



Selfhelp Community Services, Inc.  
Evelyn Frank Legal Resources Program  
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<http://www.selfhelp.net/>

## Contact List

### NYC Human Resources Administration – Medicaid Home Care Services Program

#### Field Offices (Administrative Offices begin at page 5)

Title	Name	Phone Number/ E-mail
<b>CASA I</b>		
<i>1775 Grand Concourse, 7th Fl., Bronx, NY 10453</i>		
<i>B01 – B12</i>		
	<i>Fax Machines</i>	(718) 716-0814 (718) 716-0827
Director	Diana Lopez-Infante	(718) 716-0800/0801 <a href="mailto:infanted@hra.nyc.gov">infanted@hra.nyc.gov</a>
Deputy Director	Michael Bartholomew	(718) 716-0606 <a href="mailto:bartholomewm@hra.nyc.gov">bartholomewm@hra.nyc.gov</a>
Adm. Asst.	Nadhya Allen	(718) 716-0800
Intake Supervisor	Charlesett Rhett	(718) 716-0830 <a href="mailto:rhettc@hra.nyc.gov">rhettc@hra.nyc.gov</a>
Medicaid Supervisor	Mordina Bosket	(718) 716-0813
Office Manager	Leevadar Anderson	(718) 716-0803
VAU	Paul Getler	(718) 716-0816
Fair Hearing Liaison	Margarita Arroyo	(718) 716-0603
<b>CASA II</b>		
<i>45-02 32nd Pl, 3rd Fl., L.I.C., NY 11101</i>		
<i>Q01 – Q07 &amp; Q11</i>		
	<i>Fax Machines</i>	(718) 752-4348 (718) 752-4363
Acting Interim Director	Annette Holm	(718) 752-4455 <a href="mailto:holma@hra.nyc.gov">holma@hra.nyc.gov</a>
<i>Adm. Asst.</i>	Shirley Russell	(718) 752-4457
Senior Supervisor	Faiz Fazli	(718) 752-4269 <a href="mailto:fazlif@hra.nyc.gov">fazlif@hra.nyc.gov</a>
	Marion Jolles	(718) 752-4357
Intake Supervisor	Marlene Gray	(718) 752-4343 <a href="mailto:graym@hra.nyc.gov">graym@hra.nyc.gov</a>
Medicaid Supervisor	Sonja Alexander	(718) 752-4157
Office Manager	Rudy Porter	(718) 752-4344
VAU	Rosa Lamour	(718) 752-4293
Medical Review Team	Susan Peikes	(718) 752-4284
Fair Hearing Liaison	Lenox Stonehill (Retired)	(718) 752-4359
	Lorna King	(718) 752-4354

Title	Name	Phone Number/ E-mail
<b>CASA III</b>		
<i>250 Church St, 8th Fl., New York, NY 10013 M01 – M08</i>		
	<i>Fax Machines</i>	(212) 274-5111 (212) 274-5354
Director	Michael Bartholomew	(212) 274-4782 <a href="mailto:bartholomewm@hra.nyc.gov">bartholomewm@hra.nyc.gov</a>
<i>Adm. Asst.</i>	Mari Cruz Torres	(212) 274-4804
Senior Supervisor	Irwin Goodman	(212) 274-4839 <a href="mailto:goodmani@hra.nyc.gov">goodmani@hra.nyc.gov</a>
Intake Supervisor	Carman Santiago	(212) 274-5075 <a href="mailto:santiagocar@hra.nyc.gov">santiagocar@hra.nyc.gov</a>
	Mrs. Levy	(212) 274-5261
Medicaid Supervisor	Lori Durham	(212) 274-5330
Office Manager	Linda Richburg	(212) 274-5190
VAU	Ms. A. Affi	(212) 274-5438
<b>CASA IV</b>		
<i>215 Bay St. Staten Island, NY 10301 R01/02/03</i>		
	<i>Fax Machines</i>	(718) 556-8253 (718) 556-8255
Director	Joseph Madera	(718) 420-4780 <a href="mailto:maderaj@hra.nyc.gov">maderaj@hra.nyc.gov</a>
Senior Supervisor	Michelle Akyempong	(718) 420-4803
<i>Adm. Asst. / Office Manager</i>	Diana Gundershimer	(718) 420-4784
Intake Supervisor	Florence Mangru	(718) 556-7331 <a href="mailto:mangruf@hra.nyc.gov">mangruf@hra.nyc.gov</a>
Medicaid Supervisor	Judith K. Ezike	(718) 556-7256
VAU	Maria Roldan	(718) 556-7331
<b>CASA V</b>		
<i>132 West 125th St, 5th Fl., New York, NY 10027 M09/10/11/12</i>		
	<i>Fax Machines</i>	(212) 665-5640 (212) 666-1747
Director	Denise Heyward	(212) 665-3233/4042 <a href="mailto:heywardd@hra.nyc.gov">heywardd@hra.nyc.gov</a>
<i>Adm. Asst.</i>	Caroline Salu	(212) 665-4042
Senior Supervisor	Jeanne Belthrop	(212) 665-4729 <a href="mailto:belthropj@hra.nyc.gov">belthropj@hra.nyc.gov</a>
Intake Supervisor	Kingsley Hines	(212) 666-6267 <a href="mailto:hinesk@hra.nyc.gov">hinesk@hra.nyc.gov</a>
Medicaid Supervisor	Gene Glass	(212) 665-6029
Office Manager	Joyce James	(212) 665-5017
VAU	Ms. Sabol	(212) 665-1072
Fair Hearing Liaison	Darlene Sheppard	(212) 666-8963

