



*Medical Insurance and Community Services
Administration (MICSA)*

MEDICAID ALERT

December 31, 2018

Department of Social Services Human Resources
Administration Medical Assistance Program (MAP) and
Homecare Program

Medical Assistance Program Units and Contacts

This ALERT is to provide Medical Assistance Program contact information to Hospitals, Authorized Client Representatives, Providers, Certified Home Health Agencies (CHHA's), Community Based Organizations (CBO's) and other entities. **Contacts provided are available for your use only. You may reach out to them with questions that you may need answered to help you** assist consumers in applying, recertifying, addressing their excess income, managed care needs or third party health insurance issues; some offices such as EIS is for providers, elected officials, community based organizations. **Consumers** may continue to call both the Medicaid Helpline and the Infoline (numbers listed below) to inquire regarding any requests submitted to the Medicaid program. Requests such as the status of new application, renewal, demographic changes, etc.

Program Area/Unit	Case Submission Types	Liaison(s)	Section Supv/ Manager	Divisional Director	Managers
<u>Public Facing Units</u>					
<u>DSS Finance/Division of Accounts Receivable Billing</u>	For consumers payments by credit card for Surplus	<u>Service Line</u> 929-221-6054 929-221-6060	Adison, Danielle 929-221-6050	Stacy Markakis	HRA Office of Finance
<u>Eligibility Information Services (EIS)</u>	Inquiries and concerns related to Medicaid cases from Providers/ Elected Officials, Community Based Organizations and Advocates	929-221-0865 <u>Eligibility Presentations</u> 929-221-0869		<u>Director</u> Ortiz-Quezada, Maria 929-221-0865	<u>Deputy Comm.</u> Mayssa Choubah
<u>Fair Hearing</u>	For consumers requesting a Fair Hearing	800-342-3334		<u>Manager</u> Nadine Lopez-Flores <u>Advocates</u> 718-637-2500	Fair Hearing reports to The Office of Legal Affairs
	Local Conference	718-637-2426	Johnson, Kateisha 718-637-2481		
	For Compliance and Aid to continue	Spegal, David 718-637-2530			
	Evidence Request Rivera packet	Fax number 718-722-7565			

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Steven Banks, *Commissioner* ♦ Karen Lane *Executive Deputy Commissioner* ♦ Maria Ortiz-Quezada, *Director of EIS*

<u>HIPAA Officer</u>	For consumers that need to request medical information, payment or for info to be released HIPAA	929-252-2443			
<u>Homecare Program</u>	For consumers receiving MLTC or CASA homecare services or those exempt from mainstream Managed Care and consumers interested in applying for homecare	CASA FFS Central Intake: 212-665-1893	Knight, Deborah 212-665-3233	Lopez, Nilza 929-221-8844	<u>Deputy Comm.</u> Ng, Arnold 929-221-0848
		Homebound-Call HCSP 929-221-0849	McFarlane, Norma 929-221-2823	Lewis, Celeste 929-221-0847	
		Immediate Needs E-fax: 917-639-0665	Jones, Donna 929-221-2501 herequests@hra.nyc.gov		
		MLTC Provider Relations dedicated ALP dedicated provider		Henry-Jenkins, Randa 929-221-2492	
<u>Infoline</u>	718-557-1399				
<u>Medicaid Helpline</u>	888-692-6112				
<u>Medicaid Managed Care</u>	Main Stream Medicaid Managed care inquires, newborns	Service Line for Providers 212 273-0062 Email managecareclientservices@hra.nyc.gov	Leslie, Leslyne 929-221-2873	Tsang, Samantha 929-221-2868	<u>Asst. Dep. Comm.</u> Salomonsson, Niclas 929 221-1825
<u>Recipient Restriction</u>	Recipient restrictive enrolled in managed care contract plans	Jackson, Denise 929-221-1044	Garcia, Diana 929-221-1031	Tsang, Samantha 929-221-2868	

