

Medicaid Contacts in New York City (NYC Human Resources Administration - MICSA)

August 5, 2024 - address for main NYC Medicaid Office - called the Brooklyn South Medicaid office - has been changed to **495 Clermont Avenue, Brooklyn, NY 11238**. **This is around the corner from the previous address on Atlantic Avenue since 2013** see [2024-08-02 Change of address for Brooklyn_South \)Main\) Medicaid office](#)

Sources of information in table below - [click here](#)

NYC HRA MEDICAID PROGRAM CONTACTS

1. Medicaid depts. (not Home Care)

- (Undercare, Applications, Renewals, Eligibility Information Services, Reimbursement, Surplus Unit, Transportation
 - ◆ Applications
- **Fair Hearing Division**
- **Nursing Home Eligibility Dept. (NHED)**

2. Home Care Services Program (includes CASA)(new fax number for Central intake 4/15/25)

MICSA Unit	Liaison Name/ Purpose	New Contact Info
1. Medicaid Departments -- NOT Home Care (for home care see below)		
NYC HRA Medicaid Helpline		1-888-692-6116 Medicaid info https://www.nyc.gov/site/hra/help/health-assistance.pag
Undercare Provider Relations Dept.	Case action updates/ Rebudgeting Requests	Where to submit requests to change budget or case changes to Medicaid Undercare unit: <ul style="list-style-type: none"> • email undercareproviderrelations@hra.nyc.gov - use encrypted mail or password-protected attachment. • or Fax 1-917-646-0837. See August 2, 2024 HRA Medicaid Alert - MAP Relocation of the Brooklyn South Medicaid Office and Authorized Client Rep Window and Medicaid Alert 2021-09-08 MAP <u>Undercare Division Email Address</u> WHAT TO SUBMIT: Attach either <ul style="list-style-type: none"> • signed MAP 751k form required (encrypted)(correct,, add or change date of birth, SSN, gender, change of address phone number, ,transfer from county-to-county requests -

		<p>write "LUBERTO")</p> <ul style="list-style-type: none"> • MAP 751W (close case, add or remove someone from case, report death, request budgeting changes including pooled trust, evaluate for MSP eligibility, report change in immigration status, add or remove Third Party Health Insurance) • Documents applicable to the particular change - listed on MAP 751. For pooled trusts see list here. <p>NOTE: If submitting a MAP 751W requesting a change in budgeting, ALSO send a copy as follows:</p> <ol style="list-style-type: none"> 1. If consumer already has a surplus, also send to the Surplus Income Program at fax: 917-639-0645. 2. If consumer receives Personal Care or CDPAP or is enrolled in an MLTC or MAP plan, snail mail a copy (WE RECOMMEND certified return receipt requested) to: HRA/Special Services Home Care Services Program 785 Atlantic Avenue, 7th Floor Brooklyn, NY 11238 3. Follow-up with HRA Medicaid Eligibility Information Service (EIS) at 929-221-0865 after a week or two to confirm receipt.
Applications		<p>General Public -who are not authorized submitters</p> <ul style="list-style-type: none"> • E-FAX applications to 917-639-0732 -- NOT for Immediate Need applications • or MAIL to Medicaid Mail-In Unit -- 495 Clermont Avenue 5th Floor, Brooklyn, N.Y. 11238. PO BOX, 24390 Brooklyn NY 11202-9814 • Apply online via Access HRA - https://a069-access.nyc.gov/accesshra/ • MAKE CLEAR ON APPLICATION IF SEEKING TO ENROLL IN MLTC, or SEEKING MEDICAID ONLY. • If applying with Immediate Need for Personal Care or CDPAP- see below. <p>Authorized Submitters (C-REPs) ONLY have THREE ways to submit applications - use only ONE method on any case</p> <ol style="list-style-type: none"> 1. fax applications to 917-639-0731

