



STATE OF NEW YORK DEPARTMENT OF HEALTH

Corning Tower The Governor Nelson A. Rockefeller Empire State Plaza Albany, New York 12237

Antonia C. Novello, M.D., M.P.H., Dr.P.H.
Commissioner

Dennis P. Whalen
Executive Deputy Commissioner

May 2, 2003

DAL: 03 - 04

Dear Adult Care Facility Operator:

The purpose of this letter is to remind you of your case management obligations to establish linkages with and arrange for services from public and private sources for income, health, mental health and social services; and to assist residents in making application for, and maintaining income entitlements and public benefits, especially Medicaid.

The case manager must be aware which residents are eligible for Medicaid, how to apply for Medicaid and if an application has been filed to follow up on the application. Information regarding the status of a Medicaid application will only be released to the case manager if the case manager is acting as the resident's representative or the resident has signed a release form. The case manager is obliged to follow up on any problem that may arise. If the case manager does not believe that the local department of social services (LDSS) was correct in denying a Medicaid application, the case manager as the resident's representative may request a local conference to review the action and/or a fair hearing which will determine the accuracy of the LDSS's decision.

Many residents do not apply for Medicaid directly but apply for Supplemental Security Income (SSI) which when approved automatically includes Medicaid coverage. Some residents will apply for Medicaid at their LDSS at the same time they file for SSI, so that they may have health care coverage pending the eligibility determination for SSI. Once the SSI is effective, it is retroactive to the month following the application. However, the Medicaid benefit is retroactive to the month the application was made.

New SSI beneficiaries receive a "Dear SSI Beneficiary" letter from the Department of Health informing them of their eligibility for Medicaid. The letter requests health insurance information and informs the beneficiary that they may be eligible for reimbursement of paid medical bills incurred in the three months prior to the month of SSI application. The letter also informs the individual that they may be eligible for Medicaid coverage of unpaid bills if the doctor or other provider is a Medicaid provider. If the SSI resident has medical bills for the three-month period prior to the month of SSI application, the individual must complete and return an attached form (LDSS-3286, "Information Concerning Medical Assistance for SSI Beneficiaries") to their LDSS. The LDSS will determine if the SSI resident is eligible for payment/reimbursement of the past medical bills. For example, an SSI resident who filed an SSI application on January 4, 2003, and is later found to be SSI eligible has incurred doctor and

pharmacy bills for November 2002, prior to admission to the adult home. In response to the "Dear SSI Beneficiary" letter, the resident submits the bills and the LDSS-3286 to the LDSS for possible payment/reimbursement. The resident will be informed of the decision to reimburse or pay the medical bills.

Residents who apply for Medicaid directly must meet certain documentation requirements. Failure to apply and meet documentation requirements necessary to establish eligibility can delay Medicaid coverage for several months depriving otherwise eligible residents of necessary health care including medications. Some residents initially apply for Medicaid benefits prior to their admission to an adult care facility; however, their eligibility is not fully established at the time of application. Benefits may be subsequently denied if required documentation is incomplete or because they cannot be located. Still others may lose eligibility because requests for documentation or recertification are not completed.

If a resident with a mental illness diagnosis is discharged from an Article 28 hospital or released from a jail or prison, that individual may be eligible for the Medication Grant Program which provides certain medications at no cost while Medicaid is pending. In order to qualify for the program, an individual must apply within seven days of discharge or release from the hospital, jail or prison setting. Not all LGU's are participating in this program. For additional information, the case manager should refer to Attachment D – the Local Department of Mental Hygiene Medication Grant Contact List.

