Resource Guide: Medicare-Covered Behavioral Health Care Services

Medicare is a complex and beneficial program, and a variety of trusted sources can help you navigate Medicare on behalf of your clients. This guide was made in partnership with Medicare Rights Center to help New Yorkers access the care they need.

If you have questions, email the Medicare Rights Center or Community Service Society (CSS) at:

- champta@medicarerights.org
- champta@cssny.org

You can also call the CHAMP helpline: 888-614-5400.

Finding providers

If a client needs help finding providers or facilities, you can use:

- Medicare
  - 1-800-MEDICARE (633-4227)
  - https://www.medicare.gov/care-compare
- Substance Abuse and Mental Health Services Administration (SAMHSA) resources:
  - www.samhsa.gov/find-help/national-helpline
  - www.findtreatment.gov
- New York State Office of Addiction Services and Supports (OASAS) https://findaddictiontreatment.ny.gov/
- New York State Office of Mental Health: www.my.omh.ny.gov/bi/pd/saw.dll?PortalPages

Remember to confirm that the provider accepts Medicare.

Filing complaints

Contact Medicare by calling 1-800-MEDICARE (633-4227) to file a complaint against a beneficiary's plan.

Billing and coverage questions

If a provider has questions about coverage criteria or how to bill for a service, direct them to their Medicare Administrative Contractor (MAC) or the beneficiary's Medicare Advantage or Part D plan.

- The MAC for New York is called National Government Services (NGS) Medicare. They can be reached at 888-855-4356.
- Medicare Advantage and Part D plans often have provider-specific lines that a provider can contact.

Provider resources

Sometimes a provider may be unfamiliar with Medicare's coverage rules, which can prevent a beneficiary from getting covered care. As an advocate, you can help by sharing provider educational resources from Medicare. These resources are usually from the Medicare Learning Network (MLN), and they explain coverage and billing information.

- [List of MLN publications](#)