

NYC Medical Insurance & Community Services Administration (MICSA) CONTACT LIST

with some NYS Dept. of Health contact information

updated 3/10/09

Compiled by Selfhelp Community Services, Inc. Evelyn Frank Legal Resources Program

ALL ADDRESSES AT: **330 W. 34th St. NEW YORK, NEW YORK 10001 and
area codes (212) unless indicated otherwise**

info in italics is old and may not be up to date.

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I. MICSA ADMINISTRATION

ROBERT DOAR, Commissioner HRA

MARY HARPER, Exec. Dep. Comm'r Room 501 273-0001/2/3
Rich Marin, Chief of Staff 273-0002
Deborah Mokeever - Exec. Asst. 273-0007
Susan Wong - Special Exec. Asst. (MSP issues, outreach) Fax 643-3805 967-7400

GARY JENKINS, Asst. Dep. Commr. Rm 526 273-0095
(Dalphine Smith- Exec. Asst) smithda@hra.nyc.gov Fax 212-643-3598 273-0094

xxxxxx, Director, Program Support Services 273-0054

Medicaid HelpLine (Request homebound app, replace cards) **1-888-692-6116**
Adrian Franklin, Section Mgr 718-262-3077
Beverly Watson, Sec. Mgr FAX 718-262-3129 718-262-3119
ORDER FORMS (bulk supplies) Fax 630-1943 212-630-1588

**Health-Stat Line - families & children under 18 can be pre-screened
for eligibility for Medicaid or Child Health Plus** 888-692-6116

Procedures Stanley Levy, Director 273-0072
Systems Dir. Jon Miller Rm. 507 273-0025/6/7
Audit & Quality Control Denise Campbell, Dir. 273-0018
Eligibility Information Services Dir. Maria Ortiz-Quezada Rm. 519 273-0047/48/49
Ortiz-quezadam@hra.nyc.gov Fax 212-643-3896 643-3092
Brenda Allen - Brooklyn MAC Bill Mathews 967-7536 fax 643-3574

Office of Program Integrity Richard Finkelstein 273-0030

Training & Staff Devpt. Bernadette Brown 273-0023

FOIL Requests to HRA FOIL Officer, Paul Ligresti
HRA Office of Legal Affairs, 180 Water St, NY NY 10038 331-4476

II. ELIGIBILITY OPERATIONS

Joyce Prever, Asst. Dep. Commr. Rm 922 FAX 630-1287 630-1448
 Peter Morgente, Exec. Asst. 630-1392

1. Outstationed Eligibility Division -Derek Singleton, Dir. 630-1993
singletonde@hra.nyc.gov
 o Ass't. Deidrea Anderson, andersonde@hra.nyc.gov 630-1286
 Manhattan, Queens, SI - Dep. Dir. Eleanor Gibson 630-1993
 Manhattan - Martha Irizarry, Regional Manager 630-1018
 Queens, SI - Alvin Martin, Regional Manager 630-0946
 Bronx, Brooklyn - Deanna Hart, Dep. Dir. 630-0945
 Bronx - Luis Mojica, Regional Manager 630-0951
 Brooklyn - Patricia Reid, Regional Manager 630-1025

2. Central Eligibility Division - Tina Dukes, Dir. 564-2136
Beverly Bijou, Dep. Dir 643-7963

Hospital Eligibility Division - V. Washington, Dep. Dir. 564-8848
OCAP?? Stephanie Jones, Dep. Dir. or 643-7969? 273-3743

Hospital Eligibility 34th-11th fl. FAX 630-1357 630-1390/89

3. Office of Mail Renewal (OMR) - Crystal Payne, Dir. 630-9024/9025/9063
 260 11th Ave , 7th fl 10001 (630-1452 thru 1482) **630-1470/1471**
 Walk-in reception -- 340A W 34th St 1st fl. Christopher Barnes Site Mgr 273-1530
 Centralized intake Unit - 260 11th Ave 2nd fl for FEs and Approved client reps
 Regina Burroughs, Dep. Dir. 630-9180
 Carlos Jimenez, 1st Dep. Dir. 695-0562
 Jacqueline Braxton, Dep. Dir. 630-9077
MRP - Tracey Green, Dep. Dir. 630-9592? 630-9074

