

# CCB NAVIGATOR

## USER GUIDE

The CCB Navigator connects Brooklynites to a network of partner organizations that provide the services and resources needed to stay safe, access quality services and avoid health crises. The CCB Navigator is free and available to all Brooklyn residents and can be reached by calling 1-800-356-7480.

### Call the CCB Navigator at (1-800-356-7480). The CCB Navigator can connect you with:

- Social services (food, benefits, and transportation)
- Mental health and substance abuse providers
- Medication pickup and refill coordination
- Housing services
- Referrals to care management or health care coordination
- Other community programs that will provide support and assistance

The CCB Navigator **cannot** assist with concerns such as billing, insurance, prior authorizations, and medication reconciliation.

### What Happens When You Call the CCB Navigator?

1

You will be connected with or get a call back from the CCB Navigator team

2

You will talk with a member of The Navigator team about your concerns

3

Referrals will be made only to **free** resources that you are interested in receiving

4

You will be connected with organizations providing or assisting with needed services

5

There is no obligation to accept services or proceed to the next step of the process

