



PLACE  
STAMP  
HERE

**Community Health Advocates (CHA)**, a program of the Community Service Society, helps New Yorkers navigate the complex health care system by providing individual assistance, outreach, and education to communities throughout New York State.

Since 2010, CHA has:

- Assisted New Yorkers with **32,123** cases through a central live-answer, toll-free Helpline.
- Assisted New Yorkers with **281,196** cases at local community-based organizations and small business serving groups.
- Educated **105,341** New Yorkers about their health care rights and health insurance options through **4,830** community-based presentations.
- Helped New Yorkers save more than **\$21 million** in health care and health insurance costs.

Community Service Society



Community Health Advocates  
633 Third Avenue, 10th Floor  
community healthadvocates New York, NY 10017

# Volunteer with Community Health Advocates

Make a difference for thousands of  
New Yorkers





“I leave every day feeling good that I am making a real difference.”

Barbara Kane  
Community Service Society CHA helpline volunteer

## CHA Helpline Success Story

A volunteer answered a call from Ann. Ann had a surgery by an in-network doctor, but afterwards received bills for several thousand dollars because the anesthesiologist was not in her insurance network.

The CHA volunteer advised Ann about her rights under the New York State surprise billing law, gave her a detailed explanation of the Independent Dispute Resolution process, and followed up with her a few weeks later about the status of her case.

Thanks to our CHA volunteer’s efforts and advocacy, Ann saved close to **\$10,000!**

## What do CHA volunteers do?

CHA runs a toll-free Helpline to respond to consumers’ questions about using health insurance, disputing decisions and medical bills, and accessing affordable care. Volunteers receive intensive training so that they are well-equipped to assist helpline clients. Our volunteers have helped thousands of people get, keep, and use their health insurance!

## Why volunteer with CHA?

- Keep up to date with issues affecting New York healthcare policy, including changes to the Affordable Care Act
- Make an impact on health care access in New York
- Learn more about the New York State health care system
- Opportunities to socialize and network with CSS volunteers and staff

## What makes a great CHA volunteer?

- Dedicated to making a difference for health care consumers
- No background in health care necessary – just an interest in learning about New York State’s health care system
- Able to commit to 8 hours per week for a minimum of six months
- Good customer service skills

## Interested in making a difference? Contact

**US!** Call Jessica Glick: (212) 614-5309 Email:

[healthvolunteer@cssny.org](mailto:healthvolunteer@cssny.org)

Find us online: [communityhealthadvocates.org](http://communityhealthadvocates.org)