

WGIUPD

**GENERAL INFORMATION SYSTEM**

1/28/05

**DIVISION:** Office of Medicaid Management

**PAGE 1**

**GIS 05 MA/005**

**TO:** Local District Commissioners, Medicaid Directors, Temporary Assistance Directors, and CNS Coordinators

**FROM:** Betty Rice, Director  
Division of Consumer and Local District Relations

**SUBJECT:** Updated Fair Hearing Language

**EFFECTIVE DATE:** Immediately

**CONTACT PERSON:** Bureau of Local District Support  
Upstate (518) 474-8216 NYC (212) 268-6855

GIS 04 TA/OAH011 informed local districts that effective March 15, 2004 the Office of Administrative Hearings was establishing a statewide toll-free phone number for recipients and their representatives to use when requesting a hearing or calling for other hearing related purposes. The previously used remote call forward phone lines in Buffalo (716-852-4868), Rochester (716-266-4868), Syracuse (315-428-4868), Hempstead (516-739-4868), and New York City (212-417-6550) and the Albany local lines (518-474-8781, 474-5603, 474-5604) were to be continued for three months. These phone numbers have now been discontinued.

**The new statewide toll-free request number is 800-342-3334.**

Local districts must assure that all manual notices contain the correct fair hearing information.

Attached are copies of the fair hearing language for Upstate notices with the new toll-free number. Please note, that there are two copies, one with "aid continuing" language and one with "no aid continuing" language. These copies are provided in both Spanish and English. Districts must either use the language provided with this GIS or make pen and ink changes to the existing notices. Under "Right to a Fair Hearing", cross out district specific phone numbers and add the toll-free number. As notices are re-printed, they will contain the correct fair hearing language.