

Medical Insurance and Community Services Administration (MICSA) MEDICAID ALERT

November 3, 2008

REVISED

CHANGE OF SUBMISSION LOCATION FOR AUTHORIZED CLIENT REPRESENTATIVES

The purpose of this ALERT is to provide information in regard to a new protocol and location for application submissions to the Central Eligibility Division, for Authorized Client Representatives <u>only</u>.

Effective November 3, 2008, the new submission location is at 340 A West 34th Street, Ground floor. Submissions will no longer be received at 330 West 34th Street, 11th Floor.

When submitting applications, Providers should be aware of the following:

• The new location 340A West 34th Street Ground Floor operates between the hours of :

9:00 A.M am and 5:00 PM, Monday through Friday

- Only new applications are to be submitted to the windows noted below.
- Windows with numbers #18 and #19 have specifically been assigned for Provider application submissions.
- Upon arriving at one of the windows, your representative will be given a ticket number
- S/he should take a seat in the designated waiting area and wait for their number to be called.
- When her/his ticket number is called, the provider should go to the appropriate window and submit the applications.
- If s/he needs to speak to a Manager, the request can be conducted at the window.
- Remember, the **busiest** time for application submissions is the end of the month; so all efforts should be made to avoid waiting until then.
- Questions regarding this protocol should be addressed to:
 - **Veneze Smart-Ferreira** (212-273-3743) Deputy Director
 - ✤ Jacqueline Braxton (212-643-7969) Section Manager

PLEASE SHARE THIS ALERT WITH ALL APPROPRIATE STAFF

NYC Medicaid Alerts are a Periodic Service of the NYC Human Resources Administration Medical Assistance Program• Office of Eligibility Information Services • 330 West 34th Street, New York, NY 10001 Robert Doar, Administrator/Commissioner • Mary Harper, Executive Deputy Commissioner • Maria Ortiz-Quezada, Director of EIS