



MANAGED CARE CONSUMER ASSISTANCE PROGRAM

Helping You Manage Your Health Plan

The Managed Care Consumer Assistance Program (MCCAP) was established in 1998 by the New York City Council and began operating in January 1999. The program provides information, education and advice to consumers on all aspects of managed care. The Community Service Society of New York (CSS) has received funding through June 30, 2001 for the program from the City of New York through the City Department of Health (CDOH). The City Council named CSS as the coordinator of the MCCAP because of its many years of leadership on Medicaid Managed Care Education.

The goals of the MCCAP are:

- 1) to educate New Yorkers about the fundamental concepts of managed care and their rights as consumers;
- 2) to provide navigational assistance and help with dispute resolution procedures; and
- 3) to collect performance data.

The program serves managed care consumers in all payer groups: Medicaid, Medicare, Child Health Plus (CHP) and the commercially insured. The program is designed as a decentralized network of service providers throughout New York City targeting the most vulnerable consumers. Towards these ends, the program has established, trained and provided technical assistance to 25 community-based organizations (CBOs). In June 2000, CSS awarded \$1,600,000 to these organizations through an RFP process to provide MCCAP services to managed care consumers. These organizations serve multi-ethnic, multi-lingual communities in all five boroughs of New York City.

Target Population for MCCAP Services

Based on both quantitative and qualitative research, CSS has identified the following groups of New Yorkers as most likely to experience difficulties with managed care and/or to have the least access to assistance with managed care questions due to complex needs and/or communication barriers:

- recent immigrants (within the past five years);
- non-English-speaking New Yorkers;
- individuals with low incomes;
- individuals with chronic illness, physical or cognitive disabilities, mental illness or substance abuse problems.

The MCCAP Network

The 25 MCCAP organizations specifically target these populations. CSS has designed a training program tailored to meet the needs of the MCCAP CBOs. The training program includes comprehensive information about:

- 1) the various forms of managed care;
- 2) how to educate and empower consumers about their rights and responsibilities in managed care systems;
- 3) how to provide direct assistance to and advocacy for consumers who are unable to navigate the system or resolve problems on their own;
- 4) the protocols of the MCCAP network of consumer assistance providers.

CSS also operates a central MCCAP phone line which provides information and assistance to consumers and provides training and technical assistance to CBOs.

MCCAP organizations conduct three types of service:

1. Outreach: These organizations publicize the MCCAP services to the populations they currently serve. Outreach mechanisms include health fairs, literature distribution, posters, newspaper and radio ads, etc.

2. Consumer Education: These organizations teach consumers about managed care. They hold consumer education workshops in the appropriate languages for the populations they serve.

3. Basic Consumer Assistance: These organizations provide one-on-one counseling to consumers needing information or assistance with managed care. Assistance involves individualized information, problem-solving and navigational help to consumers experiencing managed care problems.

The MCCAP network is an innovative approach to providing critical services to vulnerable populations while also enhancing and creating new capacity within underserved communities by offering resources, training and materials to existing organizations serving the populations.

For more information about the MCCAP, visit the MCCAP website at www.mccapny.org or contact the Program Director, Chris Molnar at (212) 614-5401.

MCCAP Organizations

AIDS Service Center of Lower Manhattan 80 Fifth Avenue, 3 rd Floor New York, NY	Outreach, /Consumer Education, Basic Consumer Assistance \$75,515.00
Asian Americans for Equality 111 Division Street New York, NY	Outreach \$21,667.00
Center for Independence of the Disabled of New York 841 Broadway, Ste. 205 New York, NY	Outreach, Consumer Education, Basic and Specialized Consumer Assistance \$114,691.00
Chinese-American Planning Council 150 Elizabeth St. New York, NY	Outreach, Consumer Education Basic Consumer Education \$65,000.00
Citizen's Advice Bureau 1130 Grand Concourse Bronx, NY	Outreach, Consumer Education, Basic Consumer Assistance \$57,572.00
El Puente 211 South Fourth Street Brooklyn, NY	Outreach, Consumer Education, Basic Consumer Assistance \$60,357.00
Gay Men's Health Crisis 119 W. 24 th Street New York, NY	Consumer Education, Basic and Specialized Consumer Education \$104,267.00
Good Old Lower East Side 525 E. 6 th Street New York, NY	Outreach, Consumer Education \$36,214.00
Immigration Advocacy Services 24-40 Steinway Street Astoria, NY	Outreach \$19,256.00
JCC of Staten Island 475 Victory Boulevard Staten Island, NY	Outreach, Consumer Education, Basic Consumer Assistance \$60,667.00

JCC of the Rockaway Peninsula 1011 Nameoke Street Far Rockaway, NY	Outreach, Consumer Education, Basic Consumer Education \$75,996.00
Korean Community Services of Metropolitan NY 149 W. 24 th Street, 6 th fl. New York, NY	Outreach, Consumer Education, Basic Consumer Assistance \$75,578.00
Latin American Integration Center 49-06 Skillman Avenue Woodside, NY	Outreach, Consumer Education \$82,924.00
Legal Aid 90 Church Street New York, NY	Consumer Education, Basic and Specialized Consumer Assistance \$92,857.00
Medicare Rights Center 1460 Broadway, 11 th Flr. New York, NY	Specialized Consumer Assistance \$69,643.00
Mid Bronx Desperadoes Community Housing Group 1762 Boston Road Bronx, NY	Outreach, Consumer Education \$59,583.00
National Abortion Rights Action League NY Outreach 462 Broadway, Ste. 540 New York, NY	\$27,083.00
Northern Queens Health Coalition 41-60 Kissena Boulevard Flushing, NY	Outreach \$21,667.00
Southeast Queens Clergy for Community Empowerment 89-31 161 st Street, Ste. 201 Jamaica, NY	Outreach, Consumer Education, Basic Consumer Assistance \$60,667.00
United Jewish Organizations of Williamsburg 32 Penn Street Brooklyn, NY	Outreach, Consumer Education, Basic Consumer Assistance \$69,268.00

Urban Justice Center 666 Broadway, 10 th Flr. New York, NY	Outreach, Consumer Education, Basic and Specialized Consumer Assistance \$122,417.00
West Side Campaign Against Hunger 263 W. 86 th Street New York, NY	Outreach, Consumer Education, Basic Consumer Assistance \$54,167.00
Women's Housing & Economic Development Corporation 50 E. 168 th Street Bronx, NY	Outreach, Consumer Education, Basic Consumer Assistance \$46,428.00
YM/YWHA Washington Heights & Inwood 54 Nagel Avenue New York, NY	Consumer Education, Basic Consumer Assistance \$41,708.00
YMCA Elesair 122 West 17 th Street New York, NY	Outreach, Consumer Education \$82,152.00