



STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL
THE CAPITOL
ALBANY, NY 12224

Dear New Yorker:

Few decisions are more important or complex than those involving health care for you and your loved ones. The Health Care Bureau is part of the Division of Social Justice in the Attorney General's Office and is here to ensure that your precious rights are safeguarded and enforced. The dedicated attorneys and advocates of the Health Care Bureau are available to you when you have complaints or questions regarding the health care system. Here's the best part - these services are completely free of charge.

This brochure provides some information about the Health Care Bureau and how they have helped your fellow New Yorkers in the past. If you feel that you have been treated unfairly by a health care provider, HMO, or insurance plan, please do not hesitate to call for assistance, toll-free at 1-800-428-9071.

Sincerely,

Eric T. Schneiderman



The Attorney General's Health Care Helpline (1-800-428-9071)

How Our Helpline Will Help You

- We will help claim your benefits when an HMO denies you coverage
- We will assist you with health care billing and payment problems
- We will help you obtain your guaranteed health benefits
- We will investigate when you have lost your insurance coverage

How We Have Helped Your Fellow New Yorkers

- Helped a cancer patient get treatment that their HMO had refused to provide
- Helped a patient get their HMO to pay a \$128,000 hospital bill they had refused to cover
- Helped a patient get coverage for a hernia operation that their HMO had previously denied
- Secured health insurance coverage for a consumer who had been unfairly removed from their plan