

Maestro is the case management system used by Health Management Systems (HMS) to manage Medicaid recovery

To inquire if a Medicaid Claim or Lien exists and/or to obtain amounts please contact HMS, see below for contact information.

For an Estate Claim Recovery or a Casualty (Accident) Lien Recovery

Attorneys and relatives please contact HMS by:

- Online Portal: <https://submissions.hms.com>
- Phone (Call Center / IVR): (877) 331-1460
- E-mail: nysubro@hms.com
- Fax: (877) 476-0126
- Mail: HMS

PO Box 22053

Albany, NY 12214-1148

For a TEFRA Recovery (Property Lien):

Attorneys and relatives please contact HMS by:

- Phone: (518) 465-4395
- E-mail: AlbanyECUnit@hms.com
- Fax: (518) 465-8762
- Mail: HMS

PO Box 22053

Albany, NY 12214-1148

Please note that if the lien or claim includes Public Assistance benefits or burial costs, Contact the Sullivan County Department of Family Services Resource Department for lien/claim amounts @ (845)292-0100 or by mail at Attn: Resource Department, Sullivan County Department of Family Services, 16 Community Lane, PO Box 231, Liberty, NY 12754.