Title	Name	Phone Number/ E-mail
<b>CASA VI</b>		
<i>Continuing Medicaid homecare: 3<sup>rd</sup> floor Intake: 4<sup>th</sup> floor Fax Machine</i>		
<i>88 Third Ave, Brooklyn, NY 11217 K07/08/09/14/15</i>		
Director	Deborah Knight	(718) 250-5621 <a href="mailto:hinesk@hra.nyc.gov">hinesk@hra.nyc.gov</a>
<i>Adm. Asst.</i>	Yolanda Torres	(718) 250-5641
Deputy Director	Deborah Middleton	(718) 250-5643 <a href="mailto:middletonde@hra.nyc.gov">middletonde@hra.nyc.gov</a>
<i>Adm. Asst.</i>	Betty Gilbertat	(718) 250-5644
Intake Supervisor	Joyce Robinson-Steele	(718) 250-1048 <a href="mailto:roberson-steelej@hra.nyc.gov">roberson-steelej@hra.nyc.gov</a>
Medicaid Supervisors	Marc Baron	(718) 250-1025
	Jodi Robinson-Hamilton	(718) 250-1022
Office Manager	Denise Crowe	(718) 250-5633
VAU	Mr. David Moses	(718) 250-1014
	Ms. McNeal	(718) 250-1016
<b>CASA VII</b>		
<i>2865 West 8<sup>th</sup> St, 2nd Fl., Brooklyn, NY 11224 K10/11/12/13</i>		
	<i>Fax Machines</i>	(718) 265-5571/5637
Director	Silvia Kalvin	(718) 265-5512/5513 <a href="mailto:kalvins@hra.nyc.gov">kalvins@hra.nyc.gov</a>
<i>Adm. Asst.</i>	Elaine Watts	(718) 265-5587
Deputy Director	Keith Jack	(718) 265-5589 <a href="mailto:jackk@hra.nyc.gov">jackk@hra.nyc.gov</a>
Intake Supervisor	Virginia Lauriello	(718) 265-5646 <a href="mailto:lauriellov@hra.nyc.gov">lauriellov@hra.nyc.gov</a>
Medicaid Supervisor	Jose Ledee	(718) 265-5581
Office Manager	Ernestine Wells	(718) 265-5592
Fair Hearing Liaison	Liliya Leshchinsky	(718) 265-5580 <a href="mailto:leshchinskyl@hra.nyc.gov">leshchinskyl@hra.nyc.gov</a>
<b>CASA VIII</b>		
<i>253 Schermerhorn Street, 3<sup>rd</sup> Floor Brooklyn, NY 11201 K05/16/17/18</i>		
	<i>Fax Machines</i>	(718) 495-7642 (718) 495-7928
	<i>Telephone</i>	(718) 722-3678
Director	Debora Daniel-Preudhomme	(718) 495-7637/7638 <a href="mailto:danield@hra.nyc.gov">danield@hra.nyc.gov</a>
<i>Adm. Asst.</i>	Carolyn Smith	(718) 495-7925
Senior Supervisor	Vernassa Cummings	(718) 495-7888 <a href="mailto:cummingsv@hra.nyc.gov">cummingsv@hra.nyc.gov</a>
Intake Supervisor	Catherine Omotoso	(718) 495-7602 <a href="mailto:omotoc@hra.nyc.gov">omotoc@hra.nyc.gov</a>
Medicaid Supervisor	Eunis Richards	(718) 495-7639

