

**TO:** Local District Commissioners, MA Directors

**FROM:** Kathy Kuhmerker, Deputy Commissioner, Office of Medicaid Management

**SUBJECT:** Contacting eMedNY Provider Services

**EFFECTIVE DATE:** October 16, 2003

**CONTACT PERSON:** Gayle Shinder, eMedNY, (518)257-4478

The HIPAA Privacy Rule requires Computer Sciences Corporation (CSC), as the eMedNY Contractor, to maintain administrative, physical and technical safeguards to protect the confidentiality of health information and protect against unauthorized access to a recipient's Protected Health Information.

On occasion, the Local Departments of Social Services (LDSS) offices may find it necessary to contact the eMedNY Provider Services Help Desk on behalf of a Medicaid recipient.

In order to ensure that CSC is in compliance with the HIPAA Privacy rules, we ask that all inquiries coming from State and LDSS offices be in writing on their Agency's letterhead. This policy provides CSC with written confirmation of the caller's authority to discuss Protected Health Information on behalf of a NYS Medicaid Recipient.

To initiate a request for information:

- Contact the eMedNY Provider Services Help Desk at 800-343-9000.
- Inform the customer service representative that you have an inquiry.
- The representative will advise you to fax your inquiry on Agency letterhead (518-257-4280) and include contact name and telephone number.
- The representative will retrieve the fax immediately and contact you with the reply.