		<p>2. hand-deliver applications in bulk to 4th floor, Window 7 a 495 Clermont Ave.</p> <p>3. e-mail applications to mapcrepreferrals@hra.nyc.gov (announced in <u>8/2024 Alert</u>)</p> <ul style="list-style-type: none"> • 30 days after application submitted, C-reps may e-mail follow up inquiries to mapcedreferrals@hra.nyc.gov • email applications for Outpatient patients to micsarepreferrals@hra.nyc.gov (C-REP only)(per <u>6/3/25 Alert</u>) <p>Immediate Need - see <u>below</u>.</p> <p>Applications for Hospitalized persons or seeking coverage of hospital care during the 3 months before the month the application is filed::</p> <ul style="list-style-type: none"> • maphedipreferrals@hra.nyc.gov or • fax - 917-639-0738 <p>NURSING HOME resident applications - FAX 917-639-0735</p>
Managed Care Client Services		212-273-0062 (phone)
Recipient Restriction Unit		929-221-0859/60 (phone)
Eligibility Information Services		929-221-0865 (phone) e-Fax (718) 636-7847 If down use instead (718)-636-7852 or (718) 636-7846.
<u>Medicaid Transportation</u>		929-221-0840/41 (phone)
Medicaid Assistance Program (MAP) Third Party Health Insurance (TPI) Unit		917-639-0675 (e-fax) e-mail: maptphi@hra.nyc.gov Commercial Health Insurance hipp@hra.nyc.gov - premium & reimbursement
<u>Medicaid Reimbursement</u>	Evadne Duff (Homecare)	929-221-0845 (phone non-home care) 929-221-1193 (phone home care) 917-639-0674 E-FAX (both home care and medical) E-mail:: micsa.fiscal@hra.nyc.gov (both home care and medical)
		e-Fax 917-639-0733 (new per <u>6/3/2025 Alert</u>)

Renewals - Office of Mail Renewal	Submit online at https://a069-access.nyc.gov/accesshra/ - but you may not upload verification documents there. Must upload them separately to an App. See this article on renewals - Click here for info about online renewals and the app.
Surplus Unit (Spend-down and Pay-In)	<p>NURSING HOME RENEWALS only - FAX 917-639-0735</p> <p>1-888-692-6116 . (phone)</p> <p>917-639-0645 (fax - submit bills to meet spend-down)</p> <p>HOW TO PAY-IN SURPLUS (if approved for PAY-IN)</p> <p>MAIL check or money order to: DARB - 150 Greenwich Street, 34th floor New York, NY 10007 or</p> <p>MAKE PAYMENT BY Credit Card by PHONE to 718-557-1399</p> <ol style="list-style-type: none"> 1. CHOOSE OPTION 1 -- For info on your case 2. Then choose to enter HRA case number and birthdate. Will be told whether. case is active. 3. Press 1 to hear more info on case - (will hear long URL and listen to long lecture about privacy) 4. Next OPTIONS - PReSS 2 for help with surplus income Will be told amount of Surplus. 5. Next it gives options If you want to make a payment - <ul style="list-style-type: none"> ◆ press 1 - goes to DARB - credit or debit card payment by phone .. must have CIN number - and they will ask what month you want it credited for (generally Best to say the current month in order to activate medicaid). They will take credit or debit card payment and give you a confirmation number and snail mail a receipt. ◆ Press 2 for info on how to mail payment ◆ Press 3 for info on how to pay online - but Can only pay online if previously paid DARB by mail or by credit card by phone ◆ Press 4 for info on reimbursement or questions <p>After made at least one payment, may pay by <u>CITY PAY APP</u> - https://a836-citypay.nyc.gov/</p>
Pooled Trusts (not with home care)	SEE THESE instructions for submitting pooled trust or other budgeting changes - and for following up on the requests

