

MEDICAID ALERT

Fair Hearing Update July 25, 2025

Medical Assistance Program Fair Hearing Relocation Update

This Alert is to advise Medicaid Providers, Hospitals, Client Representatives, Community Based Organizations, Advocates, Agencies and Entities assisting Medicaid consumers that, the Human Resources Administration (HRA) Medicaid Fair Hearing Division has relocated several of their units. These Fair Hearing units are now co-located in Brooklyn at buildings where HRA programs are located. They are no longer co-located with the State's Office of Temporary and Disability Assistance (OTDA) Fair Hearing division.

This update is to add additional FH units that have relocated to 495 Clermont Avenue. The entrance to the program is located at 495 Clermont Ave, Brooklyn, NY 11238. Individuals or representatives visiting the office regarding a Fair Hearing matter, should obtain a ticket at the kiosk to the 4th floor at window 7. Please bring identification when visiting the program.

The following are the fair hearing units and their new locations:

Conference: MAP Fair Hearing Division - the Fair Hearing Conference unit assists individuals and/or entities that request a hearing by reviewing the issue prior to the Fair Hearing and helping to achieve a resolution.

Conference and Walk-In Unit
495 Clermont Ave 4th Floor
Brooklyn, NY 11238
(718) 637-2426
Fax (718) 923-6452

Compliance and Aid to Continue unit - this unit manages the compliance with fair hearing decisions issued by OTDA's Administrative Law judges. The unit also acts on any aid to continue directives ordered by OTDA. **This unit is now located at 495 Clermont Avenue.**

495 Clermont Ave 4th Floor
Brooklyn NY 11238
(929) 221-0978
Fax (718) 923-6452

Fair Hearing Representation unit - this unit- defends the agency's actions in the OTDA fair hearings that are conducted by OTDA Administrative Hearing Officers.

495 Clermont Ave 4th Floor
Brooklyn NY 11238
929 221-0978
Fax (718) 923-6452

Records Request unit: this unit responds to requests to review a case or obtain copies of records/cases prior to a conference or hearing.

495 Clermont Avenue 4th floor
Brooklyn NY 11238
(718) 637-2425
New Fax number (917) 639-9355

You cannot request a fair hearing or adjust any scheduling issues (adjournment or reopening) with any HRA Office of Legal Affairs Fair Hearing unit. That must be done by contacting OTDA directly.

How to request a fair hearing, adjournment or reopening:

In writing: New York State Office of Temporary and Disability Assistance
Office of Administrative Hearings
P.O. Box 1930
Albany, NY 12201-1930

By telephone: new fair hearing (800) 342-3334; adjournment or reopening (877) 209-1134; speech or hearing-impaired individuals should contact 711 and ask the operator to call (877) 502-6155

By fax: (518) 473-6735

Electronically online:

new fair hearing: <https://otda.ny.gov/hearings/request/#online> adjournment/reopening: <https://otda.ny.gov/hearings/adjournment/>

In person: Office of Temporary and Disability Assistance
Office of Administrative Hearings
5 Beaver St
New York, NY 10004

PLEASE SHARE THIS ALERT WITH ALL APPROPRIATE STAFF
