

December 1, 2010

Effective Immediately

*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 the specific case problem(s) you are having.

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 feel free to direct your inquiry to the appropriate person.

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 -

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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.

Non-Spousal Single Manual/Electronic case submissions are assigned by boroughs and include Facilities in EASy and EDITS:

Bronx/Out of Town	Maureen Hinds	630-1397
Brooklyn/Manhattan	Antoinette Barclay	630-1207
Queens/Staten Island	James Cooke	630-1211
Spousal Issues and Spousal/Non-Spousal Fair Hearing Compliance		
	Juana Paredes-Cabral	630-1244

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, All Boroughs & Non-Spousal Recertification & Transactions:

	Rochelle Simmons	630-1487
EDITS – New Apps & Conversions	Ann-Marie Richardson	630-1293
Upfront Review Section	Theresa Williams	630-1749
Spousal Apps. & Transactions	Sharron Haynes	630-2521
Spousal Recertification	Manuela Garrett	630-1750
NAUTO-Expedited Recertification	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 & Respite requests.

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 Programs
 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