



New York Legal Assistance Group  
 Evelyn Frank Legal Resources Program  
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 New York NY 10004  
 Tel 212.613.7310  
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<http://www.nylag.org>

## Contact List (revised 5/6/2014)

### NYC Human Resources Administration – Medicaid Home Care Services Program

Effective March 25, 2011, the MICSA Fair Hearing Division at 330 West 34<sup>th</sup> Street will be permanently closed. NEW ADDRESSES:

- Medicaid fair hearings and conferences** - 111 Livingston Street, 4<sup>th</sup> Floor, Brooklyn, NY 11201
- FILE MEDICAID APPLICATIONS, POOLED TRUSTS FOR PEOPLE SEEKING MANAGED LONG TERM CARE** – (All adults age 21+ who have Medicare unless receive hospice/ TBI/ OPWD/ NHTDW waiver or live in Assisted Living Program)  
**Home Care Services Program Central Medicaid Unit**  
**785 Atlantic Avenue, Brooklyn, NY 11238. T: 929-221-0849**
- File Medicaid app & M11q for people NOT eligible for MLTC (under age 21, in hospice, in TBI/ NHTDW/ OPWD waivers, seeking Housekeeping only not full personal care etc.)**  
 NYC Home Care Services Program (**MOVED MAY 5, 2014** from Schemerhorn St., Brooklyn)  
 Intake/Bureau of Medical Professional Review  
 109 E. 16<sup>th</sup> St. 5<sup>th</sup> floor  
 New York, NY 10003  
 TEL (212) 824-0607  
 FAX: (212) 896-8814

## Administrative Offices

*Home Care Services Program, 785 Atlantic Avenue, Brooklyn, NY 11238 unless otherwise indicated.*

Title	Name	Phone Number
<b>Home Care Services Program</b>	Main Number	(929) 221-0848/0849
<b>Deputy Commissioner for Home Care Services</b> (includes MLTC enrollment)	Arnold Ng	(929) 221-0848 <a href="mailto:ngar@hra.nyc.gov">ngar@hra.nyc.gov</a>
<i>Adm. Asst.</i>	Antoinette McMahon	(929) 221- 2495
<b>Deputy Directors for Field Operations</b>		
Executive Director, HCSP	Nilza Lopez	(929) 221-0853 <a href="mailto:lopezn@hra.nyc.gov">lopezn@hra.nyc.gov</a>
Deputy Director – Field Operations	Celeste Lewis	(929) 221-0847
Homebound Medicaid	Sharon Pollitt	(929) 221- 2308
Administration and ordering M-11q's		(929) 221-0849
<b>HCSP Centralized Medicaid Eligibility Unit (includes processing of NYSARC and other trusts)</b>		
Director	Randa Henry-Jenkins	(929) 221-2492 <a href="mailto:henry-jenkinsr@hra.nyc.gov">henry-jenkinsr@hra.nyc.gov</a>
<i>Adm. Asst.</i>	Darrell Evans	(929) 221-3257
Homebound Medicaid Unit	Antoinette McMahon	(929) 221-2495
Deputy Director	Cynthia Robinson	(929) 221-3224 <a href="mailto:robinsoncy@hra.nyc.gov">robinsoncy@hra.nyc.gov</a>
<b>Supplemental Needs Trusts (&amp; pooled trusts) for home care &amp; MLTC cases</b>	Yvette Poole-Brooks	(929) 221-2493 <a href="mailto:poolebrooksy@hra.nyc.gov">poolebrooksy@hra.nyc.gov</a> Fax (718) 636-7848

