


MEDICAL ASSISTANCE PROGRAM  
AUTO-SDX PROCESSING GPO BOX 24330  
BROOKLYN, NY 11202-9801

NOTICE OF DECISION ON YOUR  
MEDICAL ASSISTANCE.

SE LE ENVIARA UNA COPIA EN ESPANOL DE ESTA  
NOTIFICACION EN UN SOBRE APARTE

PROGRAM CODE = 5H9

NOTICE NUMBER: N077QK7877		DATE: February 11, 2023		CASE NUMBER: [REDACTED]	
OFFICE SDX	UNIT	WORKER SYSCM	UNIT OR WORKER NAME AUTO-SDX PROCESSING		TELEPHONE NO. 212-630-0996

<b>AGENCY TELEPHONE NUMBERS</b>		<b>CASE NAME / AND ADDRESS</b>			
GENERAL TELEPHONE NO. <u>718-557-1399</u> FOR QUESTIONS OR HELP		 002864 [REDACTED] BRONX, NY [REDACTED]			
OR Agency Conference <u>718-637-2426</u>					
Fair Hearing information and assistance <u>718-637-2426</u>					
Record Access <u>718-637-2425</u>					
Child/Teen Health Plan <u>718-557-1399</u>					

IF YOU DO NOT AGREE WITH ANY DECISION EXPLAINED IN THIS NOTICE, YOU HAVE A RIGHT TO ASK US FOR A CONFERENCE AND/OR ASK THE STATE FOR A FAIR HEARING. READ THE CONFERENCE AND/OR FAIR HEARING SECTION TO SEE HOW TO ASK FOR A CONFERENCE AND/OR A FAIR HEARING.

If you are blind or seriously visually impaired and need notices or other written materials in an alternative format (large print, audio, or data CD, or Braille), contact your local social services district.

**MEDICAL ASSISTANCE**

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\* Even though you are no longer eligible for Medical Assistance, some members \*  
\* of your case may be eligible for continuation/extension of their Medical \*  
\* Assistance coverage. Please read this entire notice. \*  
\*  
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We will discontinue Medicaid coverage effective February 24, 2023 for:

Name

Client I.D. #

[REDACTED]

[REDACTED]

You may request a Fair Hearing if you disagree with any decision explained in this notice. You have 60 days from the date of this notice to request a Fair Hearing. HOWEVER, YOU MUST REQUEST A FAIR HEARING BEFORE THE EFFECTIVE DATE ABOVE IF YOU WANT YOUR MEDICAID TO CONTINUE UNCHANGED UNTIL THE FAIR HEARING DECISION. You may also request an informal local conference. A request for a local conference alone will not result in continuation of benefits and does not meet the 60 day deadline for requesting a Fair Hearing.

We are discontinuing your Medicaid coverage because you or your representative failed to return the Medicaid Recertification form by February 10, 2023.

CONTINUED ON THE NEXT PAGE ...

**CONFERENCE AND FAIR HEARING SECTION**

**DO YOU THINK WE ARE WRONG?**

If you think our decision was wrong, you can request a review of our decision. If we made a mistake, we will correct it. You can do both of the following:

- 1. Ask for a meeting (conference) with one of our supervisors; and
- 2. Ask for a State fair hearing with a State hearing officer.

**AVAILABILITY OF POLICY MATERIALS**

ACCESS TO YOUR FILE AND COPIES OF DOCUMENTS: To help you get ready for the hearing, you have a right to look at your case file. If you call or write to us, we will provide you with free copies of the documents from your file which we will give to the hearing officer at the fair hearing. Also, if you call or write to us, we will provide you with free copies of other documents from your file which you think you may need to prepare for your fair hearing.

If you call or write to us, we will also make available to you without charge specific policy materials necessary for you to decide whether to request a fair hearing or to prepare for the hearing. Policy materials that may be available to you include documents such as: Administrative Directives, General Information System messages, Informational Letters, portions of the Medicaid Reference Guide, Department of Health Medicaid Update newsletters and Local Commissioner Memorandums.

To ask for specific policy materials, documents or to find out how to look at your file, call us at the Record Access telephone number listed at the top of the front of this notice or write us at the address printed at the top of the front of this notice.

If you want free copies of specific policy materials or documents from your case file, you should ask for them ahead of time. They will be provided to you within a reasonable time before the date of the hearing. Documents will be mailed to you only if you specifically ask that they be mailed.