<b>Title</b>	<b>Name</b>	<b>Phone Number/ E-mail</b>
Office Manager	Vanessa Lutterloh	(718) 495-7971
<b>CASA X</b>		
92-31 Union Hall 2 <sup>nd</sup> floor., Jamaica, NY 11430 Q08/09/10/12/13/14		
	<i>Fax Machine</i>	(718) 262-3473/3498
Director	Denise D. Allan	(718) 262-3450 <a href="mailto:allenden@hra.nyc.gov">allenden@hra.nyc.gov</a>
<i>Adm. Asst.</i>	Vacant	(718) 262-3451
Senior Supervisor	Sandra Pringle	(718) 262-3481 <a href="mailto:hitchcockg@hra.nyc.gov">hitchcockg@hra.nyc.gov</a>
Intake Supervisor	Joyce Johnson	(718) 262-3512 <a href="mailto:johnsonjoy@hra.nyc.gov">johnsonjoy@hra.nyc.gov</a>
Medicaid Supervisor	Sonia Alexander	(718) 262-3520
Office Manager	Baqir Sahibzada	(718) 262-3476
Fair Hearing Liaison	Mr. Dienstag	(718) 262-3463

To find out which CASA office to use for a particular client, look up the Community Board by neighborhood at the following website: <http://tinyurl.com/63VW92>. The Community Boards covered by each CASA office are listed after the address in the above list, with the borough indicated by letter (M = Manhattan, Q = Queens, B = Bronx, K = Brooklyn, R = Staten Island).

## Administrative Offices

109 E. 16 St., 5th Fl., New York, NY 10003 – all offices here unless otherwise indicated

Title	Name	Phone Number
<b>Deputy Commissioner for Home Care Services</b>	Michael Eisner	(212) 896-5751 <a href="mailto:eisnerm@hra.nyc.gov">eisnerm@hra.nyc.gov</a>
<b>Asst. Dep. Commr.</b>	Annette Holm	(212) 896-8880 <a href="mailto:holma@hra.nyc.gov">holma@hra.nyc.gov</a>
<i>Adm. Asst.</i>	Gwendolyn McCullough	(212) 896-5753 <a href="mailto:mcculloughgw@hra.nyc.gov">mcculloughgw@hra.nyc.gov</a>
<b>Deputy Directors for Field Operations</b>		
Deputy Director – CASA 1 <i>Adm. Asst.</i>	Nilza Lopez Antoinette McMahon	(212) 690-8740 <a href="mailto:lopezn@hra.nyc.gov">lopezn@hra.nyc.gov</a>
Deputy Director – CASA 3,4,6,7,8 <i>Adm. Asst.</i>	Jeanette Rodriguez Antoinette McMahon	(212) 896-5754 <a href="mailto:rodriguezje@hra.nyc.gov">rodriguezje@hra.nyc.gov</a>
Deputy Director – CASA 2, 5,10, Fair Hearings	Annette Holm	(212) 896-8880 <a href="mailto:holma@hra.nyc.gov">holma@hra.nyc.gov</a>
<b>Bureau of Medical and Professional Review</b>		
<i>Includes Expedited Hospital Discharge (EHD) program</i>		
<b>530 W. 135<sup>th</sup> St., 2<sup>nd</sup> fl. NY NY 10031</b> (moved 2/09)		(212) 694-8400
Acting Director <i>Adm. Asst.</i>	Nilza Lopez Caroline Edwards	(212) 694-8740 <a href="mailto:lopezn@hra.nyc.gov">lopezn@hra.nyc.gov</a>
Senior Supervisor	Jerry Moss <i>Fax</i>	<a href="mailto:mossj@hra.nyc.gov">mossj@hra.nyc.gov</a> (212) 348-9312?
Senior Supervisor	Jim Treanor	<a href="mailto:treanorj@hra.nyc.gov">treanorj@hra.nyc.gov</a>
Nursing Supervisors	Evelyn Martinez Enid Williams	(212) 690-9329
Vendor Assignment Unit	Sally Perrington	(212) 690-9758 <a href="mailto:perringtons@hra.nyc.gov">perringtons@hra.nyc.gov</a>
PERS Contact	Marileysi Aquino	(212) 690-9761 <a href="mailto:aquinom@hra.nyc.gov">aquinom@hra.nyc.gov</a>
<b>Expedited Hospital Discharge Unit</b>	<i>Fax Numbers</i>	(212) 690-3730/9782
EHD Referral / EHD Clerical Liaisons	Elizabeth Martins Juan Garcia	(212) 694-8400 (212) 234-3955
EHD Head Nurse	Helen Mate	212-690-9305
Central Intake Acting Director	Nilza Lopez	(212) 694-8740 <a href="mailto:lopezn@hra.nyc.gov">lopezn@hra.nyc.gov</a>

