

March 5, 2026

**Medicaid Renewal Delay Notification – Vanguard
Transmission Issue**

This Alert is to advise Medicaid Providers, Hospitals, Client Representatives, Community Based Organizations, Advocates, Agencies, and Entities assisting Medicaid consumers in submitting their renewals recertification cases that the Medical Assistance Program (MAP) mailed the **Renewal Delay letter (MAP-3205)** letter to a group of consumers. This letter is related to a previously identified vendor transmission issue. A sample notice is attached.

During Fall 2025, a technical configuration error at HRA's mail processing vendor, Vanguard, delayed the timely receipt of renewals by HRA consumers. This resulted in some Medicaid cases being closed for failure to respond to a renewal even though the renewal was submitted timely.

Following reconciliation efforts between HRA and Vanguard, HRA confirmed that renewal responses associated with this issue were received and that all renewals were processed. Additionally, all cases that were closed as result of this issue were reviewed and reopened.

HRA mailed the Renewal Delay letter to approximately 6,611 impacted consumers to explain the delay.

Consumers who receive this letter do not need to resubmit renewal documentation unless specifically instructed by HRA.

An updated eligibility determination notice will be mailed once case processing is completed. Most consumers have already received their eligibility determination.

Case-specific questions can be made to the HRA Medicaid Helpline **888-692-6116**.

PLEASE SHARE THIS ALERT WITH ALL APPROPRIATE STAFF

Medical Assistance Program
Renewal Delay at 785 Atlantic Ave
Office of Mail Renewal
785 Atlantic Avenue 5th Floor
Brooklyn, NY 11238



MAP-3205 01/23/2026

Date:

Case Number:

Case Name:

Renewal Delay

**If you have any questions, call the HRA
Helpline at: 888-692-6116.**

Dear Consumer:

You may have received a notice stating that your case closed because you did not submit your renewal. This letter is to inform you that the Medicaid renewal you mailed to HRA was received. HRA will process your renewal and an eligibility decision will be mailed to you.

Do you have a medical or mental health condition or disability? Does this condition make it hard for you to understand this notice or to do what this notice is asking? Does this condition make it hard for you to get other services at HRA? **We can help you.** Call us at **888-692-6116**. You can also ask for help when you visit an HRA office. You have a right to ask for this kind of help under the law.