

## International Claims Repayment FAQ

- Q.** If I had a baby in the U.S. and I am not a U.S. resident, how do I find out how much Medicaid paid on my behalf?
- A.** If you had your child within the five boroughs of New York City (Brooklyn, Queens, Staten Island, Manhattan or the Bronx), you can contact the Claims and Collections Division via email to [HRAInternationalClaims@dss.nyc.gov](mailto:HRAInternationalClaims@dss.nyc.gov), or by telephone at **(718) 557-1344**.

- Q.** If I did not give birth within the five boroughs, whom do I contact for that information?
- A.** You can contact the hospital for the state or county where you gave birth.

- Q.** What documents do I need to provide when I appear?

- A.** You will need the following:
- a copy of your passport;
  - your Medicaid card or number;
  - your child's date of birth; and
  - proof of your current address.

If you wish to expedite this process, submit a HIPAA form (OCA 960) along with your information. If you do not have a HIPAA form, click [here](#) to access a copy.

- Q.** What is a HIPAA form?

- A.** The Authorization to Release Health Information Pursuant to HIPAA. It is a form the Federal government requires you to complete, which gives us permission to release your Medical information.

- Q.** If I want to pay my bill, where do I make the payment?

- A.** After receiving the amount of Medicaid services that were provided to you, you can make a voluntary payment by cashier check or money order and send it to our office via FEDEX (DHL if you are outside of the US).

You can also make an appointment to come pay in person:

**Claims and Collections  
375 Pearl Street, 22nd floor  
New York, NY 10038  
(718) 557-1344**

- Q.** Will I get a receipt if I make a payment?

- A.** Yes, a receipt will be sent to you by email after your payment is received and your account cleared.

- Q.** Can I come to your office to discuss the matter?

- A.** Yes, you can but you must make an appointment.