

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

cAugust 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. <u>Medicaid depts. (not Home Care)</u> <ul style="list-style-type: none"> • (Undercare, Applications, Renewals, Eligibility Information Services, Reimbursement, Surplus Transportation) • <u>Fair Hearing Division</u> • <u>Nursing Home Eligibility Dept. (NHED)</u> 		
2. <u>Home Care Services Program (includes CASA)(new fax number for Central intake 4/15/25)</u>		
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-assist
Undercare Processing Division	Case action update requests Case or Budgeting Changes	undercareproviderrelations@hra.nyc.gov - use encrypted password-protected attachment. or Fax 1-917-646-0837 . See this August 2024 Medicaid WHAT TO SUBMIT: Attach either <ul style="list-style-type: none"> • signed MAP 751k form required (encrypted)(copy or change date of birth, SSN, gender, change of phone number, ,transfer from county-to-county re write "LUBERTO") • MAP 751W (close case, add or remove someone case, report death, request budgeting changes in pooled trust, evaluate for MSP eligibility, report change immigration status, add or remove Third Party Health Insurance)
See NYC Medicaid Alert: MAP Undercare Division - 9/8		

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 HRA/MAP Initial Eligibility Unit PO BOX Brooklyn, NY 11202-9814 • MAKE CLEAR ON APPLICATION IF SEEKING TO ENROLL IN MLTC, or SEEKING MEDICAID ON • If applying with Immediate Need for Personal Care CDPAP- see <u>below</u>. <p>Authorized Submitters (C-REPs) ONLY have THREE submit applications - use only ONE method on any</p> <ul style="list-style-type: none"> • fax applications to 917-639-0731 • hand-deliver applications in bulk to 4th floor, W 495 Clermont Ave. • e-mail applications to mapcrepreferrals@hra.nyc.gov (announced in 8/) • 30 days after application submitted, C-reps may e-mail follow up inquiries to mapcedreferrals@h <p>Immediate Need - see <u>below</u>.</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 - premed 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
Renewals - Office of Mail Renewal		e-Fax 1-888-692-6116
Surplus Unit	Maria Rivera Graciela Mathews Angel Phifer-Brown (Fax Unit)	929-221-0833 (phone) 929-221-0838 (phone) 929-221-0835 (phone) 917-639-0645 (fax - submit bills to meet spend-down
Pooled Trusts (not with home care)		(929) 221-0868 /69 Fax (718) 636-7847 TEMPORARILY INOPERABLE as - use instead (718)-636-7852 or (718) 636-7846. For info on status of trust for client not receiving MLTC immediate need - email undercareproviderrelations@hra.nyc.gov
<u>MIPP program</u>		E-MAIL: mipp@hra.nyc.gov (see <u>article</u> - not for people program)
Replace Medicaid Card		<u>Replace a lost, stolen, or damaged Medicaid card. can be found here</u> <u>Electronic Benefit Transfer (EBT) Card Ass for Clients - scroll down to dropdown for <i>Replace or Correct an EBT C Medicaid Clients</i></u>
Medicaid Offices		See list at https://www.nyc.gov/site/hra/locations/medicaid-locat (DO NOT use these offices if applying for or renewing M other Home Care. See <u>Home Care Services Program</u> b
1.a. NYC MEDICAID FAIR HEARING DIVISION		
Medicaid Fair Hearings		MAIL: HRA Fair Hearings - Records Request Unit
Record Requests Unit (Request Evidence Packets)		250 Livingston St. 6th floor Brooklyn, New York 11201 FAX: 917-639-9355 (New 12-2024)
Conference Unit - Fair Hearings		505 Clermont Ave. 4th fl. Brooklyn NY 11238 TEL: (718) 637-2426 FAX: (718) 923-6452

Electronic Benefit Transfer (EBT) Card Assistance for Clients - scroll down to dropdown for Replace or Cor

Compliance & Aid to Continue Unit (manages compliance with hearing decisions and with OTDA Aid Continuing orders)		250 Livingston St., 6th floor, Brooklyn, NY 11201 TEL: (929) 221-4791 FAX (718) 923-7880
Fair Hearing Representation Unit (reps agency in OTDA hearings)		250 Livingston St., 6th floor, Brooklyn, NY 11201
1.b. NURSING HOME ELIGIBILITY DEPT. NHED		
Nursing Home Eligibility Dept. (NHED)	Provider Relations	TEL 718-557-1368 E-FAX (917) 639-0687 For inquiries: nhedproviderrelations@hra.nyc.gov
	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		(929) 221-8851 or (929) 221-8889 FAX 718-230-0424 and 718-230-0841 (Changed per Alert 4/15/2025) email HCRequests@hra.nyc.gov 785 Atlantic Ave., 7th fl, Brooklyn, NY 11238 <ul style="list-style-type: none"> • submission of NYIA decision "OUTCOME" office applicants, if NYIA denied MLTC enrollment and to local district request HOUSEKEEPING service to 8 hours/week • M11Qs for applicants under 18, • change requests on active cases, and • reauthorizations of CASA cases.
HCSP Centralized Medicaid Eligibility Unit	General Number	(929) 221-0849
	Charrise Andrews, Director	(929) 221-3257 andrewsc@dss.nyc.gov (929) 221-3224 (Deputy Director Cynthia Robinson)

		Inquire about case status - hcspinquiries@hra.nyc.gov email)
<u>Immediate Need Unit</u>	Philomena Offurum	TEL (929) 221-2501 or (212) 274-5035 e-FAX (917) 639-0665 offurump@hra.nyc.gov e-mail applications HCRequests@hra.nyc.gov
Pooled Trusts for Home Care Cases	Yvette Poole-Brooks	TEL (929) 221-2493 poolebrooksy@hra.nyc.gov Fax (718) 636-7848 Inquire about status of submitted trust - hcspinquiries@hra.nyc.gov use encrypted mail or password-protected attachment.
HCSP MLTC Provider Relations Unit		TEL (929) 221-2427 FAX (718) 636-7848 MLTC plans - mltcproviderrelations@hra.nyc.gov Assisted Living Programs alproviderrelations@hra.nyc.gov
CASA offices		See list at https://www.nyc.gov/site/hra/locations/casa-locations 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 Celeste Lewis - Director of CASA South (Queens and Brooklyn) lewisceleste@hra.nyc.gov 718-250-5640
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		hcspinquiries@hra.nyc.gov - use encrypted mail or password-protected attachment. Attach signed <u>MAP 751k form</u> required (encrypted)(complete or change date of birth, SSN, gender, change of address, phone number, transfer from county-to-county requests - write "LUBERTO") <u>MAP 751W</u> (close case, add or remove someone from case, death, request budgeting changes including pooled trust reviews for MSP eligibility, report change in immigration status, remove Third Party Health Insurance)

This table is compiled from these Alerts issued by HRA:

- [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 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 hcsplinquiries@hra.nyc.gov. This email is NOT for submitting applications or documents related to an application. Encrypted email and information is 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 Unit 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.](#)

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