**CONFERENCE (Informal meeting with us)**

If you think our decision was wrong or if you do not understand our decision, please call us at 718-637-2426, write to us at Medicaid Program, Conference Unit, 111 Livingston Street, 4th Floor, Brooklyn, New York 11201 to arrange a meeting. Sometimes this is the fastest way to solve any problems you may have. We encourage you to do this even when you ask for a fair hearing. This is not the way to request a fair hearing. If you ask for a conference, you are still entitled to a fair hearing.

If you only ask for a meeting with us, we will not keep your benefits the same while you appeal. Your benefits will stay the same only if you ask for a State fair hearing. (See Keeping your Benefits the Same)

**STATE FAIR HEARING**

**Deadline for Requesting a Fair Hearing**

If you want the State to review our decision about your medical assistance, you must ask for a fair hearing by **April 12, 2023**. This is the deadline even if you asked for a meeting (conference) with us.

**Keeping your Benefits the Same**

We will not change your medical assistance if you ask for a fair hearing about the action we are taking on your medical assistance before the effective date stated in this notice.

(Read the next page for more of your Rights)

**REQUEST FOR A FAIR HEARING**

I want a fair hearing. I do not agree with the agency's action. (You may explain why you disagree below, but you do not have to include a written explanation.)

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Name : [REDACTED]  
 Address : [REDACTED]

District/Office No: 66/SDX  
 Notice No. : N077QK7877  
 Case Number: [REDACTED]  
 Telephone : [REDACTED]

ONLY USE THIS TEAR-OFF TO REQUEST A HEARING ABOUT THIS NOTICE.



## HEALTH CARE PROGRAMS FOR NEW YORKERS

### Do you need help paying for medical care?

Medicaid is help for New Yorkers who cannot pay for their medical care. There are **several ways you can be eligible for Medicaid**. Eligibility depends on your age, income, health, sometimes your resources and other requirements. The Medicaid Programs that are available include:

#### Programs for Adults:

### If you get Temporary Assistance or SSI, can you get Medicaid?

Yes, you can get Medicaid and cash assistance. You can also get Medicaid without cash assistance. Citizens, aliens with satisfactory immigration status and those who are lawfully present in the U.S. and are a New York State resident can get Medicaid. People who get Medicaid can get Family Planning Services.

### If you stop getting cash assistance because you are working and earn too much money, or because you have more income due to increased spousal support, can you continue to get Medicaid?

Yes, if you have a child(ren) and a job, you might be eligible for 12 months of Medicaid when your income goes up. Or, you might be eligible for four months of Medicaid when your income goes up due to increased spousal support. This program is called **Transitional Medical Assistance (TMA)**.

### If your income and/or resources are too high to get cash assistance, can you still get Medicaid?

Yes, if you live with a child(ren), are age 65 or older, or are certified blind or certified disabled, you may be eligible for **Medicaid**. If you have too much income and/or resources, you may be eligible after you incur medical bills at least equal to your excess income and/or excess resources. Individuals who are 19 or 20 years of age and living with their parents or caretaker relatives may also have income up to 155% Federal Poverty Level (FPL) and qualify for Medicaid. Even if you are not otherwise eligible for Medicaid and have income up to 223% of the FPL, you may be eligible to have Medicaid pay for family planning services under the Family Planning Benefit Program.

### If you are pregnant, can you have more income and get Medicaid?

You can have income up to 223% of the FPL and get Medicaid. Your resources are not counted. Pregnant women do not need to prove citizenship or immigration status.

### The Special Supplemental Nutrition Program for Women, Infants and Children (WIC)

Are you pregnant? A new mother? Have a baby or young children up to age 5?

WIC can help you help your family. WIC provides healthy foods, nutrition and health education, breastfeeding support and referrals to health and social services to New York families at no cost.

For the location of the nearest WIC clinic, call 1-800-522-5006. Additional WIC program information is available at: <http://www.health.ny.gov/prevention/nutrition/wic/>.

### What if you do not qualify for Medicaid? Is there any other help?

New York's health benefit exchange, NY State of Health, offers individuals and families a place to compare, select and enroll in an affordable health plan.

NY State of Health will help the following individuals find health care coverage:

- Individuals and childless couples who are at least 19 years of age, who do not have Medicare coverage
- Parents, step-parents and caretaker relatives of a dependent child
- Pregnant women and children

Individuals and families who file or will file Federal taxes with incomes up to 400% of the FPL, which is equivalent to \$54,360 per year for an individual and \$111,000 per year for a family of four (based on 2022 FPLs), may be eligible for advance tax credits to help buy health insurance through New York's health benefit exchange, NY State of Health. If annual income is greater than 400% of the FPL, health insurance can still be purchased through NY State of Health.

