

# MEDICAID ALERT

November 3, 2008

## REVISED

### CHANGE OF SUBMISSION LOCATION FOR AUTHORIZED CLIENT REPRESENTATIVES

The purpose of this ALERT is to provide information in regard to a new protocol and location for application submissions to the Central Eligibility Division, for **Authorized Client Representatives only**.

Effective **November 3, 2008**, the new submission location is at **340 A West 34<sup>th</sup> Street, Ground floor**. Submissions will **no** longer be received at 330 West 34<sup>th</sup> Street, 11<sup>th</sup> Floor.

When submitting applications, Providers should be aware of the following:

- The new location 340A West 34<sup>th</sup> Street Ground Floor operates between the hours of :  
**9:00 A.M am and 5:00 PM, Monday through Friday**
- **Only new** applications are to be submitted to the windows noted below.
- Windows with numbers **#18 and #19** have specifically been assigned for Provider application submissions.
- Upon arriving at one of the windows, your representative will be given a **ticket number**
- S/he should take a seat in the designated waiting area and wait for their number to be called.
- When her/his ticket number is called, the provider should go to the appropriate window and submit the applications.
- If s/he needs to speak to a Manager, the request can be conducted at the window.
- Remember, the **busiest** time for application submissions is the end of the month; so all efforts should be made to avoid waiting until then.
- Questions regarding this protocol should be addressed to:
  - ❖ **Veneze Smart-Ferreira** (212-273-3743) – Deputy Director
  - ❖ **Jacqueline Braxton** (212-643-7969) - Section Manager

**PLEASE SHARE THIS ALERT WITH ALL APPROPRIATE STAFF**