Stenson Unit (Transition from SSI to regular MA) 260 11th Ave. 10001 630-9180/ 9061
 FAX 630-1287 Mrs. Henk: Fax 630-9290

Rosenberg -- (Transition from PA to regular Medicaid) Jackie Braxton: 212-643-3732

FERU - Facilitated Enrollment RU - Sally Natali, Asst. Dep. Dir. 630-9055
 FERU Intake - Veneze Smart, Dep. Dir. 695-0534

Pooled Supplemental Needs Trust (SNT) issues Eileen Miller tel 212-630-1284
 (liaison with Legal Dept.) fax 212-630-9883

CERP - Centralized Eligibility Reassessment Program (Excess Income (Surplus or Spend down) and PAY-IN Program)
 260 11th ave, on the 3rd floor (at 26th St.) (approved agencies bring paid or unpaid bills to meet surplus - M-F 10 - noon and 2 - 4 PM only)

??, Dir. Fax 212-630-9512
Wendy Berch, Dep. Dir. Fax 212-630-1379 630-1379
Maria Rivera, Unit Supervisor & Rosalba Fermin 630-1283/1285
Fax 212-630-1379
(212) 331-3842 (Carolyn Holloman (sp?))
Send Pay-In forms, payments to: HRA Div. of Accounts Receivable & Billing
180 Water St. 9th fl NY NY 10273-0654

PCAP Site Manager E. Daniels State Info 800-522-5006 630-1062
Reception (34th St. Rm 350) 630-1065/66
Supervisors P. Davis (1068), P. Leon (1070), Mackie (1069), F. Wong (1067)

AIDS UNIT -- Applications (34th St. Rm 301A) 630-0958/9425
Field Mgr. Elizabeth Daniels 630-1724
Supvrs(1113) B Washington 630-1114/5
-- AIDS SERVICE LINE 645-7070

HOMEBOUND (applicants, recerts) 34th-4th fl 630-1178/9
Andrew Sukiel, Sect. Mgr, Iona Charlton, Thelma Torres

MAP Field Services Division— 309 E. 94th St. NY, NY 10128 p. 212-360-5456
*Wanda Peakes – Homebound Medicaid Applications f. 212-348-6093
Co-Worker: **Joyce Welch: 212-360-5442**

LESA - Limited English Speaking Application Unit 2nd fl. 34th St.
Spanish 630-1343 Chinese 630-1345
Russian 630-1552 French/Creole 630-1342
LESA FFR Unit T. O=Brien (5/01) 630-1919/1920

MAP/CORRESPONDENCE UNIT - c/o MAP Central Eligibility Division (CED)
330 W. 34th St. 9th Fl. NY NY 10001 (as of 9/04)

III. INFORMATION TECHNOLOGY & CLIENT SERVICES

- Sam Marcos**, Asst. Deputy Commissioner 273-0022
1. **MEDICAL CONSULT. UNIT** (34 412) 630-1167/8
 Med. Director, **Dr. Tanya Zangaglia**

