COMPLAINTS ABOUT CARE

Adult Care and Assisted Living Complaints
1-866-893-6772

Home Care and Hospice Complaints
1-800-628-5972

Hospital Patient Care Complaints
1-800-804-5447

Hospital and Diagnostic and Treatment Center Complaints
1-800-804-5447

Laboratory Complaints
1-800-682-6056

Medicaid Fraud Hotline
1-877-87FRAUD

Managed Care Complaints
(including commercial health plans and Medicaid managed care)
1-800-206-8125

Nursing Home Patient Care Complaints
1-888-201-4563

Professional Medical Conduct Complaints
1-800-663-6114
The Department of Health offers several tools to help you make informed decisions about your health care. You are encouraged to use this information to begin conversations with your doctor and other health care professionals, as well as with family members, friends and associates who may have direct experience with a particular health care provider or facility.

**NEW YORK STATE DEPARTMENT OF HEALTH**

**PHYSICIAN PROFILE**
The New York State Physician Profile website makes it possible for individuals to get a variety of information about physicians.

http://www.health.state.ny.us/nysdoh/healthinfo/pp.htm

Complaints: Contact the Office of Professional Medical Conduct at 1-800-663-6114

**HEALTH CARE FACILITY PROFILES**
Use these sites to find information about health care facilities in New York State and the quality of care they provide.

- Hospital Profile
  http://www.health.state.ny.us/nysdoh/healthinfo/hospitalprofiles.htm
- Nursing Home Profile
  http://nursinghomes.nyhealth.gov/
- Home Health and Hospice Profile
  http://homecare.nyhealth.gov/heal.thinfo/patientprof

**NEW YORK STATE DEPARTMENT OF HEALTH PATIENT SAFETY CENTER**
The Patient Safety Center collaborates with providers to improve patient safety information and provides useful information to consumers to improve their health care.

http://www.nyhealth.gov/nysdoh/healthinfo/patientsafety.htm

**Making Informed Decisions About Your Health Care**

On behalf of the New York State Department of Health, I am pleased to provide you with information designed to keep you and your family healthy and informed about your health care. The programs highlighted in this brochure represent a snapshot of the health care services, supports and tools New York State makes available. The New York State Physician Profile website makes it possible for you to provide your health care provider with information designed to keep you and your family healthy and informed about your health care.

Richard F. Daines
Commissioner
New York State Department of Health
EARLY INTERVENTION PROGRAM
The Early Intervention Program offers a variety of therapeutic and support services to eligible infants and toddlers with disabilities and their families. To be eligible for services, children must be under 3 years of age and have a confirmed disability or established developmental delay, as defined by New York State.

For the phone number of your county’s program, call the New York State “Growing Up Healthy” 24-hour Hotline at 1-800-522-5006.

Or, you can call the New York Parent’s Connection 1-800-345-5437
(1-800-345-KIDS) Monday–Friday, 9am–5pm about this and other child-related services.

WIC (WOMEN, INFANTS AND CHILDREN) PROGRAM
WIC is a special supplemental food program providing nutritious foods, milk, juice, formula and other items to low-income pregnant or breastfeeding women, infants and children up to age five.
http://www.nyhealth.gov/prevention/nutrition/wic
1-800-522-5006
TTY 1-800-655-1789

WIC (WOMEN, INFANTS AND CHILDREN) PROGRAM

Health Insurance for You and Your Family

MEDICAID
Medicaid is a program for New Yorkers who can’t afford to pay for medical care. You may be covered by Medicaid if you have high medical bills, receive Supplemental Security Income (SSI) or meet certain income, resource, age or disability requirements. You can apply for Medicaid by writing, phoning or visiting your local department of social services.

In New York City, contact the Human Resources Administration by calling (718) 557-1399. Residents of the five boroughs of New York City may call toll free at 1-877-472-8411. Pregnant women and children can apply at many clinics, hospitals, and Prenatal Care Assistance Program offices. Call your local department of social services to find out where you can apply.
http://www.nyhealth.gov/health_care/medicaid/

CHILD HEALTH PLUS
Child Health Plus is a health insurance plan for children under the age of 19. Depending on your family’s income, your child may be eligible to join either Child Health Plus or Children’s Medicaid. Both are available through dozens of providers throughout New York.
http://www.nyhealth.gov/nyisdoh/chplus/
1-800-698-4KIDS (1-800-698-4543)
TTY 1-877-898-5849
SMOKING CESSATION
The New York State Smokers' Quitline includes information on how to quit smoking, tools to help you quit and information on local stop smoking programs. Trained Quitline specialists are available at the toll-free number:

http://www.nysmokefree.com/newweb/default.aspx
Call for free coaching and support:
1-866-NY-QUITS (697-8487)

GROWING UP HEALTHY HOTLINE
Call for free coaching and support:
1-866-NY-QUITS (697-8487)

TTY 1-800-655-1789
I-800-522-3006

If you are unsure which program might be right for your family, you may complete the Access NY Health Insurance and Nutrition Application. EPIC is a New York State program that helps seniors with limited income pay for their prescription drugs.

http://www.nyhealth.gov/nysdoh/fhplus/application.htm
TTY 1-888-977-9988
I-877-9FHPLUS (1-877-934-7587)

http://www.nyhealth.gov/nysdoh/fhplus/epic/translator.htm
Family Health Plus is available to single adults, couples without children and family with incomes of resources for housing who are residents of New York State and are enrolled with Medicaid.

http://www.nyhealth.gov/nysdoh/fhplus/epic/translator.htm
Healthy Lifestyles

http://www.nyhealth.gov/nysdoh/fhplus/epic/translator.htm

FAMILY HEALTH PLUS

http://www.nyhealth.gov/nysdoh/fhplus/epic/translator.htm

Family Health Plus is a health insurance program for adults age 19 to 64.