

July 22, 2021

New Home Care Services Program Inquiry Email Address

This Alert is to advise Medicaid Providers, Hospitals, Client Representatives, Community Based Organizations, Certified Home Health Agencies(CHHA), and Advocates, that the **Home Care Services Program** (HCSP) has created an email inbox to allow for the submission of inquiries related to HCSP Medicaid case transactions.

Managed Long Term Care Plans and Assisted Living Facilities representatives **should not** use this new email address, but instead should continue to use the email inboxes designated specifically to their program to ensure that they do not experience any delays in time sensitive case submissions or inquiries.

Please submit HCSP inquiries and requests to hcspinquiries@hra.nyc.gov.

Please ensure that your encrypted email includes the following information:

- The topic of your inquiry/request in the subject line.
- Your first name, last name, Provider/Agency's name, and contact number.
- The Consumer/Client's Full Name, Client Identification Number (CIN), and Case Number (if available).
- A brief description of your inquiry/request.
- Documentation to support the update requested.

If you have a follow up inquiry about a prior submission, please send an email referencing the case name and demographic information as well as date submitted for a status update to the same inbox.

Please **do not use** this new email address to submit applications or documents related to an application.

This division can complete transactions such as, - but not limited to, demographic changes, address updates, Pooled Trust reviews, county to county transfer requests, MSP, and coverage updates.

Consumers will be sent a notice regarding any action taken on their case.

SHARE THIS ALERT WITH ALL APPROPRIATE STAFF