DISABILITY REVIEW Process Operations Director Bonnie Smith 11th fl. 630-1378
Special Asst. Patricia Letang (34-11th) 630-1375
Medical Review Team Operations (34 1127) 630-1378/79/80
Carmen Berdeguer, Special Projects Clerk (class actions) 5th fl. 630-1284/1014/15
Disability Appeals Unit Eileen Cunningham fax 725-7929 725-6235/6
(helps PA recip=s appeal SSI denials)
 2. **Child/Teen Health Plan - EPSDT** (Director, Saadia Benjamin) 630-1147/1139
 3. **RESTRICTED RECIPIENTS** 34th-3rd fl. FAX 630-9897 Rm 520 630-1089
 Floyd Martin, Sec. Mgr.
 Ana Weber, RN 630-1962 Ms. Staley 630-1081/87
 4. **TRANSPORTATION** Dir. Jacqueline Haynes, 9th fl. 630-1501
 Taxi, Trans. Reimbursement 630-1504
 Transportation Hotline 630-1804/5
 5. **FAIR HEARING UNIT** Madelyn Flores, Acting Dir. 630-1039/1059
CONFERENCE UNIT - Review Case Records for Medicaid Hearings
 To get Case Record - Helen Greif, Ms. Tindell 3rd fl 630-0994/5/6/7
 To Get a Copy of Evidence Packet, FAX 630-9897
 *Request FH Evidence Packet -- Sandy Milligan - 212-643-3697
 6. **Third Party Health Insurance** 330 - 4th fl (COBRA, AHIP, MSP) 630-1934
 Kevin Robinson, Director FAX 630-1943
 QUIMBY/SLIMBY Ms. Lawyer 630-1156
 MSP person 3rd party helpline 212-630-1688
 7. **Third Party Liability & Recovery - Sandra Bounty, Dir.** 630-1574
 8. **Office of Financial and Program Planning [OFFP] - REIMBURSEMENT & Request Claim Detail Reports** call Director, VACANT 273-0040
 Or Fax: Client's name, SSN, MA#, and a release to fax 643-3574
 Director Financial Analysis, Medical Assistance Program
 330 West 34th St., New York, NY 10001

Medicaid Client Reimbursement Unit 330 W. 34th Rm 516 fax 630-1287
 Dir. Reimbursement, Paulson Walker 643-3386
 Gina Kroft 643-3713
 Covers all MA recipients - PA, SSI, MA-only, CASA cases for out of pocket

expenses due to agency error or delay, reimbursement OTHER than personal care expenses

Home care reimbursement for home care and other medical expenses.

Write: Ms. Evadne Duff (212) 630-1945
Office of Home Care Services [OHCS] fax 630-1424
Bureau of Home Care Operations
330 W 34th St 9th Fl NY, NY 10001

Transportation reimbursement- submit to TRANSPORT. unit

330 W.34th St., 9th fl. Dir. Alan Mathis 630-1488/9

9. Administrative Services - Deloris Thomas, Dir. 630-1565
Jake McColl, Unit Mgr Stockroom 630-1798
Bulk Supply 630-1588
10. Dialysis Unit - 260 11th Ave. NY NY 10001 Fax 212-630-9290/ 9294
Angel Brown-Phifer 630-9297
Rosa Ben-Shalom 630-0385
11. Assisted Living Program (ALP) Asst Dep. Comm'r Glauco Perez 212-360-5305
Alan Block 212-426-8193 Francee Williams 212-360-5861

IV. MANAGED CARE PROGRAMS

Linda Hacker, Asst. Dep. Commr 212-270-0090
Renee Stout, Exec. Dir. 273-0034
Rashelda Maharaj-Ellis, Dep. Dir. 630-9845

Managed Care Client Services Alan Mindel, Dir. 34th- Room 520 273-0050
Barbara Muhammad, Unit Supervisor 273-0062
Kevin Flanagan 630-1588

Managed Long Term Care - Jeannette Colon, Dir. 630-1945
Rosalinda Melendez, Unit Supvr. 630- 1637

Family Health Plus/ KIS - Constance Ford, Dir. 273-3435
Deborah Merced, Dep. Dir. 564-2097
Luis Carvajal, Sec. Mgr. 718-623-7456
Floyd Cunningham, Sec. Mgr. 643-2419

Katie Beckett Program (waivered care at home for children) Bob Albano 630-0960
Ann Ghosh-ray 630-1747

