

*Medical Insurance and Community Services  
Administration (MICSA)*  
**NURSING HOME ALERT**

April 22, 2010

*Effective May 3, 2010*

*Updated Nursing Home Eligibility Division  
Telephone and Address Directory*

***NHED Directory***

The current Nursing Home Eligibility Division (NHED) Telephone and Address Directory is printed on the reverse of this alert. Use this directory to contact the individual designated for your borough to solve any specific case problem(s).

**Prior to calling the NHED please ensure that the following has been completed:**

- An Application has been filed.
- Records have been checked
- Deferral notices and or denial have not been overlooked. (If so please submit missing documentation)
- Was reconsideration requested?
- If all of the above was completed and you have not received a decision from MAP, then please direct your inquiry to the appropriate person as indicated in the directory.

***Call In Times***

Provider Relations Representatives will accept calls **all day** Tuesday, and Wednesday, and Thursday **morning only**. This enables Provider Relations' Representatives as well as Team Leaders and Section Managers to work on your cases on the other days without interruption.

***Faxes***

Please limit faxes to no more than 8 pages. (It is recommended that any correspondence in excess of 8 pages should be mailed in to the address noted on this alert)

- continued on reverse -



**Telephone and Address Directory (all phone numbers are area code 212)**

**Provider Relations Representatives:** (Please call all day Tuesday, all day Wednesday and Thursday from 9am - 12pm)

Billing Problems, Procedure Clarifications, Replacement MA Cards for ICF's.

<b>Non-Spousal Single Manual/Electronic case submissions are assigned by boroughs and include Facilities in EASy and EDITS:</b>		
<b>Bronx/Out of Town</b>	<b>Maureen Hinds</b>	<b>630-1397</b>
<b>Brooklyn/Manhattan</b>	<b>Antoinette Barclay</b>	<b>630-1207</b>
<b>Queens/Staten Island</b>	<b>James Cooke</b>	<b>630-1211</b>
<b>Spousal Issues and Spousal/Non-Spousal Fair Hearing Compliance</b>	<b>Juana Paredes-Cabral</b>	<b>630-1244</b>

**Team Leaders/ Section Managers:** (Please call all day Tuesday, all day Wednesday and Thursday from 9am to 12pm) Acceptance issues on New Applications, Conversions, Reconsiderations, Pending Cases and Case rejection issues.)

**Out of Town/ Bronx/ Brooklyn/ Staten Island**

**Rochelle Simmons 630-1487**

**Queens/ Manhattan/ Non-Spousal Recertification's & Transactions**

**Gloria Robinson 630-1293**

**Upfront Review Section**

**Theresa Williams 630-1749**

<b>Spousal Apps. &amp; Transactions</b>	<b>Sharron Haynes</b>	<b>630-2521</b>
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**Spousal Recertification's Manuela Garrett 630-1750**

**NAUTO-Expedited Recertification's Janette Hinds 630-1373**

**Zero-NAMI Unit Maria Caceres 630-1747**

**EXPEDITED DISCHARGE UNIT:**

Assistance for temporary residents (budgeting to maintain community residence) and for issues related to community discharge planning

**All Boroughs including Out of Town Michelle Harris-Ackwood 630-1772**

**CONTROL SECTION: Status of Applications/Conversions/Reconsiderations**

**Control Section Gloria Whitely-Brizan 630-1296**

**Charmaine Rossman 630-1229**

**CORRESPONDENCE:**

Submit all correspondence concerning your case and any required information (attachments) to the address indicated below. Send to the "Attention" of the appropriate section and/or individual.

HRA Medical Assistance Program  
 Nursing Home Eligibility Division  
 P.O. Box 2749  
 New York, NY 10116-2749

Fax Number.....630-1937  
 Forms (Bulk Supplies Only).....630-1588

PLEASE SHARE THIS ALERT WITH ALL STAFF WHO PROCESS MEDICAID APPLICATION