Title	Name	Phone Number
<b>Pooled Trusts Non-Home Care</b>	Eileen Fraser-Smith	(929) 221-0868 /69 <a href="mailto:fraser-smithe@hra.nyc.gov">fraser-smithe@hra.nyc.gov</a> Fax (718) 636-7847
<b>MLTC Provider Relations Unit</b> (MLTC plan liaisons re eligibility)		(929) 221-2427
MLTC plan request replacement Medicaid renewal form		(929) 221-0849 Fax: (718) 636-7848
Director of Contract Management - HCSP	Agnes Mak, LMSW	Tel: (929) 221-0851/3417 e-Fax: 917-639-0665 Email: <a href="mailto:maka@hra.nyc.gov">maka@hra.nyc.gov</a>
<b>Lombardi Program</b> , Director	Stephen Lokiec	(212) 835-7731
EHD Referral		(718) 923-7728
<b>Vendor Complaint Tracking Hotline</b> - 5 <sup>th</sup> fl.		(929) 221-0846
Home Care Quality Control, Complaint Tracking Hotline - 5 <sup>th</sup> fl.	Margaretta Morman, Supervisor	(929) 221-1147
<b>“Mainstream” Medicaid Managed Care – problems with personal care, etc.</b>	Randa Henry-Jenkins, Executive Director	(929) 221-2492 <a href="mailto:henry-jenkinsr@hra.nyc.gov">henry-jenkinsr@hra.nyc.gov</a>
Managed Care Client Services Director	Samantha Tsang	(929) 221-3486 <a href="mailto:tsangs@hra.nyc.gov">tsangs@hra.nyc.gov</a>
<b>Reimbursement</b> for home care expenses 3rd Fl	Ms. Evadne Duff Fax: Main Number:	(929) 221-1193 (718) 636-7750 (929) 221-0845
Reimbursement Unit Director	Monica Rodriguez	(929) 221-1203
Staff Analyst	Paul Walker	(929) 221-1211
<b>Medicaid Helpline</b>	(request replacement of renewal form, etc.)	(888) 692-6116
HRA Infoline		(718) 557-1399
Helpline Director	Selina Cornish-Ellis	(718) 262-3077
<b>Eligibility Information Services</b>		
Director	Maria Ortiz-Quezada	(929) 221-0865 <a href="mailto:ortiz-quezadam@hra.nyc.gov">ortiz-quezadam@hra.nyc.gov</a>
Deputy Director	Maxine Gaskin	(929) 221-0866
<b>NYS Department of Health</b>		<b>1 (866) 712-7197</b>
<b>Managed Long Term Care Complaints</b>		<a href="mailto:mltcworkgroup@health.state.ny.us">mltcworkgroup@health.state.ny.us</a> (put COMPLAINT in subject line)
<b>Mainstream Managed Care Complaints</b>		<b>1 (800) 206-8125</b> <a href="mailto:managedcarecomplaint@health.state.ny.us">managedcarecomplaint@health.state.ny.us</a>
<b>NY Medicaid Choice (Maximus)</b>	<a href="http://nymedicaidchoice.com/">http://nymedicaidchoice.com/</a>	
Enrollment broker for MLTC, Managed Care	Advocates line MLTC	<b>1-855-886-0570</b>
	Consumers line MLTC	<b>1-888-401-6582</b>
	Non- MLTC managed care	1-800-505-5678

