Human Resources Administration
Department of Social Services

Medical Assistance Program (MAP)
MEDICAID ALERT

May 22, 2026

Medical Assistance Program
Relocation of the Brooklyn South Medicaid Office and Authorized Client Representatives' Window

This Alert is to advise Authorized Client Representatives, Medicaid Providers, Hospitals, Community Based Organizations, Advocates and Agencies that the Brooklyn South Medicaid Office currently located at 785 Atlantic Avenue will relocate to 495 Clermont Avenue (around the corner from 785 Atlantic Avenue). In addition, the Authorized Representative window, currently located at window 1 at 785 Atlantic Avenue, will also move to 495 Clermont Avenue. Authorized Client Representatives, Medicaid Providers, Hospitals, Community Based Organizations, Advocates and Agencies assisting Medicaid consumers that utilize this window will obtain a ticket at the Kiosk upon entering the new location and will be directed to the 4th floor, to the Authorized Client Representatives window 7. Medicaid Authorized Representatives should identify themselves as such upon entering the building to be directed appropriately.

Effective Monday, August 5th, the Brooklyn South Medicaid Office will open at 495 Clermont Avenue.

Business hours and days of operations for the Brooklyn South Medicaid Office:

Monday thru Friday, 8:30 am - 5:00 pm

Authorized Client Representatives (C-Rep) can submit applications in bulk to the 4th floor, window 7 from:

Monday thru Friday, 8:30 am - 5:00 pm

The Authorized Client Representative window, is for Approved agencies only.
Those agencies that are not approved to submit centrally to the Medical Assistance Program (MAP), should continue to utilize the agency's Initial Eligibility Unit (IEU) either via mail to HRA/MAP Initial Eligibility Unit PO BOX, 24390 Brooklyn, NY 11202-9814 or to the eFax number at **917-639-0732**. EDITS submitters should continue to utilize EDITS for their application submissions.

Options for Authorized Client Representatives:

Client Representatives who submit manually have the option to continue to submit applications manually, in bulk at window 7. Client Representatives can fax Medicaid and Medicare Savings Programs (MSP) applications to the dedicated Client Rep eFax number at **917-639-0731**. Client Reps can also utilize the newly established client representative email inbox for electronic submissions of applications, **mapcrepreferrals@hra.nyc.gov**. Authorized client reps should only utilize **one of this submission processes**. Utilizing more than one submission process, will create duplicate work, confusion, and delays.

For inquiries on cases previously submitted to the Client Rep division, please follow up within 30 days of the application approval. The inquiry should be submitted to: **mapcedreferrals@hra.nyc.gov.**

If your case inquiry is after 30 days of the application approval, please submit your inquiry to the Medical Assistance Program Undercare Processing Division (UPD). Please also use the MAP Undercare Processing Division for general changes/updates on active Medicaid only cases. Please submit your request on the appropriate 751 form, If documentation is needed please attached to your submission. You can either fax your request to **917-639-0837** or email to **undercareproviderrelations@hra.nyc.gov**.

PLEASE SHARE THIS ALERT WITH ALL APPROPRIATE STAFF