Administrative office	330 W. 34th St. 2nd fl. NY NY 10001	630-1734
Central Intake		630-1853
Lynn Saberski Asst Dep Commr		630-1734
Marci Selber Special Counsel		630-3573
Dan Devlin Dir. Program Operations		917-513-7969
Rinta Rivera, Dir. Central Intake		630-1828
Eileen Anderson, Dir. Brooklyn Office		718-722-4830
Isaac Monseratte, Dir. Bronx Office		718-944-6248
Bruce Smith, Dir. Queens Office		718-523-1480
Elsie Jean-Baptiste, Dir. SI Office		718-556-5846
Deborah Holt-Knight Manhattan Boro Dir		971-2710

VIII. HIV/AIDS Service Administration

Dep. Commr. Elsie Del Campo		620-4644
Asst. Dep. Commr. Matthew Brune		620-4647
Dir. Elig. Operations John Maher		620-9606
Dep. Dir. Field Operations Patricia Jackson		620-5126
“ “ “ Samuel Salnave		620-5496
Dir. Housing Joyhn Ruscillo		620-9630
Dir. Service Line Roxi Gomez		971-0821

IX. SEE SEPARATE LIST FOR HOME CARE ADMIN. AND CASA OFFICES

<http://onlineresources.wnyc.com/kbbase/entry/29/>

X. COMPLAINTS, HOTLINES, MANAGED CARE and PROVIDER contacts (State and NYC)

HRA INFO-LINE		1-877-HRA-8411
NYC Medicaid Helpline		1-888-692-6116
STATE MEDICAID and COPAYMENT complaint hotline	518-486-9057	1-800-541-2831

STATE DEPT. OF HEALTH PATIENT CARE INVESTIGATIONS B COMPLAINTS

- [Hospital and Diagnostic and Treatment Center Patient Care Complaints](#) - 1-800-804-5447
New York State Department of Health, Centralized Hospital Intake Program
433 River Street, 6th floor, Troy, New York 12180
- [Laboratory Complaints](#) - 1-800-682-6056
- [Medicaid Fraud](#) Hotline - 1-877-87FRAUD
- [Managed Care](#) Complaints (commercial & Medicaid plans, managed long term care) 1-800-206-8125
- [Nursing Home](#) Patient Care Complaints - 1-888-201-4563 nhintake@health.state.ny.us
Centralized Complaint Intake Program, 161 Delaware Ave. Delmar NY 12054
- [Professional Medical Conduct](#) Complaints - 1-800-663-6114
- HOME HEALTH CARE 800-628-5972 info & complaints (10 AM - 4 PM weekdays)
- NURSING 212-268-7690

MANAGED CARE CONTACTS:

NYS DOH, Office of Managed Care, Director Cathy Shure 518-474-5737
Eligibility, Exemptions, Jennifer Dean 518-488-9015
Local Area Office, NYS DOH, Mark Adler 268-7001

NYS External Review Law Hotline 800-400-8882
NYS Atty. General Health Care Hotline (800) 771-7755 (option 3 of voice menu)
NYS Insurance Dept Consumer Service Bur. 212-480-6400 #1-#4
NYC Public Advocate Ombuds Unit 669-7250

NYC MEDICAID CHOICE (MMC enrollment, disenrollment, exempts.) (800) 505-5678
Chrystal Eperson (Head Exemption Unit) 917-228-5853
Katherine Vu (Hotline Supervisor) 917-228-5627
Tom McGraw (Executive Director) 917-228-5614
Managed care - Nassau 1-888-562-9092 Suffolk 1-888-566-9799
NYC Department of Health Care Access 385-8112
Jim Capezillo 385-8112 x128 Vivian Toan 385-8112 x133

