xxx-xxx-xxxx**

Email: **email address@bassett.org**

Normal working hours: Mon-Fri **8:00 am to 4:30 pm**

AFTER HOURS NAVIGATOR ON CALL:

If you have a serious issue after normal working hours that needs to be addressed immediately, we have an After Hours Navigator On Call 24 hours a day, 7 days a week.

After Hours Navigator On Call: 1-877-547-1753



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Other Contact Information You May Find Useful

If You Need Assistance with Health Insurance Navigation:

Health Insurance Navigation Main Line 1- 315-867-2480

Contact Information For Different Managed Care Plans

Excellus BlueCross BlueShield	1-800-650-4359
Fidelis Care	1-888-FIDELIS/1-888-343-3547
Health Now Central New York	1-866-638-9011
Independent Health Association	1-800-501-3439
MVP Health Plan	1-800-852-7826
United Healthcare Community Plan	1-800-493-4647
CDPHP	1-800-388-2994

If You Have a Complaint About Navigation Services and Need Assistance:

We encourage you to speak with your Community Health Navigator or their Supervisor first, so that they have an opportunity to hear and work with your concerns, but if you feel the issue is not being resolved to your satisfaction or would like to speak with someone else, you may call one of the following numbers:

- **Bassett Health Navigation Complaint Line** 1-877-547-1753
- **Department of Health, Health Home Provider Line** 1-518-473-5569
(To address general complaints regarding any Health Home)
- **The Bureau of Consumer Affairs** 1-800-206-8125
(To address complaints regarding Managed Care Plans) managedcarecomplaint@health.ny.gov
- **Office of Temporary and Disability Assistance (OTDA)** 1-518-402-3096
(New York State's policy is to take reasonable steps to overcome language barriers to public services and programs. To do this, OTDA goal is to: 1) Talk to you in your language and 2) Provide vital forms and documents in the most frequently used languages: English, Arabic, Chinese, Haitian-Creole, Italian, Korean, Russian and Spanish.)

How do I request a State Fair Hearing? A Fair Hearing is a chance for you to tell an Administrative Law Judge (from the NY State Office of Temporary and Disability Assistance, Office of Administrative Hearings) why you think a decision about your case made by a local social services agency is wrong.

You can ask for a fair hearing by:

1) Telephone: You may call the state wide toll free number: 800-342-3334

2) Fax Number: (518) 473-6735

3) On-Line: Complete and send the online request form at: <http://otda.ny.gov/programs/applications/>

4) Write: to the Fair Hearing Section, New York State Office of Temporary and Disability Assistance, P.O. Box 1930, Albany, New York 12201