The case manager must be aware of and address the issue of Medicaid coverage for their eligible residents. This responsibility includes assisting with the application for Medicaid, which can be requested by writing, phoning or going to the local department of social services. A list of the local department of social services (LDSS) is attached for your reference (Attachment A). In New York City, case managers have several options to assist residents in making an application for Medicaid, they can contact the Human Resources Administration by calling (718) 557 – 1399 or the toll free number 1-877-472-8411. Additionally, they can use the attached list (Attachment B) of the Human Resources Administration Medical Assistance Program Offices in the five boroughs of New York City. Residents or their designated representative must have a face-to-face interview as part of the Medicaid application process. Since a different income standard is used for persons residing in adult care facilities, it is important to note on the application form and at the personal interview that the person is residing in an adult care facility. In order for the case manager to assist in facilitating recertifications for Medicaid, the resident should be encouraged to list the adult home as the contact agency on the application and include the address of the adult home as the resident's mailing address. It should be noted that due to a recent change in law affecting the district of fiscal responsibility (DFR) for residents of adult care facilities, the district from which the resident entered the facility is the DFR for Medicaid.

The case manager should be familiar with the Medicaid application process and develop a relationship with the appropriate Medical Assistance Program staff to facilitate Medicaid coverage for eligible residents. The application process can be discussed with Medicaid staff at the LDSS or information may be downloaded from the following web site <http://www.health.state.ny.us/nysdoh/medicaid/mainmedicaid.htm>. Applications may be obtained from the LDSS or on line at <http://www.otda.state.ny.us/directives/2001/default.htm>

under Information Letters, Medicaid application information can be found within the **2001 INF-22 Revisions of LDSS – 2921**. (If computer access is an issue, public libraries generally allow free Internet access.)

Please review your facility's case management policies and procedures regarding residents' Medicaid applications to promote the well being of the residents and to ensure compliance with Department regulations.

Questions regarding Medicaid should be directed to the Local Department of Social Services Medicaid Unit (Attachment A) and questions regarding case management may be directed to your Regional/Field Office of the New York State Department of Health (Attachment C).

Sincerely,

A handwritten signature in black ink, appearing to read "Wayne M. Osten" with a stylized flourish at the end.

Wayne M. Osten

Director

Office of Health Systems Management

Enclosures

Local Department of Social Services

Albany County DSS
162 Washington Avenue
Albany, New York 12210
518-447-7300

Broome County DSS
36-42 Main Street
Binghamton, New York 13905-3199
607-778-8850

Cayuga County DSS
County Office Building
160 Genesee Street
Auburn, New York 13021-3433
315-253-1011

Chemung County DSS
Human Resource Center
425 Pennsylvania Ave PO Box 588
Elmira, New York 14902
607-737-5309

Clinton County DSS
13 Durkee Street
Plattsburgh, New York 12901-2911
518-565-3300

Cortland County DSS
60 Central Avenue
Cortland, New York 13045-5590
607-753-5248

Dutchess County DSS
60 Market Street
Poughkeepsie, New York 12601-3299
845-486-3000

Essex County DSS
100 Court Street
PO Box 217
Elizabethtown, New York 12932-0217
518-873-3450

Allegany County DSS
County Office Building
Belmont, New York 14813-1077
585-268-9622

Cattaraugus County DSS
Cattaraugus County Building
1701 Lincoln Avenue Suite 6010
Olean, New York 14760-1158
716-373-8065

Chautauqua County DSS
Hall R. Clothier Building
Mayville, New York 14757
716-753-4421

Chenango County DSS
PO Box 590
Court Street
Norwich, New York 13815
607-337-1500

Columbia County DSS
25 Railroad Avenue
PO Box 458
Hudson, New York 12534
518-828-9411

Delaware County DSS
111 Main Street
PO Box 469
Delhi, New York 13763-0469
607-746-2325

Erie County DSS
95 Franklin Street
Buffalo, New York 14202-3959
716-858-8000

Franklin County DSS
Courthouse
Malone, New York 12953
518-483-6770

Fulton County DSS
4 Daisy Lane
PO Box 549
Johnstown, New York 12095
518-736-5640

Greene County DSS
465 Main Street
PO Box 528
Catskill, New York 12414-1716
518-943-3200

Herkimer County DSS
301 North Washington Street
Suite 2110
Herkimer, New York 13350
315-867-1291