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<p><u>Third Party Health Insurance (TPHI) and MSP Recovery and MIPP Payment</u></p>	<p>Determine coverage, benefits and premium eligibility of private health insurance and Medicare Savings Program.</p>	<p>Gregory Black 929-221-0843 E-fax: 917-639-0675 Email: mipp@hra.nyc.gov</p>	<p>Bankole, Aderemi 929-221-0842</p>	<p><u>Director</u> Canady, Shirlene 929-221-1207</p>	<p><u>Executive Director</u> Jacuch, Rad 929-221-2641</p>
<p><u>Third Party Premium Payment(TPPP)</u></p>	<p>Determine eligibility for private health insurance premium payments or reimbursement based on consumer's case type or policy's cost effectiveness</p>	<p>Hossain, Anwar 929 221-0844 Email: micsatphi@hra.nyc.gov E-fax: 917-639-0674</p>	<p>Canady, Shirlene 929-221-1207</p>	<p><u>Director</u> Chung, Virginia 929-221-1197</p>	
<p><u>Client Home Care and Medical Reimbursement</u></p>	<p>Determine reimbursement eligibility for consumer's out-of-pocket home care and other medical expenses due case coverage lapse, agency error and delay.</p>	<p>Michelle Isler-Weathers 929-221-0845 E-fax: 917-639-0674 Email: micsa.fiscal@hra.nyc.gov</p>	<p>Walker, Paul 929-221-0841</p>	<p><u>Director</u> Chung, Virginia 929-221-1197</p>	<p><u>Executive Director</u> Jacuch, Rad 929-221-2641</p>
<p><u>Surplus Refund and Transportation Payment Reconciliation</u></p>	<p>Liaison with SDOH to reconcile surplus refund and transportation payments</p>	<p>Fredericka D'Auvergne 929-221-0840 E-fax: 917-639-0674 Email: micsa.fiscal@hra.nyc.gov SDOH Medical Answering Service 844-666-6270 SDOH MMTP PTAR Call Center 800-343-9000</p>	<p>Walker, Paul 929-221-0841</p>	<p><u>Director</u> Chung, Virginia 929-221-1197</p>	

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Centralized Unit Contact Information for Authorized Agencies/Providers only

<u>Client Representative</u>	For approved submitters only	Scripnicov, Tatiana 212- 967-3743 Fana, Victor 929-221-3351	Myrie, Craig 929-221-1987 Grant, Rhonda 929-221-1960	Whitehead, Jerri 929-221-1641	<u>Asst. Dep.Comm.</u> Glover, Jahnara 929- 221-1579 <u>Exec. Dir. Centralized Submissions</u> Dukes, Tina 929-221-3490
<u>Hospital Eligibility Division(HED)</u>	For Hospital inpatient cases only	Tolliver, Michael 929-221-1869 Bagmanova, Lyudmila 929-221-1645	Gray, Florence 929-221-1964 Powell, Ronnie 929-221-1948	Brown, Bernadette 929-221-2912	<u>Asst. Dep. Comm.</u> Glover, Jahnara 929-221-1579
<u>Medicaid Separate Determination (MSD)</u>	Separate MA determination for Reynolds, Rosenberg, MSSI/Stenson	<u>Supervisor</u> Holmes, Lynn 929-221-2955	<u>Section Manager</u> Barnes, Christopher 929- 221-2006 <u>Deputy Director</u> Daniel, Valorie 929-221-2959	Whitehead, Jerri 929-221-1641	<u>Asst. Dep. Comm.</u> Glover, Jahnara 929- 221-1579 <u>Executive Director Centralized Submissions</u> Dukes, Tina 929-221-3490
<u>Nursing Home Eligibility Divisions (NHED)</u>	Nursing Homes cases only	<u>Provider Relations</u> 718-557-1368	<u>Director</u> Black, Howard 929-221-3420	<u>Divisional Director</u> Torres, Ralph 929-221-3421	<u>Assistant Deputy Commissioner</u> Salomonsson, Niclas 929-221-1825 <u>Executive Director</u> Smart, Veneze 929-221-2009

