



Department of Health

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Governor

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Commissioner

LISA J. PINO, M.A., J.D.
Executive Deputy Commissioner

To: All UAS-NY Users
From: UAS-NY Project Team
Date: December 21, 2020
Re: UAS-NY Support Desk Calls

Beginning on **Tuesday, January 5, 2021**, the UAS-NY Support Desk will transition to a new phone system which will allow us to receive live calls again.

There will be *no change* to how users reach the UAS-NY Support Desk. Please continue to use the same telephone number for UAS-NY Support Desk needs.

Phone: 518-408-1021

We also continue to be available by e-mail.

E-mail: uasny@health.ny.gov

Contact

If you have any questions or require additional information, please contact the UAS-NY Support Desk. Please be prepared to provide your Health Commerce System (HCS) User ID when you call us at 518-408-1021. If you e-mail your questions to uasny@health.ny.gov, please include your HCS User ID in all email communication.

As a reminder, please do not leave personally identifiable information (PII) on the UAS-NY Support Desk voicemail or send PII in an unencrypted, unsecured e-mail. See *UAS-NY.18.2.1 Personally Identifying Information (PII) Policy* located in *Course 8000 Shared Resources and Policy* for more information.