Lewis County DSS
PO Box 193
Lowville, New York 13367
315-376-5400

Madison County DSS
PO Box 637
North Court Street
Wampsville, New York 13163
315-366-2211

Montgomery County DSS
County Office Building
PO Box 745
Fonda, New York 12068
518-853-4646

New York City
Human Resources Administration
718-557-1399 or
1-877-472-8411
(Toll free within the five boroughs of New York
City)

See Attachment B for all listings

Niagara County DSS
100 Davison Road
PO Box 506
Lockport, New York 14095-0506
716-439-7600

Genesee County DSS
3837 West Main Road
County Building #2
Batavia, New York 14020-9407
585-344-2580

Hamilton County DSS
PO Box 725
White Birch Lane
Indian Lake, New York 12842-0725
518-648-6131

Jefferson County DSS
250 Arsenal Street
Watertown, New York 13601
315-782-9030

Livingston County DSS
3 Livingston County Campus
Mt. Morris, New York 14510-1699
585-243-7300

Monroe County DSS
111 Westfall Road
Rochester, New York 14620-4686
585-274-6000

Nassau County DSS
101 County Seat Drive
Mineola, New York 11501
516-571-4444

Oneida County DSS
800 Park Avenue
Utica, New York 13501-2981
315-798-5733

Onondaga County DSS
Onondaga County Civic Center
421 Montgomery Street
Syracuse, New York 13202-2923
315-435-2985

Ontario County DSS
3010 County Complex Drive
Canandaigua, New York 14424-1296
585-396-4060

Orleans County DSS
14016 Route 31 West
Albion, New York 14411-9365
585-589-7004

Otsego County DSS
County Office Building
197 Main Street
Cooperstown, New York 13326-1196
607-547-4355

Rensselaer County DSS
133 Bloomingrove Drive
Troy, New York 12180-8403
518-283-2000

Saratoga County DSS
152 West High Street
Ballston Spa, New York 12020
518-884-4140

Schoharie County DSS
County Office Building
PO Box 687
Schoharie, New York 12157
518-295-8334

Seneca County DSS
1 Di Pronio Drive
PO Box 690
Waterloo, New York 13165-0690
315-539-1800

Steuben County DSS
3 East Pulteney Square
Bath, New York 14810
607-776-7611

Sullivan County DSS
Box 231
Infirmary Road
Liberty, New York 12754
845-292-0100

Orange County DSS
Box Z
Quarry Road
Goshen, New York 10924-0678
845-291-4000

Oswego County DSS
100 Spring Street
PO Box 1320
Mexico, New York 13114
315-963-5000

Putnam County DSS
110 Old Route Six Center
Carmel, New York 10512-2110
845-225-7040

Rockland County DSS
Building L
Sanatorium Road
Pomona, New York 10970
845-364-2000

Schenectady County DSS
487 Nott Street
Schenectady, New York 12308-1812
518-388-4470

Schuyler County DSS
County Office Building
105 Ninth Street Unit 3&4
Watkins Glen, New York 14891
607-535-8303

St. Lawrence County DSS
Harold B. Smith County Office Bldg.
6 Judson Street
Canton, New York 13617-1197
315-379-2111

Suffolk County DSS
3085 Veterans Memorial Highway
Ronkonkoma, New York 11788-
8900
631-854-9700

Tioga County DSS
PO Box 240
Owego, New York 13827
607-687-8300

Tompkins County DSS
320 West State Street
Ithaca, New York 14850
607-274-5337

Warren County DSS
Municipal Center Annex
1340 State Route 9
Lake George, New York 12845-9803
518-761-6300

Wayne County DSS
77 Water Street
PO Box 10
Lyons, New York 14489-0010
315-946-4881

Wyoming County DSS
466 North Main Street
Warsaw, New York 14569-1080
585-786-8900

Ulster County DSS
1061 Development Court
Kingston, New York 12401-1959
845-334-5000

Washington County DSS
Municipal Building
383 Broadway
Fort Edward, New York 12828
518-746-2300

Westchester County DSS
County Office Building #2
112 East Post Road
White Plains, New York 10801
914-995-5000

