

# MEDICAID ALERT

May 6, 2013

## Relocation of MICA (Medicaid) 34<sup>th</sup> St. (Manhattan) Offices to 785 Atlantic Avenue Brooklyn- phase V (Final)

The purpose of this ALERT is to inform Client Representatives, Facilitated Enrollers, Hospitals, Community Based Organizations and all entities that submit applications, renewals or inquiries for Medicaid/Family Health Plus consumers of the following: the program has relocated its administrative offices from **330 W 34<sup>th</sup> Street in Manhattan to 785 Atlantic Ave, Brooklyn NY 11238**. Areas within MICA have been moved in stages over 5 weeks. The fifth and last group of units: Client Rep.; Hospital Eligibility Division (HED); Eligibility Information Services (EIS) and Reception have moved as of Friday 5/3/13.

Effective Monday, May 6<sup>th</sup>, there will no longer be any MICA operations at 330 W. 34<sup>th</sup> St in Manhattan. Consumers needing assistance can go to any Medicaid office or the new Medicaid Reception at 785 Atlantic Avenue in Brooklyn main floor. They can also call the Medicaid Helpline at 888-692-6116. Bulk submissions of applications must also go to 785 Atlantic Avenue in Brooklyn window 1.

Services for Medicaid clients and agencies are no longer available at 330 W 34<sup>th</sup> St. NY, NY.

Effective <b>5/6/13</b> , the following units have moved to the new location			
MICA Units	Liaison Name	Previous Telephone #	New Telephone#
Client Representative Unit   AHIP staff	Margarita Baez <a href="mailto:baezm@hra.nyc.gov">baezm@hra.nyc.gov</a>	(212) 643- 7965	(929) 221-2059
	Nayankumar Shukla <a href="mailto:shuklan@hra.nyc.gov">shuklan@hra.nyc.gov</a>	(212) 643 3594	(929) 221-2052
	Jacqueline Braxton <a href="mailto:Braxtonj@hra.nyc.gov">Braxtonj@hra.nyc.gov</a>	(212) 643-7976	(929) 221-1970

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Hospital Division (HED)	Eligibility	Carmen Medina <a href="mailto:medinaca@hra.nyc.gov">medinaca@hra.nyc.gov</a>	(212) 564-8848	(929) 221-2098
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Effective <b>5/6, 2013</b> , the following unit has moved to the new location		
MICSA Units	Previous Telephone	New Telephone #
Eligibility Information Services	(212) 273-0047 (646) 272-2122 or 2123	(929) 221-0865

Effective <b>5/6, 2013</b> , the Reception area has moved to the new location
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### Delivery of Bulk Cases from Authorized Client representatives, and Hospitals to Reception

All authorized submitters to the centralized areas are advised that bulk submissions to MAP's reception window at 785 Atlantic Avenue will be accepted beginning on Tuesday 5/7/13. **Window 1** is the designated window for authorized submitters.

Reception also accepts renewals from agencies authorized to submit renewals to the renewal client rep unit (CRU). The renewals accepted by reception are those within 5 days of the respond by date. Those renewals are accepted 10 cases at a time on the consumer's line --- not at Window 1. If the agency representative has more renewal cases, the rep. must go back on line after the first group is processed.

### Client Representative Unit (C-REP)

Client Rep receives applications from entities authorized by the Medicaid Assistance Program to submit cases in bulk. The liaison email address has been provided in case liaison phone numbers are not easily reached on Monday 5/6/13.

### Hospital Eligibility Division (HED)

HED receives Medicaid applications from hospitals. A liaison name and email address has been provided in case the phone number in Brooklyn is not easily reached. Hospital staff should remember that normal processing time frames must have been reached before making case status inquiries to the liaison.

### Eligibility Information Services (EIS)

EIS responds to calls and inquiries from Elected Officials, Client Representatives, and Providers on consumer case issues and concerns. The unit also prepares Medicaid Alerts on policy and procedure changes, as well as location changes. The unit conducts training for agencies that interact with the Medical Assistance Program. We are trying to keep the same fax number in the new location, a notice will be sent once the number is operational.

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If EIS number is not easily reached on Monday, the following staff should be included in the emails to the area: [Andrusm@hra.nyc.gov](mailto:Andrusm@hra.nyc.gov); [barnesc@hra.nyc.gov](mailto:barnesc@hra.nyc.gov); [payned@hra.nyc.gov](mailto:payned@hra.nyc.gov); for Pooled Trust: [fraser-smithe@hra.nyc.gov](mailto:fraser-smithe@hra.nyc.gov); [hannahl@hra.nyc.gov](mailto:hannahl@hra.nyc.gov). All e-mails to EIS should copy: [ortiz-quezadam@hra.nyc.gov](mailto:ortiz-quezadam@hra.nyc.gov); [gaskinm@hra.nyc.gov](mailto:gaskinm@hra.nyc.gov).