## Home Care Services Program CASA Offices

Title	Name	Phone Number/ E-mail
<b>BRONX CASA</b>		
<i>890 Garrison Avenue, 3<sup>rd</sup> Floor Bronx, NY 10474</i>		
	<i>Telephone</i>	929-252-4564/4565
	<i>Fax Machine</i>	718-617-7721
Director	Diana Lopez-Infante	(718) 510-0106 <a href="mailto:infanted@hra.nyc.gov">infanted@hra.nyc.gov</a>
Adm. Asst.	Nadhya Allen	(718) 510-0153
Intake Supervisor	Veronica Gladden	(718) 510-0186 <a href="mailto:gladdenv@hra.nyc.gov">gladdenv@hra.nyc.gov</a>
Senior Supervisor	Theodore Brightwell	(718) 510-0154 <a href="mailto:brightwellt@hra.nyc.gov">brightwellt@hra.nyc.gov</a>
Fair Hearing Liaison	Mayra Batista	(718) 510-0182 <a href="mailto:batistam@hra.nyc.gov">batistam@hra.nyc.gov</a>
<b>Queens CASA</b>		
<i>45-02 32nd Pl, 3rd Fl., Long Island City, NY 11101</i>		
	<i>Fax Machines</i>	(718) 752-4348 (718) 752-4363
Director	Deborah Daniel-Preudhomme	(718) 752-4455
<i>Adm. Asst.</i>	Sandra Williams	(718) 752-4457
Senior Supervisor	Faiz Fazli	(718) 752-4389 <a href="mailto:fazlif@hra.nyc.gov">fazlif@hra.nyc.gov</a>
Fair Hearing Liaison / Medicaid Liaison	William Pippen	(718) 752-4354
<b>Staten Island CASA</b>		
<i>215 Bay St. Staten Island, NY 10301</i>		
	<i>Fax Machines</i>	(718) 556-7315
Director/ Fair Hearing	Joseph Madera	(718) 556-4353/4780/7331 <a href="mailto:maderaj@hra.nyc.gov">maderaj@hra.nyc.gov</a>
Senior Supervisor	Odesa Payne	(718) 420-4803 <a href="mailto:payneo@hra.nyc.gov">payneo@hra.nyc.gov</a>
Adm. Asst	Anmarie Balsamelio	(718) 516-7346
<b>Manhattan CASA</b>		
<i>132 West 125th St, 5th Fl., New York, NY 10027</i>		
	<i>Fax Machines</i>	(212) 666-1459/5640
Director	Deborah Knight	(212) 665-3233/4042 (212) 666-6267/ 665-1664 <a href="mailto:knighted@hra.nyc.gov">knighted@hra.nyc.gov</a>
<i>Adm. Asst.</i>	Sharon Alleyne	(212) 665-4042 <a href="mailto:alleynes@hra.nyc.gov">alleynes@hra.nyc.gov</a>
Senior Supervisor	Pamela Jones	(212) 666-4295 <a href="mailto:jonesp@hra.nyc.gov">jonesp@hra.nyc.gov</a>
Fair Hearing Liaison	Darlene Sheppard	(212) 666-8963 <a href="mailto:sheppard@hra.nyc.gov">sheppard@hra.nyc.gov</a>

Title	Name	Phone Number/ E-mail
<b>Brooklyn CASA</b> 88 Third Ave, Brooklyn, NY 11217	<i>Continuing Medicaid Homecare: 3<sup>rd</sup> floor Intake: 4<sup>th</sup> floor Fax Machine</i>	(718) 250-5621
Acting Director	Celeste Lewis	(718) 250-5640/5631 <a href="mailto:knightd@hra.nyc.gov">knightd@hra.nyc.gov</a>
<i>Adm. Asst.</i>	Yolanda Torres	(718) 250-5641 <a href="mailto:torresy@hra.nyc.gov">torresy@hra.nyc.gov</a>
Senior Supervisor	Amalia Kapsalis	(718) 250-1048 <a href="mailto:kapsalisa@hra.nyc.gov">kapsalisa@hra.nyc.gov</a>
Fair Hearing	Liliya Leshchinsky	(718) 250-1064 <a href="mailto:leshchinskyl@hra.nyc.gov">leshchinskyl@hra.nyc.gov</a>
<b>Home Care Involving Children</b> 785 Atlantic Avenue, Brooklyn, NY 11238		
Care At Home Coordinator (Katie Beckett Program)	Marlene Gray	(929) 221-3300 <a href="mailto:graym@hra.nyc.gov">graym@hra.nyc.gov</a>
Care at Home Director	Diana Garcia	(929) 221-2152 <a href="mailto:garcian@hra.nyc.gov">garcian@hra.nyc.gov</a>
Administration for Children's Services (ACS) – Family Home Care Unit 150 Williams St., 7th Fl., New York, NY 10038		
Director	Martha Boomer	(212) 676-6818/6800
Intake Supervisor	Dolores Rodriguez	(212) 676-6815
	<i>Fax Machines</i>	(212) 676-6799/6812
<b>Office of Legal Affairs</b> 180 Water St. Room 1637, New York, NY 10038		<i>Fax: (212) 331-5022/3 Fax: (212) 331-4465/4359</i>
Deputy General Counsel	Marguerite Camaiori	(929) 221-6506 <a href="mailto:camaioem@hra.nyc.gov">camaioem@hra.nyc.gov</a> Fax 212-331-4359
MICSA Compliance Office Director	Sabre Kaszynski	(929) 221-6429 <a href="mailto:kaszynskis@hra.nyc.gov">kaszynskis@hra.nyc.gov</a>
Assistant General Counsel	Mark Rosenbaum	(212) 331-5904 <a href="mailto:rosenbaumm@hra.nyc.gov">rosenbaumm@hra.nyc.gov</a>
<b>OTDA Fair Hearings – HRA Unit</b> 111 Livingston Street, 4 <sup>th</sup> Floor – entrance Boerum Place, Brooklyn, NY 11201		
Director	Nadine Lopez-Flores	(718) 637-2500 <a href="mailto:lopez-floresn@hra.nyc.gov">lopez-floresn@hra.nyc.gov</a>
Conference Unit (request conference or case record)	<i>Call:</i> <i>Write:</i>  <i>Fax</i>	(718) 637-2426 Conference Unit – 111 Livington St., 4th Fl, Brooklyn NY 11201 (718) 722-7565
Rivera Unit Supervisor	Bernadette Nicholas	(718) 637-2425 Fax: (718) 722-7565
Compliance problems		(718) 637-2511