Yates County DSS
County Office Building
110 Court Street
Penn Yan, New York 14527-1118
315-536-5183

LIST OF NYC MEDICAID OFFICES

BRONX	
BRONX LEBANON HOSPITAL MEDICAID OFFICE 1276 Fulton Avenue (718) 588-2997	JACOBI HOSPITAL MEDICAID OFFICE 1400 Pelham Pkwy. (Ambulatory Care Pavilion – 1 st floor) (718)-822-5435/5432
LINCOLN HOSPITAL MEDICAID OFFICE 234 East 149 TH St. (Basement – Room B-75) (718) 585-3224	MORRISANIA MEDICAID OFFICE 1225 Gerard Avenue (Basement) (718) 960-2799/2752
NORTH CENTRAL BRONX HOSPITAL MEDICAID OFFICE 3424 Kossuth Avenue (1 st Fl. – Room 1A 05) (718) 920-1070	
BROOKLYN	
BOERUM HILL MEDICAID OFFICE 35 4 TH Avenue (718) 623-7427 (718) 623-7428	BUSHWICK MEDICAID OFFICE 737 Flushing Avenue (4 th floor) (718) 963-5080/5081
CONEY ISLAND MEDICAID OFFICE 30-50 West 21 st Street (718) 333-3000/3001	EAST NEW YORK MEDICAID OFFICE 2094 Pitkin Avenue (Basement) (718) 922-8292/8293
KINGS COUNTY HOSP. MEDICAID OFFICE 441 Clarkson Ave. "T" Bldg. Nurses' Residence (1 st FL.) (718) 221-2300/2301	MEDICAID RENEWAL (ONLY) 35 4 th Avenue between Dean and Pacific Streets (718) 623-7402
MANHATTAN	
BELLEVUE HOSPITAL MEDICAID OFFICE 466 First Avenue and 27 th St. "G" Link (1 st FL.) (212) 679-7424	COLUMBIA PRESBYTERIAN HOSP. MEDICAID OFFICE 622 West 168 th Street (1 st FL.) PH 040 (212) 342-5102/5103
GOVERNEUR HOSPITAL MEDICAID OFFICE 227 Madison Street (7 th floor) (212) 238-7790	HARLEM HOSPITAL MEDICAID OFFICE 530 Lenox Avenue (Ron Brown Bldg.) 1 st FL. (212) 939-8504 (Use 137 th Street entrance)
METROPOLITAN HOSPITAL MEDICAID OFFICE 1901 First Avenue (1 st FL. - Room 1D18) (212) 423-6583/7006	MEDICAID RENEWAL (ONLY) 34A West 34 th Street (1 st FL. Only) (212) 630-0911
QUEENS	
ELMHURST HOSPITAL MEDICAID OFFICE 79-01 Broadway (Room D4 -1 17) (718) 476-5904	QUEENS HOSP. CENTER MEDICAID OFFICE 82-68 164 th St. (N Bldg. – 1 st FL. – Room 121) (718) 883-3774 / 3773
FAR ROCKAWAY MEDICAID OFFICE 220 Beach 87 th St. (Street Level) (718) 318-6580/1	JAMAICA MEDICAID OFFICE 90-75 Sutphin Blvd. (6 th FL.) (718) 523-5699
QUEENS REGIONAL MEDICAID OFFICE PCAP, Renewal and Rosenberg (ONLY) 3328 Northern Blvd. (6 th FL.) (718) 626-8600	
STATEN ISLAND	
STATEN ISLAND MEDICAID OFFICE 350 St. Mark's Place – Basement (718) 720-2850/2851	

**NEW YORK STATE DEPARTMENT OF HEALTH
REGIONAL OFFICES**

Martin McMahon

Capital District Field Office
NYS Department of Health
Frear Building
2 Third Street, 2nd floor
Troy, NY 12180
Phone: (518) 271-2639
Fax: (518) 271-2666
Toll Free: 1-800 286-4830