MIPP program		E-MAIL: mipp@hra.nyc.gov (see article - not for people in MSP program)
Replace Medicaid Card		<p><u>Replace a lost, stolen, or damaged Medicaid card.</u> (this link can be found here)</p> <p><u>Electronic Benefit Transfer (EBT) Card Assistance for Clients</u> - scroll down to dropdown for <i>Replace or Correct an EBT Card for Medicaid Clients</i></p>
Medicaid Offices		See list at https://www.nyc.gov/site/hra/locations/medicaid-locations.page (DO NOT use these offices if applying for or renewing MLTC or other Home Care. See Home Care Services Program below.
1.a. NYC MEDICAID FAIR HEARING DIVISION (updated July 2025		
Medicaid Fair Hearings Record Requests Unit (Request Evidence Packets)		MAIL: HRA Fair Hearings - Records Request Unit 495 Clermont Ave. 4th floor Brooklyn, New York 11238 FAX: 917-639-9355 (updated July 25, 2025)
Conference and Walk-In Unit - Fair Hearings (assists individuals and/or entities that request a hearing by reviewing the issue prior to the Fair Hearing and helping to achieve a resolution)		495 Clermont Ave. 4th fl. Brooklyn NY 11238 TEL: (718) 637-2426 FAX: (718) 923-6452
Compliance & Aid to Continue Unit (manages compliance with hearing decisions and with OTDA Aid Continuing orders)		495 Clermont Ave. 4th fl. Brooklyn NY 11238 TEL: (929) 221-0978 FAX (718) 923-0978
Fair Hearing Representation Unit (reps agency in OTDA hearings)		495 Clermont Ave. 4th fl. Brooklyn NY 11238 TEL: (929) 221-0978 (718) 923-6452
1.b. NURSING HOME ELIGIBILITY DEPT. NHED		
Nursing Home Eligibility Dept. (NHED)	Provider Relations	E-FAX (917) 639-0687 For inquiries: nhedproviderrelations@hra.nyc.gov - best to complete and mail the form attached to the Medicaid Alert of Oct. 1, 2024 to register to have access to a portal to access information about cases. Can be used by advocates as well as providers -- follow instructions in the alert at

		just leave Provider ID number blank.
	NHED Applications	E-Fax (917) 639-0735
	NHED Renewals	E-Fax 917-639-0643
	NHED Deferrals	E-Fax 917-639-0679
	Conversions & Undercare changes	E-Fax 917-639-0736
	Discharge	E-FAX 917-639-0687
2. Home Care Services Program (HCSP) - 785 Atlantic Ave., 7th floor		
Deputy Comm'r. Home Care	Randa Henry-Jenkins	(929) 221-0848
HCSP Central Intake	<p>NOTE: This is NOT for filing Medicaid applications. This is for people who already have Medicaid who are contacting HCSP for one of the reasons in the box to the right</p>	<p>(929) 221-8851 or (929) 221-8889</p> <p>FAX 718-230-0424 and 718-230-0841 (Changed per Medicaid Alert 4/15/2025)</p> <p>email HCRequests@hra.nyc.gov</p> <p>785 Atlantic Ave., 7th fl, Brooklyn, NY 11238</p> <p>PUT IN SUBJECT LINE WHAT EMAIL or FAX IS REQUESTING eg.:</p> <ul style="list-style-type: none"> • submission of NYIA decision "OUTCOME" offices for adult applicants, if NYIA denied MLTC enrollment and refers back to local district request HOUSEKEEPING services (limited to 8 hours/week) • M11Qs for applicants under 18 or for adults who are not enrolled in an MLTC or managed care plan, • change requests on active cases, and • reauthorizations of CASA cases.
HCSP Centralized Medicaid Eligibility Unit	General Number	(929) 221-0849
	Charrise Andrews, Director	<p>(929) 221-3257 andrewsc@dss.nyc.gov</p> <p>(929) 221-3224 (Deputy Director Cynthia Robinson) robinsoncy@hra.nyc.gov</p> <p>Ms. Crislyn Kerr @ kerrc@hra.nyc.gov</p> <p>Inquire about case status - hcspinquiries@hra.nyc.gov (encrypted email)</p>
Applications Other than Immediate Need		<u>See here</u>
	Philomena Offurum	TEL (929) 221-2501 or (212) 274-5035