If you need help in applying for health care coverage through the NY State of Health, assistance is available. Navigators and Certified Application Counselors are people trained to help you understand your health coverage options and enroll in a plan. Your local department of social services may be able to help you with your application and choices.

To learn more about NY State of Health and to find Navigators or Certified Application Counselors in your area, please call 1-855-355-5777 or visit our Web site at <http://www.nystateofhealth.ny.gov/>.

The Medicaid Cancer Treatment Program provides Medicaid coverage for the treatment of breast, cervical, colorectal and/or prostate cancer to eligible individuals who have income over the Medicaid income level. For more information call 1-866-442-2262.

**If you have a disability and are working and have more income than is allowed for Medicaid, is there any way to get or keep Medicaid health care coverage?**

Yes, you may be eligible for the Medicaid Buy-In Program for Working People with Disabilities (MBI-WPD) if you are working, between 16 and 64 years old and have a disability as defined by the Social Security Administration. MBI- WPD individuals can have income up to 250% of the FPL and resources up to the Medicaid resource limit. A monthly premium may be charged for participants in this program who have countable income between 150% and 250% of the FPL.

**If you receive Medicare, is it possible to get help in paying for your prescription drugs even if you are not eligible for Medicaid or the Medicare Savings Program?**

If you are entitled to Medicare Part A or Medicare Part B, you are eligible to receive prescription drug benefits through Medicare Part D. To get more information about this program, you may call 1-800-Medicare (1-800-633-4227). You may also be eligible to receive extra help in paying the premiums, coinsurance and deductibles for the Medicare Part D prescription drug benefit. To find out more about getting this extra help, you may call 1-800-772-1213.

**If you are currently receiving your prescription drugs through the Medicare prescription drug program and your Medicaid case is being closed, will you lose your Medicare prescription drug benefit?**

If your Medicaid benefit is being discontinued, and you are currently receiving your prescription drugs through Medicare instead of Medicaid, any action to discontinue your Medicaid benefits will have no effect on the prescription drug coverage that you are receiving through Medicare, at least until the end of this calendar year (as long as you continue to be eligible for Medicare Part A or Medicare Part B). If you have any questions about your Medicare prescription drug benefit or to find out how your Medicare prescription drug benefit might change next year, please call 1-800-Medicare (1-800-633-4227). If you are moving out of State, you must notify the Social Security Administration (1-800-Medicare) of your new address, as you will have to enroll in a plan that is offered in your new state of residence.

**Are there special programs for children?**

Yes, Medicaid has higher income levels for children. Children ages 1 through 18 can have income as high as 154% of the FPL. Resources are not counted.

If you are age 19 or 20, you may qualify for Medicaid, depending on your income and resources. If you have too much income and/or resources, you may be eligible after you incur medical bills at least equal to your excess income and/or excess resources.

**Child Health Plus** is free or low cost health insurance for children under age 19 who are not eligible for Medicaid.

**Can my child get help finding a health care provider and getting regular checkups?**

There is a Medicaid program for children from birth to age 21 called the Child/Teen Health Program (C/THP) which provides check-ups and follow-up care if problems are found. Children from birth to age 21 who have Medicaid or Medicaid Managed Care, can take advantage of this benefit.

Children and young adults should see a doctor for regularly scheduled check-ups even if they are healthy. The C/THP recommends that children have 10 check-ups before the age of 3 and a check-up once a year after that. The C/THP helps establish a "medical home." A "medical home" is a situation in which each patient has an ongoing relationship with a physician who is responsible for the patient's health care needs and, when needed, arranges for care with other qualified physicians.

Depending on a child's age, the C/THP check-up includes:

Health history	Asthma assessment, diagnosis and treatment
Dental screening	Hearing and vision testing
Complete physical exam	Blood tests (such as sickle cell anemia)
Immunizations	Developmental/behavioral assessment
Advice and answers to your health questions	
Blood lead level lab test - Children who are 1 or 2 years old and children between 3 and 6 years old who have not had a blood lead level lab test will receive one.	

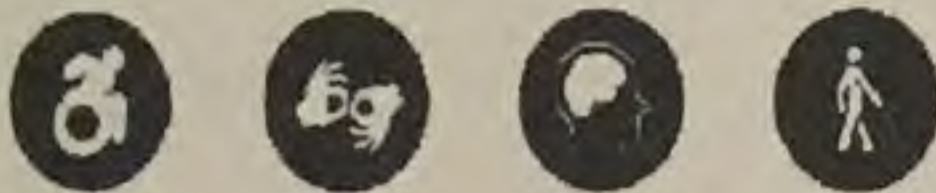
There are no Medicaid co-pays for this benefit. The benefit also includes necessary services that might not normally be provided by the child's regular doctor or clinic. The medical provider will arrange for follow-up treatment for problems found during the check-up.