<p><u>Office of Mail Renewal</u> <u>Centralized Submissions (OMR)</u></p>	<p>For Approved Agencies only</p>	<p>Jones, Angela 929-221-1741 Fitts, Stephanie 929-221-1771</p>	<p>Owusu-Safo, Gladys 929-221-2860</p>	<p><u>Director</u> Carvajal, Luis 929-221-1688</p>	<p><u>Assistant Deputy Commissioner</u> Salomonsson, Niclas 929-221-1825</p>
<p><u>OMR Dialysis Unit</u></p>	<p>Dialysis Agencies Emergency Issues Fax: 718-636-7883</p>	<p>Ben-Shalom, Rosa 929-221-1731</p>	<p>Johnson, Charmaine 929-221-1729</p>	<p><u>Director</u> Carvajal, Luis 929-221-1688</p>	<p><u>Assistant Deputy Commissioner</u> Salomonsson, Niclas 929-221-1825</p>
<p><u>Out-Stationed Eligibility Medicaid Offices</u></p> <p><u>Outstation Mail Unit (consumers only)</u> <u>Reception @ 785 Atlantic Avenue</u></p>	<p>Consumers that applied in person at a Medicaid Community Office Consumers that apply by mail</p> <p>Queens and Brooklyn outstation offices</p>	<p><u>Deputy Director</u> Richardson, Karen E (Bronx and Manhattan) 929-221-1848</p> <p>Hopkins Marie 929-221-2828 Brooklyn South and Staten Island (including reception at 785 Atlantic Ave.)</p> <p><u>Dep. Director</u> Shenette Williams 929-221-1840 Queens and Brooklyn Excluding 785 Atlantic Ave.</p>	<p><u>In-Take Supervisor</u> Anderson, Deidrea 929-221-2920</p>		<p><u>Asst. Deputy Commissioner</u> Glover, Jahnara 929-221-1579</p>

<p><u>Pool Trust Liaisons</u></p>	<p>For inquiry on cases submitted with a trust (not MLTC)</p>	<p><u>Service Line</u> 929-221-0868 Fax 718-636-7720</p>	<p><u>Supervisor</u> Fraser-Smith , Eileen 929-221-0868</p>	<p>Brown, Bernadette 929-221-2912</p>	<p><u>Asst. Deputy Commissioner</u> Glover, Jahnara 929-221-1579 <u>Executive Director Centralized Submissions</u> Dukes, Tina 929-221-3490</p>
<p><u>Surplus</u></p>	<p>For Centralized submitters ONLY Medical Bills from approved agencies, Renewals CHHA, CBO, State Agencies Paid check or money order to DARB</p>	<p>Oliver, Richetta 929-221-1869 Rodriguez, Sara 929-221-1897 <u>Surplus Provider Relations</u> 929-221-0333 929-221-0334 929-221-0835 <u>Surplus E-fax</u> 917-639-0645</p>	<p>Shain, Jenna 929-221-2914 Earl, Paulette 929-221-2944 Allen Moye</p>	<p><u>Division Director</u> Brown, Bernadette 929-221-2912</p>	<p><u>Asst. Deputy Commissioner</u> Glover, Jahnara 929-221-1579 <u>Executive Director Centralized Submissions</u> Dukes, Tina 929-221-3490</p>
<p><u>Undercare Correspondence, County to County APS, Out of State Inquires, Tape Match, Demographic Changes Requests</u></p>	<p>To request updates on cases that were processed by MAP transfers to other counties. SSN matches, demographic changes, and coverage updates; correspondence from consumers asking for cases update, changes etc.</p>	<p>Herrera, Nancy 929-221-2053</p>	<p>Pelham, Susan 929-221-2055</p>	<p>Whitehead, Jerri 929-221-1641</p>	<p><u>Asst. Deputy Commissioner</u> Glover, Jahnara 929-221-1579 <u>Executive Director Centralized Submissions</u> Dukes, Tina 929-221-3490</p>