

Frequently Asked Questions (FAQ's)

Why have I received a bill from Human Resources Administration?

You received public assistance or Medicaid in the past and you owe either money for a cash assistance loan or overpayment or you received Medicaid services for which you were not eligible.

What can I do if I cannot pay my bill?

You can contact Claims and Collections at 718 557-1344 and select option # 5 if you have any questions about your bill.

Can I dispute the bill?

Yes, you can contact the Claims and Collections investigator listed on your letter if you have any questions about your bill.

What happens if I do not pay my bill or respond to Claims & Collections' letter?

If you do not respond to the bill or Claims and Collections letter, your case may be referred for legal action. This can result in judgments and the collection activity may negatively impact your credit.

How can I notify Claims & Collections if I recently moved?

You can complete the [Change of Address](#) form.

How can I close my Medicaid case?

Write a letter to Claims and Collections to request closing of your case or contact MICSA. You can also call 718 557-1344 and select option # 5.

How can I apply for Cash Assistance, Food Stamps or Medicaid?

If you require assistance from these programs, you can contact any [Job Center](#), [Medicaid office](#) or [Food Stamp Center](#), or call 311.

Why did New York State withhold my lottery winnings?

If you have received Cash Assistance benefits in the past ten years, NY State reserves the right to intercept up to 50% of your lottery winnings to recover the amount of Cash Assistance benefits received.

Do I need to pay my bill if I am receiving SSI from NY State?

You are exempt from paying your bill if you are receiving SSI. Please contact Claims and Collections if you are receiving SSI and have received a bill.

What should I do if I am unable to reach the Claims & Collections investigator named on my letter? Please Call 718 557-1344 and select option # 5; or email us at claimscollections@dss.nyc.gov

As a non-US resident, what can I do if I have questions regarding how to pay a Medicaid bill?

You can email us at our HRA International Claims Email: HRAInternationalClaims@hra.nyc.gov or call Claims and Collections at 718 557-1344 and select option # 5, if you have any questions about your bill.

As an employee, what are my options when repaying a cash assistance loan?

See information about [Repaying a Claim](#) or contact Claims and Collections via email or at 718 557-1344 and select option # 5, if you have any questions about your bill.