Jay Dorney

Western Regional Office
NYS Department of Health
259 Monroe Avenue
Rochester, NY 14607
Phone: (585) 238-8185
Fax: (585) 238-8198
Toll Free: 1-800 462-6443

James Owens

Central Field Office
NYS Department of Health
217 South Salina Street
Syracuse, NY 13202
Phone: (315) 426-7684
Fax: (315) 426-7725
Cell: (315) 380-7971

Carol Moran

Metropolitan Area Regional Office
NYS Department of Health
5 Penn Plaza – 5th floor
New York, NY 10001
Phone: (212) 268-6406
Fax: (212) 290-1814
Toll Free: 1-800 554-5391

MEDICATION GRANT CONTACTS IN PARTICIPATING COUNTIES

Albany:

Contact: Bill Dickson
Phone Number: (518) 447-4537
Address: Albany County Community Services
175 Green Street
P.O. Box 678
Albany, N.Y. 12202

Broome:

Contact: Jody LaVare
Phone Number: (607) 778-2936
Address: Forensic Mental Health Unit
P.O. Box 1766
Binghamton, N.Y. 13901

Cayuga:

Contact: Cindy Mazzeo
Phone Number: (315) 253-1690
Address: Clinic and Case Management
157 Genesee Street
Auburn, N.Y. 13021

Chautauqua:

Contact: Beth Phelps
Phone Number: (716) 753-4143
Address: Chautauqua County Mental Hygiene Services
HRC Building, 1st Floor
7 North Erie Street
Mayville, N.Y. 14757

Chemung:

Contact: Kathy Grover
Phone Number: (607) 737-5558
Address: Chemung County Community Mental Health Services
Human Resources Center-3rd Floor
425 Pennsylvania Avenue
P.O. Box 588
Elmira, N.Y. 14902

Clinton:

Contact: Jill Sergeant
Phone Number: (518) 563-1160
Address: Behavioral Health Services North, Inc.
63 Broad Street
Plattsburgh, N.Y. 12901

Columbia:

Contact: Joan Bloomberg
Phone Number: (518) 828-9446
Address: Columbia County Department of Human Services
71 North Third Street
Hudson, N.Y. 12534

Cortland:

Contact: Dale Sturdevant
Phone Number: (607) 753-3499
Address: Cortland Community Services
7 Clayton Avenue
Cortland, N.Y. 13045

Dutchess:

Contact: Judy Lucas, R.N.
Phone Number: (845) 486-2758
Address: Dutchess County Department of Mental Hygiene
230 North Road
Poughkeepsie, N.Y. 12601

Erie:

Contact: Carolyn Camm
Phone Number: (716) 858-7059
Address: Erie County Department of Mental Health
95 Franklin Street
Buffalo, N.Y. 14202

Franklin:

Contact: Donna Kassane
Phone Number: (518) 481-5746
Address: North Star Case Management
7 Pearl Street
Malone, N.Y. 12953

Fulton:

Contact: Scott Friedlander
Phone Number: (518) 841-7344
Address: Fulton County Mental Health Services
57 East Fulton Street
Gloversville, N.Y. 12078

Hamilton:

Contact: Scott Friedlander
Phone Number: (518) 841-7344
Address: Hamilton County Community Services
83 White Birch Lane
Indian Lake, N.Y. 12842

Herkimer:

Contact: Lynn Wiliczka
Phone Number: (315) 866-2839
Address: United Cerebral Palsy
401 East German Street
Herkimer, N.Y. 13550

Lewis:

Contact: Patricia Farney
Phone Number: (315) 376-5450
Address: Lewis County Community Services
7750 South State Street
Lowville Common
Lowville, N.Y. 13367

Madison:

Contact: Tony Smith
Phone Number: (315) 361-8413
Address: Cedar House
201 Cedar Street
Oneida, N.Y. 13421

Montgomery:

Contact: Scott Friedlander
Phone Number: (518) 841-7344
Address: Montgomery County Community Services
427 Guy Park Avenue
Amsterdam, N.Y. 12010

Nassau:

