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| LOCAL COMMISSIONERS MEMORANDUM |
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DSS-4037EL (Rev. 9/89)

Transmittal No: 91 LCM-177

Date: October 1, 1991

Division: Medical Assistance

TO: Local District Commissioners

SUBJECT: New EMEVS Contractor and Other Changes

ATTACHMENTS: Attachment I new telephone numbers (available on-line)

- (1) The New York State Department of Social Services' EMEVS contract with First Data Resources (FDR) will expire at the end of October 1991. FDR will be succeeded by Deluxe Data Systems (DDS). DDS is a wholly owned subsidiary of Deluxe Corporation of St. Paul, Minnesota, a Fortune 500 Company which began business in 1915. The contract is to operate the Department's EMEVS for the next five years.

Other changes include:

- (2) New mailing address

Deluxe Data Systems, Inc.
16363 W. Ryerson Road
New Berlin, WI 53151

Attn: EMEVS

- (3) NEW TELEPHONE NUMBERS for touchtone access
See attachment #1

- (4) New contact person for all LDSS offices and NYC centers for problem resolution
Person: Carolyn Stetson
Phone # (518) 426-8981

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- (5) New contact person at the Deluxe Voice Center for ordering supplies(i.e. film, mailers, etc.)
Person: Linda Weber
Phone # 1-800-634-7435
then 1 plus 7853
- (6) Overnite mailing for DAT floppy and/or Polaroid photos
Discard present pre-addressed mailers and begin using NEW pre-addressed mailers on October 15, 1991. Expect new mailers in early October.
- (7) Valid F3 MET transaction codes
The only valid transaction codes on the MET terminal as of change in contract will be
031 Used to request plastic and temporary card
033 Used to request temporary only if 031 was used within past 7 days
035 Used to defer embossing of plastic card based on address change through WMS (temporary card is created)
051 Used to inquire on card status for an individual
- (8) For any other questions you may have at this time, you may call the Department's EMEVS unit at (518)-473-8856.

Jo-Ann A. Costantino
Deputy Commissioner
Division of Medical Assistance

NEW YORK CITY & AREA CODES 516 and 914

CURRENT NUMBER	1-800-337-1111
NEW - ON OCTOBER 1, 1991 (Interim Number)	1-800-950-5844
NEW - ON NOVEMBER 15, 1991	1-800-997-1111

BACKUP NUMBER - for NYC & Area Codes 516 & 914

CURRENT NUMBER	1-800-950-5844
NEW - effective NOVEMBER 1, 1991	1-800-394-1234

UPSTATE and Out-of-State Providers

CURRENT NUMBER	1-800-950-5844
NEW - effective November 1, 1991	1-800-394-1234

BACKUP NUMBER - for Upstate

CURRENT	1-800-950-5844
NEW - effective NOVEMBER 1, 1991	1-800-225-3040

NOTE: The Trouble number, 1-800-343-9000, will remain the same.