

October 29, 2021

Medicaid Surplus Coverage Update

This Alert is to advise Medicaid Providers, Hospitals, Client Representatives, Community Based Organizations, Advocates, and agencies assisting consumers with Medicaid surplus that during the COVID Health Emergency, surplus consumers must continue to meet their surplus requirement. This information is referenced in the MAP 3183 (form attached). This form has gone out to all active surplus clients.

Surplus consumers can continue to make their payment to HRA's Division of Accounts Receivable and Billing (DARB). Checks or money orders can be sent to DARB at Human Resources Administration – DARB, 150 Greenwich Street, 34th Floor, NY, NY 10007.

After payment has been submitted to DARB, consumers should contact the Surplus Hotline at **929-221-0835** to report that a payment was made. Consumers must leave their name, case number, client identification number, the amount of the payment, months of coverage requested, and telephone number.

Surplus consumers can continue to submit their medical bills to cover their surplus. Send bills to HRA/Medicaid Surplus Unit, at 785 Atlantic Ave, Brooklyn, NY 11238, or fax bills to **917-639 0645**.

As a reminder, **please do not** send payments to HRA/DARB Pay- In program if you are:

- Receiving dialysis treatment; dialysis consumers can pay the surplus directly to the dialysis provider.
- Receiving personal care or Consumer Directed Personal Assistance Program (CD-PAP) provided by the Home Care Service Program (HCSP). These consumers can send their payments directly to the Home Care or CD-PAP provider upon receiving a bill for the surplus.
- Enrolled in a Managed Long-Term Care (MLTC) plan. MLTC consumers must send surplus payments directly to the MLTC plan upon receiving a bill for the surplus.

Consumers who wish to start receiving homecare do not have to pay-in first to start services. The homecare or MLTC provider will bill the consumer directly for payment of the surplus.

What should consumers do if their income has decreased.

If consumers cannot make a surplus payment because of a job loss, or if their income has gone down, they should have their case re-budgeted. Having the case re-budgeted could lower or even eliminate the surplus in some instances. Submit proof of the change to fax number **917-639-0645**.

Attestation due to the Covid-19 Health Emergency

If surplus consumers are unable to submit payment because of health issues related to COVID-19, such as quarantine or hospitalization, they can attest that they either have the money or the bills to satisfy their surplus but are unable to submit them due to COVID-19 by calling the Surplus Hotline at **929-221-0835**.

PLEASE SHARE THIS ALERT WITH ALL APPROPRIATE STAFF

Medicaid Surplus Coverage Update

During the COVID Health Emergency, you must continue to meet your surplus requirement

You must:

- Make your payment out to HRA's Division of Accounts Receivable (DARB). Mail checks or money orders to Division of Accounts Receivable and Billing (DARB) at 150 Greenwich St, 34th Floor, NY, NY 10007
 - Then call the Surplus hotline at **929-221-0835** to report that you have made a payment. Leave your Name, Case Number, Client Identification Number, the amount of your payment and months to cover, and a number to call you if additional information is needed.

OR

- Send or fax bills to cover your surplus amount to HRA/Medicaid, Surplus Unit, 785 Atlantic Ave Brooklyn NY 11238 or fax **917 639-0645**
- Do not send payments to HRA DARB Pay-In program if:
 - You receive dialysis treatment: you can pay your surplus directly to your dialysis provider;
 - You receive personal care or Consumer-Directed Assistance Services (CDPAP) provided by the Home Care Services Program (HCSP CASA): send your payments directly to the Home Care or CDPAP vendor when they send you a bill for the surplus;
 - You are enrolled in a Managed Long Term Care (MLTC) plan: send your payments to your MLTC plan when they send you a bill for the surplus.
- If you wish to start receiving home care, you do not have to pay-in first in order to start services. Your MLTC plan or home care vendor will bill you for the surplus and you will pay them directly.

What should I do if my income decreased?

If you cannot make your surplus payment because you have lost your job, or your income has gone down, request to have your case re-budgeted

Having your case re-budgeted could lower or even eliminate your surplus amount in some instances. Submit proof of your change in income to fax number **917 639-0645**.

Attestations due to Covid-19 Health Emergency

If you are unable to submit payment because of health issues related to COVID-19, such as quarantine or hospitalization, you can attest that you either have the money or the bills to satisfy your surplus and are unable to submit them due to COVID-19 by calling the Surplus Hotline at **929-221-0835**.

Do you have a medical or mental health condition or disability? Does this condition make it hard for you to understand this notice or to do what this notice is asking? Does this condition make it hard for you to get other services at HRA? **We can help you.** Call us at 888-692-6116. You can also ask for help when you visit an HRA office. You have a right to ask for this kind of help under the law.

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