

FREQUENTLY ASKED QUESTIONS ABOUT MEDICAID BENEFITS REPAYMENT

Q. What happens if I do not respond to this letter?

A. Do not ignore this letter. If you ignore this letter we may sue you in civil court or, in some cases, refer you for criminal prosecution.



Q. What happens if I do not agree with this letter?

A. You can call, write or email the Investigator assigned to your case. The investigator's name and number is at the bottom of the letter enclosed with this FAQ. The investigator can explain the debt. You will be given the opportunity to bring in documents to show that you are not responsible for this repayment claim.



Q. Can I have an interpreter?

A. If you would like an interpreter, please let us and know and we will provide one for you.



Q. Can I work out a payment plan?

A. Yes, depending on the circumstances and the claim amount, monthly installment plans are available, interest free.



Q. If I choose to make payment in a lump sum, will I be offered a chance to reduce the total amount owed?

A. Depending on the amount you owe and your financial circumstances, this may be an option.



Q. What happens if I do owe the amount noted but cannot afford to make the payment even with the installment plan option?

A. You will be given a form about your finances to complete and submit to us. After reviewing your form, we will determine whether you have a financial hardship. If we find that you have a financial hardship, we will make an appropriate reduction to the repayment amount.



Q. If I agree to make installment payments but my finances change and I cannot continue with the payments, what can I do?

A. If you made the agreement with Claims and Collections, contact us at claimscollections@dss.nyc.gov or call us at (718) 557-1344 for an appointment to discuss changes to your installment plan.

If you made the agreement with the Bureau of Fraud Investigation, call us at 718-722-8001 for an appointment to discuss changes to your installment plan.



Q. If the period of employment or income cited is accurate, can I still discuss or dispute the claim?

A. Yes, you can contact Claims and Collections. The investigator should be able to explain the claim criteria. Examples of reasons that may affect eligibility at any time can include your age, disability status, employment, expenses, and household size.



Q. I think I am eligible for benefits. Can I be eligible for benefits?

A. You may still be eligible for certain benefits now even if you were not eligible in the past. If you would like to discuss your current eligibility for Medicaid, you can go to your local Medicaid office.