<b>Title</b>	<b>Name</b>	<b>Phone Number</b>
<b>Medicaid Eligibility (includes NYSARC and other trusts)</b> <b>109 E. 16<sup>th</sup> St. 5<sup>th</sup> fl. NY NY</b>		
Director	Allyson Mackey	(212) 835-7309 <a href="mailto:mackeya@hra.nyc.gov">mackeya@hra.nyc.gov</a>
<i>Adm. Asst.</i>	Eva Waymer	(212) 835-7314
Assistant Director	Cynthia Robertson	(212)
Supplemental Needs Trusts	Wanda Peakes	(212) 835-7312
	Eva Waymer	
	Vivian Kochanoff	(212) 835-7316
<b>Other Home Care Depts. at 109 E. 16<sup>th</sup> St. , NY NY 10003</b>		
<b>Managed Long Term Care,</b> Director – 6 <sup>th</sup> fl.	Audrey McKinney	(212) 835-7400
NYS DOH Managed Long Term Care Complaints		(800) 206-8125
<b>Lombardi Program, Director (6<sup>th</sup> fl)</b>	Peggy Quinn	(212) 835-7731
	Deputy Director	Sealy Justice Mr. Boyd Martin Broom Angella Lewis
SNT for Lombardi	Mr. Lee	(212) 896-8843
	Virginia Choy (sp?)	(212) 835-5493
Administration and Ordering M11qs		(212) 896-5713
Director, Home Attendant Contracts	Arnold Ng	(212) 835-7180
	Agnes Mak	(212) 835-3952
Homebound, Field Services, & Out of Territory (Liaison for moves from NYC to other counties)	Sharon Pollitt	(212) 896-5750
<b>Other Home Care Depts. at 330 W. 34<sup>th</sup> St. NY NY 10001</b>		
<b>Vendor Complaint Tracking Hotline - 5<sup>th</sup> fl.</b>		(212) 643-3565
<b>Reimbursement</b> for home care expenses 330 W. 34 <sup>th</sup> St. 9 <sup>th</sup> fl.	Ms. Evadne Duff	(212) 630-1945
	<i>Fax:</i>	(212) 630-1424
Home Care Quality Control - 5 <sup>th</sup> fl.		(212) 273-0032
<b>Home Care Involving Children</b> 109 E. 16 <sup>th</sup> St. 5 <sup>th</sup> fl. NY NY 10003		
Care At Home Coordinator (Katie Beckett program)	Andrea Makdisi	(212) 835-7356 <a href="mailto:makdisia@hra.nyc.gov">makdisia@hra.nyc.gov</a>
Conferences for ACS cases w/children not yet referred to CASA	Anthony Cirigliano	(212) 835-7840
Other home care involving children	Sharon Pollitt	(212) 896-5750

