

NYC

Human Resources Administration

Department of Social Services

Revised: 09/09/2020

**HRA SPECIAL SERVICES –HOME CARE SERVICES PROGRAM**

**RANDA HENRY-JENKINS, INTERIM DEPUTY COMMISSIONER**

785 Atlantic Ave., Brooklyn, NY 11238-7<sup>th</sup> Floor (929)221-0848

Admin. Assistant: Darrell Evans (929) 221-2819

Special Assistant:

Office Manager: **Miriam Lamboy** (929) 221-2490/FAX: (718)636-7717

Executive Director of Field Operation: **NILZA LOPEZ** (929) 221-8844/ (212) 666-4286

Admin. Assistant: **Lillie McCaskill** (212) 666-1893

Director of Nursing: **JACQUELINE WALKER** (929) 221-2502 (929) 252-6192

Director of Specialized and Supportive Services: **CELESTE LEWIS** (929) 221-0847, OOT, Homebound; Personnel

Executive Director of Medicaid Eligibility: **CHARRISE ANDREWS** (929) 221-2492

Admin. Assistant: **Joycelind Hinds** (929) 221-2822

Director of Contract Management: **KITTI SRIPARKHAO** (929) 221-0851

**OFFICES**

<p><b>BRONX CASA:</b> <b>890 Garrison Ave., #3<sup>rd</sup> Fl. Bronx, NY 10474</b> Director: <b>Diana Lopez-Infante</b> (929)-252-4550 Email address: <a href="mailto:lopez-infanted@hra.nyc.gov">lopez-infanted@hra.nyc.gov</a> Admin. Assistant: <b>Nadhya Allen</b> (929)252-4547 Office Manager: (929) 252-4529 <b>FAX: (718) 617-7721</b></p>	<p><b>BROOKLYN CASA:</b> <b>88 Third Avenue 3<sup>rd</sup>Fl,</b> <b>Brooklyn, NY 11208</b> Director: <b>Vacant</b> (718) 250-5640 Email address: Admin. Assistant: <b>Axl Tenorio</b> (929) 221-0702 <b>FAX: (718) 250-1026</b></p>
<p><b>QUEENS CASA:</b> <b>88-11 165<sup>TH</sup> St. 5<sup>th</sup> Fl.</b> <b>Jamaica, NY 11432</b> Director: <b>Diana Lopez-Infante</b> (929)-252-4550 Email address: <a href="mailto:lopez-infanted@hra.nyc.gov">lopez-infanted@hra.nyc.gov</a> Admin. Assistant: <b>Sandra Williams</b> (718) 883-8165 Office Manager: <b>Rudy Porter</b> (718)752-4357 <b>FAX: (718)883-7389/7478</b></p>	<p><b>CENTRAL INTAKE / CASA 0:</b> <b>132-40 125<sup>th</sup> St., 5<sup>th</sup>Fl</b> <b>New York, NY, 10027</b> Director: <b>Deborah Knight</b> (212) 665-3233 Email address; <a href="mailto:knighted@hra.nyc.gov">knighted@hra.nyc.gov</a> Admin. Assistant: <b>Lillie McCaskill</b> (929) 221-8889 Back-up: <b>Mamie Baugham</b> (929) 221-8851 <b>FAX: (212) 666-1747</b></p>
<p><b>STATEN ISLAND CASA:</b> <b>215 Bay St, 2<sup>nd</sup> Fl.,</b> <b>Staten Island, NY 10301</b> Director: <b>Vacant</b> (929) 221-8790 Email address: Admin. Assistant: <b>Annamarie Baisamello</b> (929) 221-8778 Office Manager: <b>Monica Williams</b> (929) 221-8769 <b>FAX: (718) 556-7315</b></p>	<p><b>MANHATTAN CASA:</b> <b>132 W. 125<sup>th</sup> St., 5<sup>th</sup>Fl, New York, NY 10027</b> Director: <b>Deborah Knight</b> (212) 665-3233 Email address: <a href="mailto:knighted@hra.nyc.gov">knighted@hra.nyc.gov</a> Admin. Assistant: <b>Michelle Walker</b> (212) 665-4042 Office Manager: <b>Quentin McEachin</b> (212) 665-5017 <b>FAX: (212) 666-2696</b></p>
<p><b>HOMEBOUND, OOT UNITS, PERSONNEL:</b> <b>785 Atlantic Ave., 7<sup>TH</sup> FL. Brooklyn, NY 11238</b> Director: <b>Celeste Lewis</b> (929) 221-0847 Email address: <a href="mailto:lewiscleste@hra.nyc.gov">lewiscleste@hra.nyc.gov</a> Sup II SS: <b>Marlene Gray</b> (929) 221-2442 <b>FAX:(718) 636-7844</b></p>	<p><b>HCSP/CONTRACT SERVICES:</b> <b>785 Atlantic Ave., 7<sup>th</sup> Fl. Brooklyn, NY 11238</b> Executive Director: <b>Kitti Sriparkhao</b> (929)221-0851 Email address: <a href="mailto:sriparkhao@hra.nyc.gov">sriparkhao@hra.nyc.gov</a> Admin. Assistant: (929)-221-2527 <b>e-FAX: 917 639-0668</b></p>

