

# MEDICAID ALERT

October 28, 2020

## **Closing of Metropolitan Medicaid Office and staff consolidated at Manhattanville Office**

The following Alert is to inform Medicaid Providers, Community Based Organizations, Client Representatives, Advocates and Agencies assisting Medicaid consumers in applying that, the Metropolitan Medicaid office currently located at 1901 First Avenue, 1<sup>st</sup> floor, New York, NY 10029, will permanently close on October 30, 2020, the staff from this office will be reassigned to the Manhattanville Community Medicaid Office.

The Manhattanville Community Medicaid Office, located at 520-530 West 135<sup>th</sup> Street, 1st floor, New York, NY 10031, remains open to the public.

Days and Hours of Operations  
Monday to Friday  
8:30 AM -5:00 PM  
(212) 939-0207

As a reminder, HRA/MICSA offices have consolidated into a single location per borough to help stop the spread of COVID-19. During this pandemic, many services that were previously processed at the offices can now be submitted to Medicaid electronically or by calling the program. These safeguards have been put in place for the health and safety of consumers and staff. Services such as :

- Consumers can submit an application for Medicaid via fax to Initial Eligibility (917) 639-0732. The Medicaid application DOH 4220 and DOH 4495 or 5178 (Supplement A) is required; documentation should accompany the application (if available). Authorized Client Representatives agencies can continue to fax application to the Authorized Client Rep unit at (917) 639-0731. Those applying for the Medicare Savings Program only (MSP) can fax their application to OED Initial Eligibility Unit at (917) 639-0732. The DOH 4328 application is required; minimum documentation should accompany the application (if available).
- Undercare actions, such as demographic changes, change of address, etc., can be submitted to the Medicaid Undercare unit via fax to (917) 639-0837

- Surplus or spenddown consumers who have not been able to submit a payment or bill due to COVID-19 pandemic, should call the MICSA helpline at (929) 221-0835 and leave a detailed message with their name, CIN or Medicaid number, as well as their phone number. For those who have submitted a payment through the finance office Division of Accounts Receivable and Billing (DARB): please indicate the amount of the payment submitted, as well as the date. Do not leave credit card information at this number . Clients can submit bills via fax to (917) 639-0645.
- Cases active with coverage are been automatically extended by New York State. This extension of coverage applies to cases with an authorization that ended or will end anytime between March 31, 2020 and December 31, 2020. Consumer do not need to submit recertifications or renewals.
- The non-disabled populations can apply to New York State of Health via telephone at the NYS Customer Service Center (855) 355-5777, or apply online at [newyorkstateofhealth.gov](http://newyorkstateofhealth.gov)

Please share this information with appropriate staff