<b>Title</b>	<b>Name</b>	<b>Phone Number</b>
<b>Administration for Children's Services (ACS) – Family Home Care Unit</b>		
150 Williams St., 7th Fl., New York, NY 10038		
Director	Martha Boomer	(212) 676-6818 (212) 676-6800
Intake Supervisor	Dolores Rodriguez	(212) 676-6815
	<i>Fax Machines</i>	(212) 676-6799 (212) 676-6812
<b>Office of Legal Affairs</b>		<i>Fax:</i> (212) 331-5022/3
180 Water St. Room 1637, New York, NY 10038		<i>Fax:</i> (212) 331-4465
Asst. Gen Counsel, MICSA	Sabra Kaszynski	<a href="mailto:kaszynskis@hra.nyc.gov">kaszynskis@hra.nyc.gov</a> (212) 331-4971
Assoc. Gen Counsel	Jacqueline Dudley	(212) 331-4959
Dep. Gen. Counsel	Marguerite Camaiori	(212) 331-5134
1st Deputy General Counsel	Allen Ferster	(212) 331-5050 (212) 331-4359
HRA counsel for Home Care	Jane Cho	(212) 331-5044
	<i>Fax:</i>	(212) 331-4359
<b>OTDA Fair Hearings – HRA Unit</b>		
330 W 34th St 3rd Fl., New York, NY 10001		
Director, Medicaid Hearings	Mary Ann Maloney, Esq	(212) 630-1059
	<i>Fax:</i>	(212) 630-9897
Assistant Director	Nadine Lopez-Flores	(212) 630-1058
Conference Unit (to see case record)	Sandy Milligan	(212) 630-1985
	<i>Fax:</i>	(212) 630-9897
	Helen Grief/ Ann Tindale	(212) 630-0994/5/6
Rivera Unit Supervisor	Bernadette Nicholas	(212) 630-1057
Aid Continuing problems	Dot Dean	(212) 630-1110
	Annunziata	(212) 630-1203
Compliance problems		(212) 630-1000
Compliance (State OTDA in Albany)	Jackie Donovan	(518) 473-4989
	<i>Fax:</i>	(518) 402-3812
Fax requests for documents	(CASA cases)	(212) 630-9897
	(EHD cases – Jerry Moss)	(212) 348-9312?
Compiles FH Packets	Patricia Reynolds	(212) 643-3697
HRA Reps	Nathaniel Kane, Sup.	(212) 630-1992
	Doreen, home care liaison	

Title	Name	Phone Number
<b>Office of Temporary and Disability Assistance (OTDA)</b>		
<i>40 N. Pearl St., Albany, NY 12243</i>		
General Counsel	John Robitzek <i>Fax:</i>	(518) 474-9502/ 9493 (518) 474-9389
Deputy Counsel, OTDA Fair Hearings	Russell Hanks <i>Fax:</i>	(518) 473-4775 (518) 486-7553
<i>One Commerce Plaza 5th fl. Albany, NY 12201</i>	Henry Pedicone Phil Nostramo	(518) 474-5794 (518) 473-4968
Hearing Decisions	Fran Anson	(518) 473-7920
Tapes & Transcripts , Special Hearings	Pam Hopkins <i>Fax:</i>	(518) 474-5794 (518) 486-7553
Compliance	Jackie Donovan <i>Fax:</i>	(518) 473-4989 (518) 402-3812

**Fair Hearing Contacts**

**To Request Hearings All Programs  
(Medicaid, HR, Food Stamps, etc., including telephone/ home hearings)**

Telephone	Toll-Free Albany NYC Home care only Expedited Request FH Evidence Packet: Sandy Milligan	(800) 342-3334 (518) 474-8781 (212) 417-6550 (212) 344-0055 (212) 417-3614 / 3615 / 2792 (212) 630-1985
Fax		(518) 473-6735
In Person	<b>Manhattan</b> 330 W. 34th St., 3rd Fl. <b>Brooklyn</b> 14 Boerum Place	
Online	<a href="https://www.otda.state.ny.us/oah/oahforms/erequestform.asp">https://www.otda.state.ny.us/oah/oahforms/erequestform.asp</a>	
Write	NYS OTDA Office of Administrative Hearings POB 1930 Albany, NY 12201-1930  - or -  40 N. Pearl St. Albany, NY 12243	

**To Adjourn or Withdraw Fair Hearings**

NYC 1-877-209-1134

**Aid Continuing & Other Problems**

Supervisors	Joanne McGrath	(518) 473-7055
	Mike Allen	(518) 473-4724
	Joanna Gaber	(518) 486-6482
	Bert Pagano	(518) 486-7001
		(518) 474-6066

Title	Name	Phone Number
<b>Home/Phone Hearing Unit</b>		
(Don't use this number to request hearing - just to schedule phone/home hearings)	Toll-Free Judith Ball	(800) 342-3334 (518) 474-5415

This list is based on information from NYC HRA MICSA Medicaid program as well as information learned through daily interaction with HRA on cases. Please send any corrections to [legalresources@selfhelp.net](mailto:legalresources@selfhelp.net)

Updated October 2009, most (not all) information confirmed by HRA/OTDA.