If you are enrolled in a managed care plan, the plan includes the C/THP. Speak to your plan representative about these services.

If you are not enrolled in a managed care plan and you live in upstate New York, call your local department of social services to help you find doctors, dentists, prenatal care, family planning, and other providers that accept Medicaid and help with transportation, if necessary.

If you live in NYC, call 1-800-541-2831 for help finding doctors, dentists, prenatal care, family planning, other providers that accept Medicaid and help with transportation, if necessary.





## Do you have a disability?

**Do you need help with your Medicaid application, Medicaid renewal or other Medicaid program requirements?**

If it is difficult to meet Medicaid requirements because of a medical, mental health or other type of condition, we can help.

We are committed to helping you access our services. If you have a disability, Medicaid can help by providing supports or accommodations to make it easier for you to get the services you need. This type of help is called a reasonable accommodation.

### Examples of reasonable accommodations:

Examples of reasonable accommodations offered by Medicaid for people with disabilities are:

- Helping you with reading and completing forms
- Providing a sign language interpreter
- Shortening your wait times at Medicaid Offices
- Home visits, if needed

### A few examples of conditions that may cause you to need a reasonable accommodation:

- Vision, speech, or hearing disabilities
- Developmental or learning disabilities
- Mental health conditions like bipolar disorder, clinical depression, anxiety disorder, or schizophrenia

### How do I ask for a reasonable accommodation?

- You can ask for a reasonable accommodation at any Medicaid Office.
- You can ask for an accommodation by calling the Medicaid Helpline at: (888) 692-6116.
- You can complete and submit a Reasonable Accommodation Request (RAR) form or make your own written request. You can get a copy of this form at your local Medicaid Office or by calling the Medicaid Helpline number above.

Download the form at [nyc.gov/site/hra/help/disability-access.page](http://nyc.gov/site/hra/help/disability-access.page)

### Where can I submit a Reasonable Accommodation Request (RAR) form or a written request for an accommodation?

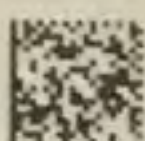
Give us your completed RAR form or written request at your local HRA Medicaid office;  
OR email, mail, or fax your written request or completed RAR to:

**Human Resources Administration**  
**Office of Constituent Services**  
 150 Greenwich St. 35th Floor  
 New York, NY 10007  
 Fax: (212) 331-4685 OR (212) 331-4686  
[constituentaffairs@dss.nyc.gov](mailto:constituentaffairs@dss.nyc.gov)

You do not need to give us proof of your condition at the time of the request. We may ask you to give us some medical or clinical documents later.

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**What if I need help completing the form?**

If your condition makes it hard for you to complete the RAR form or submit your request, contact the Medicaid Helpline at (888) 692-6116.

**How will I find out if my request is approved?**

We will review the request and decide if a reasonable accommodation is appropriate. We will contact you to let you know of our decision. You can call (888) 692-6116 to find out the status of your request.

**What if I use a text telephone (TTY) or voice carry-over (VCO) phone?**

You can call us using the telephone relay service by dialing 7-1-1 or 1(800) 662-1220. Then connect to the Medicaid Helpline at 888-692-6116.

**ANTI-DISCRIMINATION POLICY****What if I feel I've been treated unfairly because of my disability?**

If you think you or someone in your family has been discriminated against at HRA because of a disability you may send a complaint by letter, fax, or email to:

Jennifer Shaoul  
Executive Director of Disability Affairs  
Human Resources Administration  
Office of Client Advocacy and Access  
150 Greenwich Street – 42nd Floor  
New York, NY 10007  
Fax: (917) 639-0442  
Email: [shaoulj@dss.nyc.gov](mailto:shaoulj@dss.nyc.gov)

Or you can call the Central Complaint Unit at (718) 291-4141

**What should I include if I make a complaint?**

- Your name, mailing address, and telephone number
- Your HRA or Medicaid case number, if you have it
- A description of what happened and where and when it happened
- The names and job titles of HRA workers involved, if you have them
- The Medicaid office, program, or service involved

HRA is committed to ensuring meaningful access to programs and services for people with disabilities consistent with the Americans with Disabilities Act (ADA) of 1990 and other laws.