July 22, 2021

New Home Care Services Program Inquiry Email Address

This Alert is to advise Medicaid Providers, Hospitals, Client Representatives, Community Based Organizations, Certified Home Health Agencies(CHHA), and Advocates, that the **Home Care Services Program** (HCSP) has created an email inbox to allow for the submission of inquiries related to HCSP Medicaid case transactions.

Managed Long Term Care Plans and Assisted Living Facilities representatives **should not** use this new email address, but instead should continue to use the email inboxes designated specifically to their program to ensure that they do not experience any delays in time sensitive case submissions or inquiries.

Please submit HCSP inquiries and requests to [hcspinquiries@hra.nyc.gov](mailto:hcspinquiries@hra.nyc.gov).

Please ensure that your encrypted email includes the following information:

- The topic of your inquiry/request in the subject line.
- Your first name, last name, Provider/Agency's name, and contact number.
- The Consumer/Client's Full Name, Client Identification Number (CIN), and Case Number (if available).
- A brief description of your inquiry/request.
- Documentation to support the update requested.

If you have a follow up inquiry about a prior submission, please send an email referencing the case name and demographic information as well as date submitted for a status update to the same inbox.

Please **do not use** this new email address to submit applications or documents related to an application.

**This division can complete transactions such as**, - but not limited to, demographic changes, address updates, Pooled Trust reviews, county to county transfer requests, MSP, and coverage updates.

Consumers will be sent a notice regarding any action taken on their case.

SHARE THIS ALERT WITH ALL APPROPRIATE STAFF

# HOME CARE SERVICES PROGRAM

## Borough Offices

### QUEENS CASA

<b>Borough Director</b>	Infante, Diana	917-418-8869
<b>Senior Supervisor</b>	Woodland, Sherrie	929-252-3135
<b>Supervisor</b>	Stewart, Lynda	929-252-3803
Caseworker	Ukegbu, Give	929-539-0870
Caseworker	Felton, John	929-539-0872
Caseworker	Mojica, Nancy	929-539-0788
Caseworker	Kim, Samuel	347-977-1562
<b>Senior Supervisor</b>	Hitchcock, Gail	929-252-3831
<b>Supervisor</b>	Johnson, Tina	929-252-3802
Caseworker	Myers, Elliot	929-539-0864
Caseworker	Holder, Carol	929-539-0874
Caseworker	Qiong, Lui	929-539-0851
Caseworker	Vera-Jackson, Inez	347- 675-6863
Caseworker	Griffin, James	347-308-3850
<b>Senior Supervisor</b>	Sanders, Evelyn C	929-252-3138
<b>Supervisor</b>	Sparks, Michelle	929-252-3799
Caseworker	Edouard, Evelyne	929-539-0850
Caseworker	Correa, Ana	347-539-6052
Caseworker	Greene, Stuart	347-675-6863
<b>Senior Supervisor</b>	Sanders, Evelyn	929-252-3138
<b>Supervisor</b>	Skelly, John	929-252-3144
Caseworker	Jacobs, Brenda	929-539-0845
Caseworker	Ifezulumba, Console	929-539-0841
Caseworker	Perkins, Nicole	347-474-4320

### Staten Island CASA

<b>Borough Director</b>	<b>Uncovered</b>	
<b>Senior Supervisor</b>	Jones, Ana	929 221-8780
Caseworker	Anjorin, Mercy	929 221-8762
<b>Senior Supervisor</b>	Day, James	929 221-
<b>Supervisor</b>	Depeiza, Vladine	929 221-8766
Caseworker	Atolagbe, Olusegun	929 221-8783
Caseworker	Roldan, Maria Teresa	929 221-8773
Caseworker	James, Amaryllis	929 221-8763
Caseworker	Onyeche, Kate	929 221-8774