HRA Health-Stat Line - families & children < 18 pre-screening for MA, CHP 888-692-6116
NY State Dept Of Health -- Bureau of Home Health Services
Frear Building, 2 3rd St. Suite 401, Troy, NY 12180 FAX 518-474-1023 518-474-7354
Home and Community Based Care Unit 518-478-1023
Managed Long Term Care - Linda Gowdy, Judy Mooney 518-478-1141

Medicaid Utilization Thresholds (MUTS) -- Computer Sciences Corp. POB 4602 Rensselaer NY
12144-4601 Providers request override forms (800) 522-5518 or (518) 447-9860

XI. STATE DEPT. Of HEALTH - MEDICAID PRIOR APPROVAL, etc.

**FOR PRIVATE DUTY NURSING, DENTAL, OUT-OF-STATE, ADULT DIAPERS,
IV's & ENTERAL SUPPLIES, WHEELCHAIRS & OTHER DURABLE MED. EQUIP:**

NYS DOH Bureau of Medical Review & Evaluation 800-342-3005/5880
99 Washington Ave. Suite 800-A, Albany, NY 12210-2808 518-474-8161
NURSING contacts B Stephanie Sheehan, Jane Molloy fax 518-473-6708

NYS Dept of Health, Office of Health Systems Management
90 Church St New York, NY 10007 Mr. Apurba Basak 212-417-4999

To get prior approval forms- Computer Science Corp 1-800-522-5518

PHYSICALLY HANDICAPPED CHILDREN's PROGRAM (for NYC) 212-566-8084
280 Broadway, Room 301 NY NY 10007

RESTRICTED RECIPIENT program 518-474-6866

PROVIDER info re: CSC (800) 522-5518 or (518) 447-9860
Recipient Eligibility -- EMEVS procedures, etc. 800-997-1111 or 800-343-9000
Medicaid Policy & Procedure Code Info MMIS POB 1935 Albany NY 12201
Provider Enrollment, etc. Write MMIS (above) 800-342-3011
State DOH Pharmacy Helpline 800-210-8362
PROVIDER SYSTEMS HOTLINE fax 643-3574 (rm 517) 643-3228/3231
(EMEVS/CIN problems)

MEDICAID FRAUD REPORTING and patient abuse (any providers)
Special Prosecutor Hotline Complaint Numbers NYC 212-417-5300
Westchester/Rockland 914-735-9100 Long Island 516-952-6400

NY State Dept Of Health Bureau of Home Health Services
Frear Building (supervises Certified Home Health Agencies) 518-478-1023 518-474-7354
2 Third Street Suite 401 Troy, NY 12180 FAX 518-271-2771

OTADA - Office of Temporary & Disability Assistance

Publications Department 518-473-3132
ORDER FORMS April.Bartlett@DFA.STATE.NYS.US

STATE DOH website <http://www.health.state.ny.us/>
State Employee DIRECTORY -- searchable by name or by department
<http://www6.oft.state.ny.us/telecom/phones/indsearch.jsp>

XII. OTHER HEALTH/DISABILITY CONTACTS

Child Health Insurance - NYC HOTLINE	800-698-4KIDS	800-698-4543
Family Health Plus	877-9FHPLUS	877-934-7587
NEW YORK STATE HOTLINE		800-522-5006
EPIC Participant Helpline		800-332-3742
Provider Helpline	800-634-1340	
Hospital Patient's Rights Hotline	316-9393	800-333-4374
Legal Aid Society Health Hotline		212-577-3575
Access-A-Ride		632-7272
MTA half-fare program		878-7294
Mayor's Office for People with Disabilities		788-2830
Lead Poisoning Hotline		442-3155
Public Benefit Resource Center (CSS)		614-5552/5546
DFTA & SCRIE		442-1000
MANHATTAN DA TASK FORCE ON ELDER ABUSE - Juan Ramirez Eliz. Loewi)		335-9118
<u>MANAGED CARE ADVOCACY CONTACTS:</u>		
CSS Managed Care Education Project (MCEP) fax	614-9441	212-614-5400
Legal Action Center Consumer Ed. Line		800-299-4121
(for those seeking drug/alcohol treatment)		
Legal Aid Society - NYC Health Unit Hotline		212-577-3575
Upstate Hotline		888-500-2455
Fax		212-996-5447 or 5091
Medicare Rights Center (for Medicare Advantage - Managed Care)		212-869-3850

