The New York Attorney General's Health Care Bureau

Real Problems with Health Care

Real Solutions for New Yorkers

The rising cost of Health Care is a real problem for every family in New York State and across the country. The Attorney General's Health Care Bureau is dedicated to making sure you know your rights and to helping you get the health benefits you are entitled to.

How the Health Care Bureau Can Help You

- We can help you challenge health insurers that won't cover your provided costs
- We can help you navigate the complex Health Care system
- We can target health care organizations that have fraudulent, misleading or deceptive practices
- We provide outreach to educate New Yorkers about their health care rights
- We are pushing for laws, regulations and policies that enhance the rights of health care consumers

Look inside for more ways we can help you with your health care

Our Health Care Bureau Wants to Help You

Call the Attorney General's

Health Care Bureau

1-800-428-9071

Or

518-776-2477

Fax: 518-650-9365

http://www.ag.ny.gov

New York State Office of the Attorney General

Real Problems with Health Care

Real Solutions for New Yorkers

Eric T. Schneiderman
Attorney General

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