

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. <u>Medicaid depts. (not Home Care)</u>		
<ul style="list-style-type: none">• (Undercare, Applications, Renewals, Eligibility Information Services, Reimbursement, Surplus Transportation<ul style="list-style-type: none">◆ Applications• Fair Hearing Division• Nursing Home Eligibility Dept. (NHED)		
2. <u>Home Care Services Program</u> (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-assist
Undercare :Provider Relations Dept.	Case action update requests Case or Budgeting Changes	undercareproviderrelations@hra.nyc.gov - use encrypted password-protected attachment. or Fax 1-917-646-0837 . See August 2, 2024 HRA MAP Relocation of the Brooklyn South Medicaid Office Authorized Client Rep Window - (use fax number listed this one not working) or FAX 1- 917 639-0837 See 9/8/21 Medicaid Alert 20 MAP Undercare Division Email Address WHAT TO SUBMIT: Attach either <ul style="list-style-type: none">• signed MAP 751k form required (encrypted)(co or change date of birth, SSN, gender, change of phone number, ,transfer from county-to-county re

		<p>write "LUBERTO")</p> <ul style="list-style-type: none"> • MAP 751W (close case, add or remove someone in case, report death, request budgeting changes in pooled trust, evaluate for MSP eligibility, report change in immigration status, add or remove Third Party Health Insurance)
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 5th Floor, Brooklyn, N.Y. 11238. PO BOX, 24390 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 ON • If applying with Immediate Need for Personal Care CDPAP- see <u>below</u>. <p>Authorized Submitters (C-REPs) ONLY have THREE methods to submit applications - use only ONE method on any application</p> <ol style="list-style-type: none"> 1. fax applications to 917-639-0731 2. hand-deliver applications in bulk to 4th floor, W 495 Clermont Ave. 3. e-mail applications to mapcreferrals@hra.nyc.gov (announced in 8/2010) <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 micsareferrals@hra.nyc.gov (C-REP only)(per Alert) <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 917-639-212-273-0062 (phone)</p>

Managed Care Client Services		
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.
Medicaid Transportation		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 - prem reimbursement
Medicaid Reimbursement	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 917-639-0733 (new per <u>6/3/2025 Alert</u>) Submit online at https://a069-access.nyc.gov/accesshra you may not upload verification documents there. Must them separately to an App. See this article on renewals - Click here for info about online renewals and NURSING HOME RENEWALS only - FAX 917-639-0733
Surplus Unit (Spend-down and Pay-In)		1-888-692-6116 . (phone) 917-639-0645 (fax - submit bills to meet spend-down) HOW TO PAY-IN SURPLUS (if approved for PAY-IN) MAIL check or money order to: DARB - 150 Greenwich 34th floor New York, NY MAKE PAYMENT BY Credit Card by PHONE to 718-514-5000 1. CHOOSE OPTION 1 -- For info on your case

	<ol style="list-style-type: none"> 2. Then choose to enter HRA case number and birth date. Will be told whether case is active. 3. Press 1 to hear more info on case - (will hear a long lecture about privacy) 4. Next OPTIONS - PReSS 2 for help with surplus 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 DAR - credit or debit payment by phone .. must have CIN number. They will ask what month you want it credited (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 and snail mail a receipt. ◆ Press 2 for info on how to mail payment ◆ Press 3 for info on how to pay online - but only pay online if previously paid DAR 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</u> - https://a836-citypay.nyc.gov/</p>
Pooled Trusts (not with home care)	(929) 221-0868 /69 Fax (718) 636-7847 TEMPORARILY INOPERABLE as of 1/1/2018 - use instead (718)-636-7852 or (718) 636-7846. For info on status of trust for client not receiving MLTC or immediate need - email undercareproviderrelations@hra.nyc.gov
<u>MIPP program</u>	E-MAIL: mipp@hra.nyc.gov (see <u>article</u> - not for people in program) <u>Replace a lost, stolen, or damaged Medicaid card.</u> can be found here
Replace Medicaid Card	Electronic Benefit Transfer (EBT) Card Assistance for Clients - scroll down to dropdown for Replace or Correct an EBT Card for Medicaid Clients
Medicaid Offices	See list at https://www.nyc.gov/site/hra/locations/medicaid-locations (DO NOT use these offices if applying for or renewing Medicaid)

		other Home Care. See Home Care Services Program
1.a. NYC MEDICAID FAIR HEARING DIVISION (<u>updated July 2025</u>)		
Medicaid Fair Hearings	MAIL: HRA Fair Hearings - Records Request Unit	
Record Requests Unit	495 Clermont Ave. 4th floor Brooklyn, New York 11238	
(Request Evidence Packets)	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 complete and mail the form attached to the Medicaid Alert of Oct. 1, 2024 to register to have access to the portal to access information about cases. Can be used by advocates as well as providers -- follow instructions in the alert -- 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	NOTE: This is NOT for filing Medicaid	(929) 221-8851 or (929) 221-8889

	<p>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>FAX 718-230-0424 and 718-230-0841 (Changed per <u>Alert 4/15/2025</u>)</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 REQUESTED:</p> <ul style="list-style-type: none"> • submission of NYIA decision "OUTCOME" office to applicants, if NYIA denied MLTC enrollment and to local district request HOUSEKEEPING services to 8 hours/week • M11Qs for applicants under 18 or for adults who enrolled in an MLTC or managed care plan, • change requests on active cases, and • reauthorizations of CASA cases.
HCSP Centralized Medicaid Eligibility Unit	<p>General Number</p> <p>Charrise Andrews, Director</p>	<p>(929) 221-0849</p> <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 email)</p>
Applications Other than Immediate Need		<u>See here</u>
<u>Immediate Need Unit</u>	Philomena Offurum	<p>TEL (929) 221-2501 or (212) 274-5035</p> <p>e-FAX (917) 639-0665 offurump@hra.nyc.gov</p> <p>e-mail applications HCRequests@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 it doesn't list fax number). Suggested to send encrypted protected attachments to protect confidential info.</p>
Pooled Trusts for Home Care Cases	Yvette Poole-Brooks	<p>TEL (929) 221-2493</p> <p>poolebrooksy@hra.nyc.gov</p> <p>Fax (718) 636-7848</p>

		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
CASA offices		Assisted Living Programs alproviderrelations@hra.nyc.gov 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, Staten Island. (212) 274-5044 rodriguezfe@hra.nyc.gov Ms. Iyabo Moore, Deputy Director HCSP moorei@hra.nyc.gov Celeste Lewis - Director of CASA South (Queens and Bronx) 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</u> form required (encrypted)(complete with all information - name, 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, request change of address, request death, request budgeting changes including pooled trust, request change in immigration status, request change in MSP eligibility, report change in immigration status, remove Third Party Health Insurance)

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

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