Updated   **October 28, 2021**

Division of Accounts Receivable and Billing (DARB) Online Payment Option for Medicaid Excess Income Consumers

This Alert is to inform Medicaid Providers, Client Representatives, Hospitals, and Community Based Organizations (CBO's) that the Department of Social Services (DSS) Finance Office has announced that the **Online Credit Card payment** option is now available for Medicaid Excess Income consumers to participate in the Medicaid Pay-In Program when submitting a payment to the Division of Accounts Receivable and Billing (DARB).

Medicaid Consumers can visit the NYC CityPay website (https://a836-citypay.nyc.gov) to make a payment by clicking on **Bills & Services** and choosing the **Medicaid Pay-In Payments** option. You can also use this link to get directly to the **Medicaid Pay-In Payments** page. Please note, **medical bills cannot be submitted using the NYC CityPay website**.

Medicaid consumers submitting payments will need to have the Client Identification Number (CIN) and the last 4 digits of their Social Security Number. Newly accepted Medicaid Excess income consumers or those that wish to join the Medicaid Pay-In Program must first establish an account with DARB. This can be done by either sending their first payment via mail (check or money order), or by calling the DARB unit at **929 221-6054** or **929-221-6060** and advising of their first time user status.

Consumers will receive a receipt for the payment, but **the receipt is not a verification of coverage**. Consumers should allow time for the program to process the coverage. Consumers can call DARB at **929-221-6054** or **929 221-6060**, if there is an issue with the submission of the payment. Staff are available to answer calls Monday-Friday from 10:00 am to 4:00 pm. Consumers with coverage related issues should contact the Medicaid program at **929-221-0835**.

Currently there is no option for consumers to submit payments in person.

PLEASE SHARE THIS ALERT WITH APPROPRIATE STAFF