
Medical Assistance Program (MAP)
MEDICAID ALERT

October 18, 2022

Reopening of Approved Client Representative Window

This Alert is to advise Authorized Client Representatives, Medicaid Providers, Hospitals, Community Based Organizations, Advocates and Agencies assisting Medicaid consumers that the Client Representative window is now operational and has reopened for business.

Effective September 29, 2022, the Authorized Client Representative (C-Rep) Window 1, located at 785 Atlantic Ave, Brooklyn, NY 11238, has resumed normal business hours from Monday thru Friday, 9:00am – 5:00pm, for bulk application submissions.

This window is for approved agencies only. Only approved Client Representatives or agencies can utilize this window. Those agencies that are not approved to submit to Medical Assistance Program (MAP) applications centrally, should continue to utilize the agency's Initial Eligibility Unit (IEU) via mail to HRA/MAP Initial Eligibility Unit PO BOX 24390 Brooklyn, NY 11202-9814 or fax to the IEU at 917-639-0732.

This Alert is not intended for EDIT's submitters; EDITS submitters should continue to utilize EDITS for their application submissions

As a reminder:

- Non-edits approved Client Representatives submitters still have the option to continue to utilize the Client Rep fax number at 917-639-0731 for manual Medicaid and MSP application submissions.
- For general changes/updates on active Medicaid only cases, the Medical Assistance Program Undercare Processing Division (UPD) is available for assistance. Please submit your request on the appropriate forms, MAP-751K or 751W – if documentation is needed, to either the fax number 917-646-0837 or to undercareproviderrelations@hra.nyc.gov.

PLEASE SHARE THIS ALERT WITH ALL APPROPRIATE STAFF