

# MEDICAID ALERT

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January 30, 2025

## Common Benefit Identification Card (CBIC) Electronic Benefits Transfer (EBT) Services Office Relocation

This Alert is to advise Medicaid Providers, Hospitals, Client Representatives, Community Based Organizations, Advocates, and entities assisting Medicaid consumers that effective February 3, 2025, the Common Benefit Identification Card (CBIC) Electronic Benefits Transfer (EBT) Services office, will be located at 785 Atlantic Avenue, 1<sup>st</sup> Floor, Brooklyn, NY, 11238. Please note that this is the **former** location for the Brooklyn South Medicaid office reception area.

The CBIC EBT Services office will cease operations at its current location, **227 Schermerhorn Street, Brooklyn, NY, at the close of business on January 31, 2025.**

The CBIC EBT Services office will open at its new location at:

**785 Atlantic Avenue, 1<sup>st</sup> Floor, Brooklyn, NY, 11238, on February 3, 2025.**

**The days and hours of operation are  
Monday – Friday, 8:30 AM – 5:00 PM.**

Consumers can visit the CBIC EBT Services office if they:

- Need to Get a permanent CBIC/EBT card urgently, either as their initial card or replacement card, because they need to pick up benefits and cannot wait to receive their card in the mail.
- Have lost their card, or their case is designated for card pick up.

Consumers who have a Medicaid-only case and get Supplemental Nutrition Assistance Program (SNAP) benefits can use the same CBIC/EBT card to access their SNAP benefits.

Information about this move is also posted on the [HRA website](#).

PLEASE SHARE THIS ALERT WITH ALL APPROPRIATE STAF