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| Office of Administrative Hearings (OAH) | Transmittal Number: 98-44 |
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| Distribution: | |
| ALB OAH Staff [X] UPS ALJs/ [X] Upstate LDSS [X] SUP ALJs [X] | Subject: Interactive Voice Response (IVR) System |
| NYC OAH Staff [X] NYC ALJs/ [X] NYC Agencies [X] SUP ALJs [X] | |

The Office of Administrative Hearings (OAH) has implemented an Interactive Voice Response, (IVR) system. The IVR is a set of technologies that allow the OAH to turn telephones into sophisticated user interfaces, letting OAH automate a variety of informational inquiries into a fashion convenient to callers. Callers are able to navigate their way to instant information regarding their fair hearing by using a touch-tone telephone. Whether they need to know if their fair hearing is scheduled, if their decision has been issued, or where their fair hearing will be held, callers can retrieve the information they need without waiting on hold to speak to a representative.

Access to fair hearing-related information is available twenty-four hours a day, seven days a week. Prompts and information are given in English and Spanish.

Callers may access the Interactive Voice Response System by dialing any of the regional telephone numbers listed below. The same numbers are used if the appellant wishes to request a fair hearing; the caller will be directed to a path on the IVR where a telephone intake staff member will process the request.

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| Albany | (518) 474-8781 |
| Nassau/Suffolk | (516) 739-4868 |
| Syracuse | (315) 422-4868 |
| Rochester | (716) 266-4868 |
| Erie | (716) 852-4868 |
| New York City | (212) 417-6550 |

More detailed information regarding the IVR will be forthcoming as the system is adjusted and refined. If you have any questions, you may contact Lisa A. Hauth at 518-474-2453 or via OA email at 89A110.

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Mark Lacivita, Director of Administration
Office of Administrative Hearings