<b>Title</b>	<b>Name</b>	<b>Phone Number/ E-mail</b>
Compliance (State OTDA in Albany)	Jackie Donovan <i>Fax:</i>	(518) 473-4989 (518) 402-3812
Compiles FH Packets	Patricia Reynolds	(718) 637-2425
<b>Office of Temporary and Disability Assistance (OTDA)</b>		
<i>40 N. Pearl St., Albany, NY 12243</i>		
General Counsel	Krista Rock <i>Fax:</i>	(518) 474-9502 (518) 474-9389
Deputy Counsel, OTDA Fair Hearings	<i>Fax:</i>	(518) 486-7553
<i>One Commerce Plaza 5th fl. Albany NY 12201</i>	Henry Pedicone	(518) 474-7693
Hearing Decisions	Fran Anson	(518) 473-7920
Request Tapes & Transcripts, Special Hearings	Karen Murray <i>Fax:</i> <i>Email:</i>	(518) 474-5794 (518) 486-7553 <a href="mailto:AdminRecords@otda.state.ny.us">AdminRecords@otda.state.ny.us</a>
OTDA Fair Hearing Info Line		1-800-343-8859
Compliance	Jackie Donovan <i>Fax:</i>	(518) 473-4989 (518) 402-3812
<b>To Request Hearings All Programs (Medicaid, HR, Food Stamps, etc., including telephone/ home hearings)</b>		
Telephone	Toll-Free Albany NYC Home care only Expedited <b>Request FH evidence Packet by:</b> <b>Telephone:</b> <b>Fax:</b> Info Line	(800) 342-3334 (518) 474-8781 (212) 417-6550 (212) 344-0055 (212) 417-3614 / 3615 / 2792  (718) 637-2425 (718) 722-7565 1-800-343-8859
Fax		(518) 473-6735
In Person	111 Livingston Street, 4 <sup>th</sup> Floor Brooklyn, NY 11201 (entrance at 14 Boerum Place)	
Online	<a href="http://www.otda.state.ny.us/oah/FHReq.asp">http://www.otda.state.ny.us/oah/FHReq.asp</a>	
Write	NYS OTDA Office of Administrative Hearings POB 1930 Albany, NY 12201-1930	
<b>To Adjourn or Withdraw Fair Hearings</b>	NYC	1-877-209-1134
<b>Aid Continuing &amp; Other Problems</b>		
Supervisors	Deb Huber Mike Allen Joanna Gaber Sharon Koblenzer	(518) 473-7051 (518) 473-4724 (518) 486-7001 (518) 486-6482 (518) 474-6066

Title	Name	Phone Number/ E-mail
<b>Home/Phone Hearing Unit</b> - Don't use this number to request hearing - just to schedule phone/home hearings)	Toll-Free Judith Ball	(800) 342-3334 (518) 474-5415

This list is based on information from NYC HRA MICSA Medicaid program as well as information learned through daily interaction with HRA on cases. Please send any corrections to [eflrp@nylag.org](mailto:eflrp@nylag.org)  
 Updated May 7, 2014 most (not all) information confirmed by HRA/OTDA.