

# How to Get Help with Health Insurance or Medical Care Rochester and the Finger Lakes Region

## On and off the Marketplace

**Public Health Insurance** : enroll at any time through the Marketplace

- **Child Health Plus**: for children up to age 19 who cannot get Medicaid.
- **Medicaid Managed Care (MMC)**: for adults & children who can get Medicaid.

**Private Health Insurance**: enroll during open enrollment or with a qualifying event

- On the Marketplace - Enrollment through the Marketplace
- Off the Marketplace - Enrollment directly through Health Insurance Plans

## Have Questions? Need Help Filling Out Forms?

### **Navigators ,Certified Application Counselors (CAC) and Brokers**

These are people who are trained and certified to help you with the application process and understanding your options of health plans and products you can choose from.

Navigators – Community based organizations

CAC – Health plans, hospitals, clinics or providers

Brokers – Licensed professionals

### **The “New York State of Health”**

This is the New York State Marketplace. Enrollment can be taken on the website or on the telephone. 1-855-355-5777

[www.nystateofhealth.ny.gov](http://www.nystateofhealth.ny.gov)

## How can I get in touch with these people?

### **Navigators**

- Coordinated Care Services, Inc. (CCSI): 585-613-7662
- Thompson Health: 585-396-6463 or 1-888-758-7658
- Legal Assistance of Western New York: 1-855-250-7748
- S2AY Rural Health Network, Inc.: 1-800-346-2211
- Southern Tier Independence Center: 1-888-962-8244

### **Insurance plans that can help you with products and enrollment:**

- Excellus BCBS (Child Health Plus, MMC, FHP):  
1-800-716-4885
- Fidelis Care (Child Health Plus, MMC & FHP):  
1-888-343-3547
- MVP Healthcare (Child Health Plus, MMC & NYS of Health):  
1-888-687-6277
- United Healthcare (Child Health Plus, MMC & NYS of Health)  
1-888-617-8979

### **New York State of Health**

Telephone: 1-855-355-5777

Website: <https://nystateofhealth.ny.gov/>

# Non-emergency& Medicare Services

## Non-emergency Service

### 2-1-1

- Available 24 hours a day, everyday, connects you to a local call center with trained counselors to provide you information and referrals to human services for your needs.

### What If I am Eligible for *Medicare*?(Age 65 and Over)

Nothing changes for you.

For information on Medicare supplemental products call:

**Excellus:** 1-800-659-1986

**MVP Healthcare:** 1-888-280-6205

**United Healthcare:** 1-800-633-4227

**Lifespan:** 585-244-8400

**Monroe County Office for the Aging:** 585-753-6280

**Medicare Rights Center Helpline:** 1-800-333-4114

### Finger Lakes Region

**Allegany County Office for the Aging:** 1-866-268-9390

**Chemung County Dept. of Aging & LTC:** 607-737-5520

**Livingston County Office for the Aging:** 585-243-7520

**Ontario County Office for the Aging:** 585-396-4040

**Schuyler County Office for the Aging:** 607-535-7108

**Seneca County Office for the Aging:** 1-800-688-7188

**Steuben County Office for the Aging:** 607-664-2298

**Wayne County Dept. of Aging & Youth:** 315-946-5624

**Yates County Office for the Aging:** 315-536-5516

### Other Possible Ways to Pay for Care in the Finger Lakes Region

**Finger Lakes Community Health** – Provides a sliding fee scale for medical, mental and dental services. Clinic sites located in Bath, Geneva, Ovid, Penn Yan and Sodus. Call: 315-531-9102.

**RPCN Rushville Health Center** – Provides a sliding fee scale for medical, mental and dental services. Call: 585-554-4400 or 315-279-6705

**S2AY Network Community Health Advocate** – free assistance with your questions and concerns about health care coverage, billing, access to care and more. Call: 607-962-8459

**Health Ministry of the Southern Tier** – free health care services for uninsured in Steuben, Chemung and Schuyler Counties. Call: 607-962-2032

# Health Care and Insurance Options

## Other Possible Ways to Pay for Care

**Anthony L. Jordan Health Center** – provides a sliding scale for medical, mental and dental services, and Urgent Care Center. The centers are located at: 480 Genesee Street and 322 Lake Avenue. Call: 585-423-5800

**Cancer Services Program** : For no cost, age appropriate, breast, cervical and colorectal cancer screenings and diagnostic services. If cancer is found, we will assist you with enrolling in the Medicaid Cancer Treatment Program for breast, cervical, colorectal or prostate cancer treatment. Call :1-866-442-2262.

**Mercy Outreach Center** – provides primary health care, dental care and advocacy services. Call: 585-288-2634

**Rochester General Health System** – offers a sliding scale program for medical care. The Centers are located at; Clinton Family Health Center 293 Upper Falls Boulevard (585-922-0235, Genesee Health Service located at 222 Alexander Street (585-922-6797), Northeast Health Service on the Rochester General Hospital Campus (585-922-4931)

**St. Joseph's Neighborhood Center** – provides a full range of primary medical services, dental care, chiropractic, and mental health counseling at low cost to uninsured and underinsured individual and families. Staff members can also assist with eligibility assessment for insurance options. Call: 585-325-5260.

**Strong Memorial Hospital Charity Care Program:** 585-784-8889 or 1-800-257-7049

**Threshold Health Care Center** - provides a sliding fee scale for medical services to Monroe County residents between 12-25 years old. Call: 585-454-7530.

**Unity Health Care System Financial Assistance Program** - provides a sliding scale program for medical and dental services. Call: 585-368-6200

### Other Dental Care Services

**RPCN Dental Clinic:** At Livingston Community Health Center. Accepts Medicaid, Medicaid Managed Care, Child Health Plus and Family Health Plus along with sliding fee scale. Call 585-243-7840 or 585-335-1751.

**Eastman Dental Clinic:** 585-275-5051

**MCC Dental Clinic:** 585-292-2045 (Provides care only during the college school year.)

### Vision Services

**Association for the Blind and Visually Impaired (ABVI)** – Project Eye Care Program. Provides eye exams. Call 585-232-1111