	<b>Bronx CASA</b>	
<b>Borough Director</b>	Infante, Diana	917-418-8869
<b>Senior Supervisor</b>	Shirley, Elaine	929 252-4511
<b>Supervisor</b>	Pickett, Yvette	929 252-4500
Caseworker	Burton, Mia	347 609-3578
<b>Senior Supervisor</b>	Dixon, Deborah	929 252-4512
<b>Supervisor</b>	Serrano, Jannery	929 252-4522
Caseworker	Nunez, Maritza	929 539-0100
Caseworker	Butter, Gloria	347 308-3573
Caseworker	Cruz, Sandra	347 308-0488
<b>Supervisor</b>	White-Ike, Camelene	929 252-4540
Caseworker	Scott, Karen	347 609-5820
Caseworker	Pitre, Elvis	347 609-5998
	<b>Brooklyn CASA</b>	
<b>Borough Director</b>	<b>Uncovered</b>	
<b>Senior Supervisor</b>	Cummings, Vernessa	929 221-0250
<b>Supervisor</b>	Berlin, Valentina	929 221-0247
<b>Supervisor</b>	Still, Eric	929 221-0246
<b>Supervisor</b>	Smith-Bartley, Jacqueline	929 221-0260
Caseworker	Corton, Carmen	929 221-0263
Caseworker	Hoyt, Charles	929 221-0244
Caseworker	Ibermersim, Frank	929 221-0258
Caseworker	Ross, Camille	929 221-0261
Caseworker	Scudder, Jacquie	929 221-0259
Caseworker	Watson, Carol	929 221-0262
<b>Supervisor</b>	Lundy, Denise	929 221-0305
<b>Supervisor</b>	Jemmott, Romina	929 221-0297
Caseworker	Burke, Nedra	929 221-0298
Caseworker	Gutman, Valerya	929 221-0293
Caseworker	Vaynshteyn, Iryna	929 221-0292
Caseworker	Villalona, Trinidad	929 221-0296
<b>Supervisor</b>	Naurayan, Judy	929 221-0288
Caseworker	Okusanya, Michael	929 221-0295
Caseworker	Osinuga, Olabisi	929 221-0281
Caseworker	Shyne, Deloris	929 221-0284
<b>Supervisor</b>	Porter, Tiffany	929 221-0278
Caseworker	Burke, Wayne	929 221-0300
Caseworker	Laliyeva, Angelina	929-221-0308
Caseworker	Ravvina, Anna	929 221-0274
Caseworker	Supitskaya, Liya	929 221-0279
Caseworker	Williams, Sunday	929-221-0275
<b>Supervisor</b>	Powell, William Jr.	929 221-0301
Caseworker	Alston, Helen	929 221-0283
Caseworker	Gibbs, Trevor	929 221-0282

Caseworker	Guerra, Mark	929 221-0294
Caseworker	Raminfar, Khosrow	929 221-0289
Caseworker	Shandrakova, Galina	929 221-0287
<b>Supervisor</b>	Reese, Jodie	929 221-0302
Caseworker	Adegite, William	929 221-0276
Caseworker	Omotosho, Akinwale	929 221-0272
Caseworker	Pierre-Louis, Marc	929 221-0273
Caseworker	Serber, Ross	929 221-0270
<b>Manhattan CASA</b>		
<b>Borough Director</b>	Deborah Knight	212-665-3233
<b>Senior Supervisor</b>	Alex, Alla	212 666-4296
<b>Senior Supervisor</b>	Jones, Pamela	212 666-4379
<b>Supervisor</b>	Chin, Kirk	929 221-8849
Caseworker	Gibson, Paul	929 221-8848
Caseworker	Jaime, Esther	929 221-8858
Caseworker	Augustin, Marie	929 221-8853
Caseworker	Flores, Mirtha	929 221-8857
Caseworker	Perez, Cecilia	212 665-4606
Caseworker	Chiori, Grace	212 666-4564
Caseworker	Daniels, Linda	212 280-7210
Caseworker	Marquez, Cynthia	212 280-7014
Caseworker	Abram, Melissa	212 666-3156
Caseworker	Drummond, Michelle	212 666-8939
<b>Central Intake</b>		
<b>Borough Director</b>	<b>Deborah Knight</b>	212-665-3233
Caseworker	Offurum, Philomena	212 274-5138
Caseworker	Batista-Negron, Mayra	212 274-5035
Caseworker	Gaskins, Eurydice	212 274-5039

Updated 09/09/2020