

Telephone Numbers Consolidating with the OneNumber (718-557-1399) or Being Decommissioned

| Program Area | Telephone Line Name | Telephone Number | Future Call Treatment |
|--------------|--|--|--|
| ACS | Automated Childcare Care Information System (ACCIS) - CAPS | 800-692-0699 | Decommissioned. |
| APS | Adult Protective Services (APS) | 212-630-1853 | Consolidating with OneNumber. Published number will be 718-557-1399. |
| DARB | Division Of Accounts Receivable And Billing (DARB) Unit | 929-221-6060 929-221-6054 | Consolidating with OneNumber. Published number will be 718-557-1399. |
| EIS | New York City's Emergency Food Line (aka HRA Food and Hunger Hotline) | 866-888-8777 | Decommissioned. |
| EUIP | Emergency Utility Intervention Program | 212-331-3155 | Consolidating with OneNumber. Published number will be 718-557-1399. |
| FIA | Budget Letter | 718-722-8009 | Consolidating with OneNumber. Published number will be 718-557-1399. |
| FIA | Business Link | 877-585-5627 212-643-2881 | Consolidating with OneNumber. Published number will be 718-557-1399. |
| FIA | CA Rescheduling Appointments | 212-835-7304 | Consolidating with OneNumber. Published number will be 718-557-1399. |
| FIA | Centralized Rent Processing Unit (CRPU) | 929-221-0045 | Consolidating with OneNumber. Published number will be 718-557-1399. |
| FIA | HRA Family Services Call Center Auto IVRS | 718-752-3937 | Consolidating with OneNumber. Published number will be 718-557-1399. |
| FIA | Human Resource Administration F-15/SSI Food Stamp Help Line | 718-722-4009 | Consolidating with OneNumber. Published number will be 718-557-1399. |
| FIA | Lovely-H Conference Line | 718-557-1385 | Consolidating with OneNumber. Published number will be 718-557-1399. |
| FIA | SNAP Centralized Mail Recertification Phone Unit | 718-722-8000 718-722-4924 718-923-6044 | Consolidating with OneNumber. Published number will be 718-557-1399. |
| FIA | SNAP IVRS Self service Line | 718-722-8013 | Consolidating with OneNumber. Published number will be 718-557-1399. |
| FIA | SOTA Hotline | 718-557-1373 | Consolidating with OneNumber. Published number will be 718-557-1399. |
| FIA | SNAP Appointment Re-scheduling Unit | 718-923-6044 718-722-4924 | Consolidating with OneNumber. Published number will be 718-557-1399. |
| HASA | HIV/AIDS Services Administration (HASA) | 212-971-0626 | Consolidating with OneNumber. Published number will be 718-557-1399. |
| HEAP | Home Energy Assistance Program (HEAP) | 800-692-0557 212-331-3126 212-331-3150 | Consolidating with OneNumber. Published number will be 718-557-1399. |
| HPA | DSS Source of Income Discrimination Unit (SOI) | 929-221-6576 | Consolidating with OneNumber. Published number will be 718-557-1399. |
| HPA | Early Intervention Outreach Services (EIOS) aka Homelessness Prevention Outreach Program | 929-221-0048 | Consolidating with OneNumber. Published number will be 718-557-1399. |
| HPA | Early Intervention Outreach Team (EIOT) | 929-221-0046 929-221-0048 | Consolidating with OneNumber. Published number will be 718-557-1399. |

Attachment A

| Program Area | Telephone Line Name | Telephone Number | Future Call Treatment |
|--------------|---|------------------------------|--|
| HPA | Housing Initiatives Program | 929-221-6615 | Consolidating with OneNumber. Published number will be 718-557-1399. |
| HSP | Rental Assistance Call Center | 929-221-0043 | Consolidating with OneNumber. Published number will be 718-557-1399. |
| IREA | Bureau of Eligibility Verification (BEV) | 718-254-0400 | Consolidating with OneNumber. Published number will be 718-557-1399. |
| IREA | Bureau of Fraud Investigations (BFI) | 718-722-8001 | Consolidating with OneNumber. Published number will be 718-557-1399. |
| IREA | Claims and Collections | 718-557-1344 | Consolidating with OneNumber. Published number will be 718-557-1399. |
| IREA | Liens and Recoveries | 212-274-5892 | Consolidating with OneNumber. Published number will be 718-557-1399. |
| IREA | SNAP CR | 929-252-2143 | Consolidating with OneNumber. Published number will be 718-557-1399. |
| MAP | Managed Care Client Services Unit - Helpline | 212-273-0062 | Consolidating with OneNumber. Published number will be 888-692-6116. |
| MAP | Managed Care Client Services Unit - Restricted Access | 212-630-1286 | Consolidating with OneNumber. Published number will be 888-692-6116. |
| MAP | Medicaid Surplus Unit - Divisional Director's Line | 929-221-2912 | Consolidating with OneNumber. Published number will be 888-692-6116. |
| MAP | Medicaid Surplus Unit - General | 929-221-0835 | Consolidating with OneNumber. Published number will be 888-692-6116. |
| MAP | Medicaid Surplus Unit - General | 929-221-0838 | Consolidating with OneNumber. Published number will be 888-692-6116. |
| MAP | Medicaid Surplus Unit - General | 929-221-1562 | Consolidating with OneNumber. Published number will be 888-692-6116. |
| MAP | Medicaid Surplus Unit - Pooled Trust | 929-221-0868 | Consolidating with OneNumber. Published number will be 888-692-6116. |
| MAP | Medicaid Surplus Unit - Provider Line | 929-221-0833 | Consolidating with OneNumber. Published number will be 888-692-6116. |
| MAP | Medicaid Surplus Unit - Provider Line | 929-221-0834 | Consolidating with OneNumber. Published number will be 888-692-6116. |
| MAP | MICSA Help Desk | 212-273-0056 | Decommissioned. |
| MAP | NHED Provider Relations Unit | 718-557-1368 | Consolidating with OneNumber. Published number will be 888-692-6116. |
| MAP | Third Party Health Insurance Unit - Division | 212-630-1160 | Consolidating with OneNumber. Published number will be 888-692-6116. |
| MAP | Third Party Health Insurance Unit - Recovery | 929-221-0842 929-221-0843 | Consolidating with OneNumber. Published number will be 888-692-6116. |
| MAP | Third Party Health Insurance Unit - Reimbursement | 929-221-0844 | Consolidating with OneNumber. Published number will be 888-692-6116. |
| OBS | Office Of Burial Services (OBS) | 929-252-7731 | Consolidating with OneNumber. Published number will be 718-557-1399. |
| OCJ | Office Of Civil Justice (OCJ) | 516-559-6559 | Consolidating with OneNumber. Published number will be 718-557-1399. |
| OCS | DSS Central Complaint Unit (CCU) | 718-291-4141 | Consolidating with OneNumber. Published number will be 718-557-1399. |

Attachment A

| Program Area | Telephone Line Name | Telephone Number | Future Call Treatment |
|--------------|---|------------------|--|
| OCS | Office of Constituent Services (OCS) | 212-331-4640 | Consolidating with OneNumber. Published number will be 718-557-1399. |
| OCSS | Family Court Office of Child Support Enforcement (OCSE) Auto IVRS | 718-246-7657 | Consolidating with OneNumber. Published number will be 718-557-1399. |
| PEU | Public Engagement Unit (PEU) | 929-221-0047 | Decommissioned. |