

TO: Local District Commissioners, Medicaid Directors

FROM: Susan Montgomery, Director
Division of Health Plan Contracting and Oversight

SUBJECT: Notice to LDSSs about Receiving Contact/Address Updates from NYMC

EFFECTIVE DATE: 10/20/23

CONTACT: MLTCinfo@health.ny.gov

The purpose of this general information system (GIS) notice is to inform Local Department of Social Services (LDSS) of the process to receive from New York Medicaid Choice (NYMC) updated contact information, including addresses, phone numbers, and emails. NYMC will verify if the contact information they receive for a member differs from what they currently have on file. Any case records that require an update will be sent in a daily record transmission, through the MoveIT System, from NYMC to each local district using the district folders. The record from NYMC will contain: the case number, first and last name, CIN number and updates to the following specific fields (address, phone number, and email). If email addresses cannot be captured in a field, they will be recorded in the notes section.

In accordance with New York's waiver under section 1902(e)(14)(A) of the Social Security Act, only updated contact information received directly from or verified by NYMC with the beneficiary, an adult who is in the beneficiary's household or family, or a beneficiary's authorized representative will be sent. NYMC is responsible for ensuring the updated contact information is more recent than the information on file prior to sending it to the LDSS to be updated.

Local districts that do not have access to MoveIT or have questions regarding this record transmission should contact: HPANYMC@maximus.com.