XIII. FAIR HEARING CONTACTS

TO REQUEST HEARINGS ALL PROGRAMS (Medicaid, HR, Food Stamps, etc., including telephone/ home hearings) **Phone** Albany 1-518-474-8781 **800-342-3334**
NYC **212-417-6550 212-344-0055** (home care only)
212-417-3614/3615/2792 (Expedited)

FAX 518-473-6735 In Person 14 Boerum Place Brooklyn or 330 W. 34th St. 3rd fl.

Online Request <https://www.otda.state.ny.us/oah/oahforms/erequestform.asp>

Write: NYS OTDA Office of Administrative Hearings
POB 1930 or 40 N. Pearl St.
Albany, NY 12201-1930 Albany, NY 12243

To **ADJOURN** or **WITHDRAW HEARINGS** (518) 473-7051 (supvr) NYC 212-417-3500
Other Supervisors Mike Allen 518-473-4724
Ruth Potter 518-408-3013 Bert Pagano 518-486-7001 Karen Giminiani 518-408-3498

HOME/PHONE HEARING UNIT -- PAT KEAYS -- 800-342-3334/ 518-408-3498
(Don't use this number to request hearing - just to schedule phone/home hearings)

SUPERVISING ALJ -call to last minute adjourn home hearing 695-8381
Sebastian Addamo (Boerum Place) 718-923-4210
Supervising ALJ at 330 W 34th St. Ken Peach 212-290-1842

HRA OFFICE OF LEGAL AFFAIRS- MICSA Litigation and Program Counseling Division
180 Water St - Rm 1630 10038 (212) Fax 212-331-4465

Sabra Kaszynski, Asst. Gen Counsel, MICSA - kaszynskis@hra.nyc.gov 212-331-4971
Jacqueline Dudley, Assoc. Gen Counsel 212-331-4959
Marguerite Camaiori, Dep. Gen. Counsel 212-331-5134
1st Deputy General Counsel - Allen Ferster FAX 331-5022/23 331-5050/5044/4359
HRA counsel for Home Care - Jane Cho FAX 331-4359 331-5044

MEDICAID AND HOME CARE hearing contacts (all now at 330 W. 34th St): sec'y 630-1057
Marianne Maloney, Esq. Director of FH 212-630-1059
Nadine Lopez-Flores Sup III, Asst. Dir. 212-630-1058
* CONFERENCE UNIT (to see case record) Helen Grief, Ann Tindale 630-0994/5/6
* Aid Continuing problems (Dot Dean), AnnunziataB 630-1110/1203
* COMPLIANCE problems 630-1000
* **Fax requests for documents** Sandy Milligan 630-1985 fax 630-9897
For EHD (Expedited Hospital Discharge), CHHA cases to Jerry Moss FAX 348-9312
* Rivera Unit Supervisor—Bernadette Nicholas 630-1057
* Organizes FH Packets—Patricia Reynolds 643-3697

State Office of Temp & Disability. Asst. (OTDA): 40 N. Pearl St.
General Counsel John Robitzek FAX 518-474-9389 518-474-9502/9493
Russell Hanks, Dep. Counsel OTDA Fair Hearings fax 518-486-7553 518-473-4775

One Commerce Plaza 5th fl. Albany, NY 12201 Compliance Richard Jacobs- same
Compliance: **800-342-3334** Hearing Decisions - Fran Anson 518-473-7920
Henry Pedicone 518-474-5794 Phil Nostramo 518-473-4968
Tapes & Transcripts, Special Hearings - Pam Hopkins Fax 518-486-7553 518-474-5794