<p><u>Immediate Need Unit</u></p>	<p>e-FAX (917) 639-0665 offurump@hra.nyc.gov</p> <p>e-mail applications HRequests@hra.nyc.gov (WRITE "IMMEDIATE NEEDS" on subject line. (per <u>6/3/2025 Medicaid alert</u>, this seems to be preferred submission now, since Alert doesn't list fax number). Suggested to send encrypted email or protected attachments to protect confidential info.</p>
<p>Pooled Trusts for Home Care Cases</p>	<p>SEE <u>THESE instructions</u> for submitting pooled trust or other budget requests</p> <p>May also inquire about status of submitted trust - hcsquiries@ use encrypted mail or password-protected attachment.</p>
<p>HCSP MLTC Provider Relations Unit</p>	<p>TEL (929) 221-2427</p> <p>FAX (718) 636-7848</p> <p>MLTC plans - mltcproviderrelations@hra.nyc.gov</p> <p>Assisted Living Programs alproviderrelations@hra.nyc.gov</p>
<p>CASA offices</p>	<p>See list at https://www.nyc.gov/site/hra/locations/casa-locations.page</p> <p>Felix Rodriguez - Executive Director HCSP Field Operations (Citywide) and Director of CASA at Bronx, Manhattan, and Staten Island. (212) 274-5044 rodriguezfe@hra.nyc.gov</p> <p>Ms. Iyabo Moore, Deputy Director HCSP moorei@hra.nyc.gov</p> <p>Celeste Lewis - Director of CASA South (Queens and Brooklyn). lewisceleste@hra.nyc.gov 718-250-5640</p>
<p>Contact HCSP about pending Medicaid case transactions (demographic changes, address updates, pooled trust reviews, county-to-county transfer requests, Medicare Savings Program (MSP) and coverage updates - not for submitting applications</p>	<p>hcsquiries@hra.nyc.gov - use encrypted mail or password-protected attachment.</p> <p>Attach signed <u>MAP 751k form</u> required (encrypted)(correct,, add or change date of birth, SSN, gender, change of address & phone number, transfer from county-to-county requests - write "LUBERTO")</p> <p><u>MAP 751W</u> (close case, add or remove someone from case, report death, request budgeting changes including pooled trust, evaluation for MSP eligibility, report change in immigration status, add or remove Third Party Health Insurance)</p>

This table is compiled from these Alerts issued by HRA:

- 2025-07
- Medical Assistance Program Fair Hearing Relocation Update
- 2025-06-03 Office of Medicaid Renewal Alert - Fax and Email Contacts to Submit Renewals, Applications, and other Requests
- 2025-04-15 New Fax numbers for Central Intake - Home Care Services Program
- 2024-12-17 Medicaid Fair Hearing Move Update
- 2024-08-02 Change of address for C-Rep and Brooklyn_South Main Medicaid office
- 2023-12-28 Contact Information Update for the Medical Assistance Program's Third-Party Health Insurance Unit
- **See HRA Fax/E-mail Submissions to HRA MAP and HCSP Program 8/30/2021**
- **See 2021-07-22 NYC Medicaid Alert New Home Care Services Program (HCSP) Inquiry Email Address** - Inquiries related to HCSP Medicaid case transactions (including demographic changes, address updates, pooled trust reviews, county-to-county transfer requests, Medicare Savings Program (MSP) and coverage updates) may be sent via email to hcspinquiries@hra.nyc.gov. This email is NOT for submitting applications or documents related to an application. Encrypted email and information required.
- **See 2021-07-21 NYC Medicaid Alert: MAP Undercare Division** - Case action update requests (including demographic changes, change of address, transfer from county-to-county requests and coverage updates) may be sent via email to undercareproviderrelations@hra.nyc.gov. Encrypted email with signed MAP 751k form required. This email is NOT for new applications.

OLDER LISTS

- **See HRA MICSA Medicaid Alert Dec. 31, 2018 "Department of Social Services HRA Medical Assistance Program (MAP) and Homecare Program" Medical Assistance Program Units and Contacts**
- **See department head contacts obtained 3/2014 - dated Dec. 2013**
- **See a detailed list of contacts became available on August 14, 2013.**
- **See detailed Lists - December 2018**

[Visit our article on Medicaid Alerts.](#)

Article ID: 216

Last updated: 24 Feb, 2026

Revision: 5

Medicaid -> Applying For and Keeping Medicaid -> Medicaid Contacts in New York City (NYC Human Resources Administration - MICSA)

<http://health.wnyc.com/health/entry/216/>