Contact: Howard Sovronsky

Phone Number: (516) 571-3355

Address: Nassau County Department of Mental Health,
Mental Retardation and Developmental Disabilities
240 Old Country Road
Mineola, N.Y. 11501

New York City:

Contact: Martin Ricketts

Phone Number: (212) 219-5500

Address: New York City Department of Mental Health,
Mental Retardation and Alcoholism Services
93 Worth Street
New York, N.Y. 10013

Oneida:

Contact: Debbie Gibbs

Phone Number: (315) 798-5903

Address: Department of Mental Health
Oneida County Office Building
287 Genesee Street
Utica, N.Y. 13501

Ontario:

Contact: William Swingly

Phone Number: (585) 396-4363

Address: Ontario County Mental Health Services
3019 County Complex Drive
Canandaigua, N.Y. 14424

Putnam:

Contact: Joseph DeMarzo

Phone Number: (845) 225-6316, ext. 117

Address: 110 Old Route 6
Carmel, N.Y. 10512

Rensselaer:

Contact: Arlene Walsh

Phone Number: (518) 270-2800

Address: Rensselaer County Department of Mental Health
County Office Building
1600 Seventh Avenue
Troy, N.Y. 12180

Rockland:

Contact: Nancy Sag

Phone Number: (845) 364-2368

Address: Rockland County Department of Mental Health
Sanatorium Road
Summit Park Complex
Building F
Pomona, N.Y. 10970

St. Lawrence:

Contact: Lisa Thomas

Phone: (315) 379-2306

Address: St. Lawrence County Community Services
80 State Highway 310, Suite 1
Canton, N.Y. 13617

Saratoga:

Contact: Dale Angstadt

Phone Number: (518) 584-9030

Address: Saratoga County Mental Health Center
Cramer House
211 Church Street
Saratoga Springs, N.Y. 12866

Schenectady:

Contact: Darin Samaha

Phone Number: (518) 386-2218

Address: Schenectady County Community Services
Schaffer Heights
107 Nott Terrace, Suite 200
Schenectady, N.Y. 12308

Suffolk:

Contact: Dr. Lou Gallagher

Phone Number: (631) 853-3109

Address: Suffolk County
Community Mental Hygiene Services
Building 159
North County Complex
Hauppauge, N.Y. 11788

Sullivan:

Contact: Larry Smith

Phone Number: (845) 292-8770

Address: Sullivan County

Department of Community Services

Community Services Building

P.O. Box 716, Infirmary Road

Liberty, N.Y. 12754

Tioga:

Contact: Katrina Kemmery

Phone Number: (607) 687-8472

Address: Tioga County Mental Health Services

Washington-Gladden Building

1277 Taylor Road

Oswego, N.Y. 13827

Tompkins:

Contact: Robert DeLuca

Phone Number: (607) 274-6300

Address: Tompkins County Mental Health Services

201 East Green Street

Ithaca, N.Y. 14850

Warren:

Contact: Rob York

Phone Number: (518) 792-7143

Address: Warren/Washington County Community Services

10 Harlem Street

Glens Falls, N.Y. 12801

Washington:

Contact: Rob York

Phone Number: (518) 792-7143

Address: Warren/Washington County Community Services

10 Harlem Street

Glens Falls, N.Y. 12801

Wayne:

Contact: Tom Ranke

Phone Number: (315) 946-5722

Address: Wayne County Mental Health Services

1519 Nye Road, Suite 110

Lyons, N.Y. 14489

Westchester:

Contact: Jody D'Epiro

Phone Number: (914) 995-5220

Address: Westchester County

Department of Community Mental Health

112 East Post Road

White Plains, N.Y. 10601

Wyoming:

Contact: Karen Thompson

Phone Number: (585) 786-8871

Address: Wyoming County Department of Mental Health

338 North Main Street

Warsaw, N.Y. 14569

Yates:

Contact: Pam Larnard

Phone Number: (315) 536-5115

Address: Yates County Mental Health Services

1 Keuka Business Park

Penn Yan, N.Y. 14527