

Medicaid Contacts in New York City (NYC Human Resources Administration - MICSA)

Since May 2013 the NYC Medicaid Office has been located at **785 Atlantic Ave., Brooklyn, NY 11238**. The Reception Unit is on the main floor of 785 Atlantic Ave. Brooklyn NY 11238.

The table of contacts below is compiled from these Alerts issued by HRA:

- See **HRA Fax/E-mail Submissions to HRA MAP and HCSP Program 8/30/2021**
- See **2021-07-22 NYC Medicaid Alert New Home Care Services Program (HCSP) Inquiry Email Address** - Inquiries related to HCSP Medicaid case transactions (including demographic changes, address updates, pooled trust reviews, county-to-county transfer requests, Medicare Savings Program (MSP) and coverage updates) may be sent via email to hcspinquiries@hra.nyc.gov. This email is NOT for submitting applications or documents related to an application. Encrypted email and information required.
- See **2021-07-21 NYC Medicaid Alert: MAP Undercare Division** - Case action update requests (including demographic changes, change of address, transfer from county-to-county requests and coverage updates) may be sent via email to undercareproviderrelations@hra.nyc.gov. Encrypted email with signed MAP 751k form required. This email is NOT for new applications.

OLDER LISTS

- See HRA MICSA Medicaid Alert **Dec. 31, 2018 "Department of Social Services HRA Medical Assistance Program (MAP) and Homecare Program" Medical Assistance Program Units and Contacts**
- See **department head contacts obtained 3/2014 - dated Dec. 2013**
- See a **detailed list of contacts** became available on August 14, 2013.
- See **detailed Lists - December 2018**

Visit our article on Medicaid Alerts.

NYC MEDICAID PROGRAM CONTACTS		
MICSA Unit	Liaison Name/ Purpose	New Contact Info
Medicaid Departments -- NOT Home Care (for home care see below)		
NYC HRA Medicaid Helpline		1-888-692-6116 Medicaid info https://www.nyc.gov/site/hra/help/health-assist

Undercare Processing Division	Case action update requests Case or Budgeting Changes	<p>undercareproviderrelations@hra.nyc.gov - use encrypted password-protected attachment.</p> <p>or Fax 1-917-639-0837. See this May 2020 Medicaid Alert</p> <p>WHAT TO SUBMIT: Attach signed MAP 751k form re (encrypted)(correct,, add or change date of birth, SSN, gender, change of address & phone number, ,transfer to county-to-county requests - write "LUBERTO")</p> <p>MAP 751W (close case, add or remove someone from case, death, request budgeting changes including pooled trust for MSP eligibility, report change in immigration status, remove Third Party Health Insurance)</p> <p>See NYC Medicaid Alert: MAP Undercare Division - 9/8/20</p>
Applications		<p>E-FAX applications to 917-639-0732 (For general public not authorized submitters - NOT Immediate Need applications)</p> <ul style="list-style-type: none"> • MAKE CLEAR ON APPLICATION IF SEEKING TO ENROLL IN MLTC, or SEEKING MEDICAID ONLY <p>Authorized Submitters (C-REPs) ONLY can fax applications to 917-639-0731</p> <p>Immediate Need - see below.</p>
Managed Care Client Services		212-273-0062 (phone)
Recipient Restriction Unit		929-221-0859/60 (phone)
Eligibility Information Services		929-221-0865 (phone) e-Fax (718) 636-7847 If down use instead (718)-636-7852 or (718) 636-7846 .
Medicaid Fair Hearings	Rivera Unit (Request Evidence Packets)	<p>MAIL: HRA Fair Hearings - Rivera Unit</p> <p>111 Livingston Street, Brooklyn, New York 11201</p> <p>FAX: 718-722-7565</p>
Medicaid <u>Transportation</u>		929-221-0840/41 (phone)
Medicaid Assistance Program (MAP) Third Party Health		<p>917-639-0675 (e-fax)</p> <p>e-mail: maptphi@hra.nyc.gov</p>

