
RE: Important Message from the Managed Long-Term Care Department to Providers Servicing Members with Medicaid and Medicare Coverage Receiving:

- **Personal Care Services (PCS)**
- **Consumer-Directed Personal Assistance Services (CDPAS)**

Dear MetroPlusHealth Provider,

Effective April 7, 2025, MetroPlusHealth will start directing providers who fax service requests to the MLTC line to use a new fax number instead.

- The new fax number is **212.908.3321**. All service requests will now need to be faxed to this updated number, including all requests for increase in hours, new services, or reduction of services.
- This change is for MLTC and MAP lines of business.
- **The PCS/CDPAS fax number remains: 212.908.5237.**
- The ability to submit requests by telephone has not changed.
- Providers are encouraged to use the [Home Care Services Request Form](#).

Please visit the MetroPlusHealth MLTC website for details and continued updates related to the MLTC/MAP department. Thank you for the care you provide our members.

Thank you.

MetroPlusHealth
MLTC / MAP Department