Insurance (TPI) Unit		
Medicaid Reimbursement	Evadne Duff (Homecare)	929-221-0845 (phone non-home care) 929-221-1193 (phone home care) 917-639-0674 E-FAX (both home care and medical) E-mail:: micsa.fiscal@hra.nyc.gov (both home care and
Renewals - Office of Mail Renewal		e-Fax 1-888-692-6116
Surplus Unit	Maria Rivera Graciela Mathews Angel Phifer-Brown (Fax Unit)	929-221-0833 (phone) 929-221-0838 (phone) 929-221-0835 (phone) 917-639-0645 (fax - submit bills to meet spend-down
Pooled Trusts (not with home care)		(929) 221-0868 /69 Fax (718) 636-7847 TEMPORARILY INOPERABLE as - use instead (718)-636-7852 or (718) 636-7846. For info on status of trust for client not receiving MLTC or immediate need - email undercareproviderrelations@hra.nyc.gov
MIPP program		E-MAIL: mipp@hra.nyc.gov (see article - not for people in program)
Replace Medicaid Card		<u>Replace a lost, stolen, or damaged Medicaid card. can be found here</u> <u>Electronic Benefit Transfer (EBT) Card Assistance for Clients - scroll down to dropdown for <i>Replace or Correct an EBT Card Medicaid Clients</i></u>
NURSING HOME ELIGIBILITY DEPT. NHED		
Nursing Home Eligibility Dept. (NHED)	Provider Relations	TEL 718-557-1368 E-FAX (917) 639-0687 For inquiries: nhedproviderrelations@hra.nyc.gov

	NHED Applications	E-Fax (917) 639-0735
	NHED Renewals	E-Fax 917-639-0643
	NHED Deferrals	E-Fax 917-639-0679
	Conversions & Undercare changes	E-Fax 917-639-0736
	Discharge	E-FAX 917-639-0687
Home Care Services Program (HCSP) - 785 Atlantic Ave., 7th floor		
Deputy Comm'r. Home Care	Randa Henry-Jenkins	(929) 221-0848
HCSP Central Intake		<p>(929) 221-8851 or (929) 221-8889</p> <p>FAX 718-636-7784/7780 email HRequests@hra.nyc.gov</p> <p>785 Atlantic Ave., 7th fl, Brooklyn, NY 11238</p> <ul style="list-style-type: none"> • Applications for Medicaid and Personal Care/CD people exempt or excluded from MLTC or managed care (i.e enrolled in home hospice, OPWDD waiver, or NHTDW waivers) • If denied MLTC enrollment by NYIA and NYIA re "local district," NYC residents contact THIS UNIT or CASAs. - Fax or Email the OUTCOME NOTICE to the address and request HOUSEKEEPING services 8 hours/week(
HCSP Centralized Medicaid Eligibility Unit	General Number	(929) 221-0849
	Charrise Andrews, Director	<p>(929) 221-3257 andrewsc@dss.nyc.gov</p> <p>(929) 221-3224 (Deputy Director Cynthia Robinson)</p> <p>Inquire about case status - hcspinquiries@hra.nyc.gov email)</p>
<u>Immediate Need Unit</u>	Philomena Offurum or Alla Alex	<p>TEL (929) 221-2501 or (212) 274-5035</p> <p>e-FAX (917) 639-0665 offurump@hra.nyc.gov or alexa@hra.nyc.gov</p> <p>e-mail applications HRequests@hra.nyc.gov</p>
Pooled Trusts for Home Care Cases	Yvette Poole-Brooks	<p>TEL (929) 221-2493</p> <p>poolebrooksy@hra.nyc.gov</p> <p>Fax (718) 636-7848</p>

		Inquire about status of submitted trust - hcspinquiries@ use encrypted mail or password-protected attachment.
HCSP MLTC Provider Relations Unit		TEL (929) 221-2427 FAX (718) 636-7848 MLTC plans - mltcproviderrelations@hra.nyc.gov Assisted Living Programs alpproviderrelations@hra.nyc.gov
CASA offices		See list at https://www.nyc.gov/site/hra/locations/casa-locations
Contact HCSP about pending Medicaid case transactions (demographic changes, address updates, pooled trust reviews, county-to-county transfer requests, Medicare Savings Program (MSP) and coverage updates - not for submitting applications		hcspinquiries@hra.nyc.gov - use encrypted mail or password-protected attachment. Attach signed <u>MAP 751k form</u> required (encrypted)(cor or change date of birth, SSN, gender, change of address number, transfer from county-to-county requests - write "LUBERTO") <u>MAP 751W</u> (close case, add or remove someone from c death, request budgeting changes including pooled trust for MSP eligibility, report change in immigration status, remove Third Party Health Insurance)

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<http://health.wnyc.com/health/entry/216/>