








ACCESS HRA User Guide

-  **Cash Assistance**
-  **SNAP (Food Stamps)**
-  **Fair Fares NYC**
-  **Home Energy Assistance Program (HEAP)**
-  **Medicaid**
-  **Child Support**
-  **CityFHEPS**

User Guide

What is ACCESS HRA?

ACCESS HRA is the online benefits portal for New York City residents to apply for social services benefits.

ACCESS HRA is a website and free mobile app that allows you to get information and apply for government programs such as: Cash Assistance, SNAP (Food Stamps), Fair Fares NYC, the Home Energy Assistance Program (HEAP), Medicaid, CityFHEPS and Child Support.

It also allows you to view and manage your case information.

This guide explains how to use ACCESS HRA.

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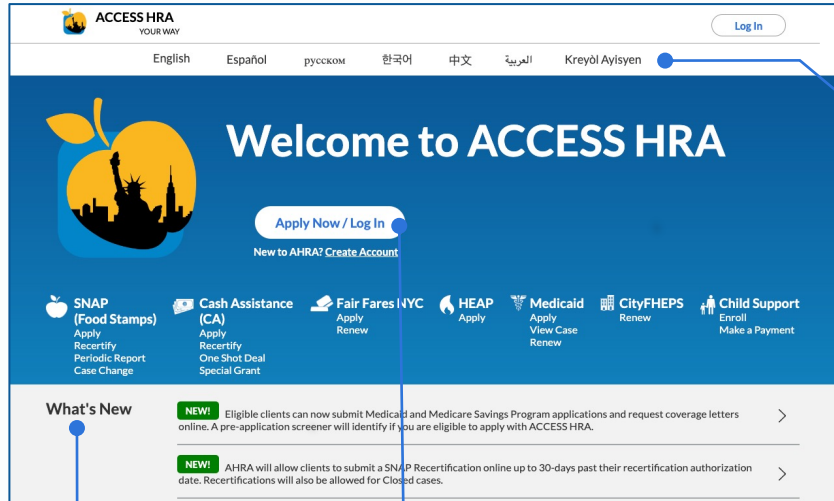
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ACCESS HRA

Getting Started



ACCESS HRA Landing Page– nyc.gov/accesshra



The screenshot shows the top of the ACCESS HRA website. At the top left is the logo "ACCESS HRA YOUR WAY". To its right is a language dropdown menu with options: English, Español, pyccom, 한국어, 中文, العربية, and Kreyòl Ayisyen. The "English" option is selected. Below the language menu is a large blue banner with the text "Welcome to ACCESS HRA" and a button "Apply Now / Log In". Below the banner is a row of service icons: SNAP (Food Stamps), Cash Assistance (CA), Fair Fares NYC, HEAP, Medicaid, CityFHEPS, and Child Support. Below this row is a "What's New" section with two items: "Eligible clients can now submit Medicaid and Medicare Savings Program applications..." and "AHRA will allow clients to submit a SNAP Recertification online..."

What's New

Find out any new updates about ACCESS HRA.

Apply Now/Log In

Log in to apply or recertify online for SNAP (Food Stamps), Cash Assistance (CA), Fair Fares NYC, Home Energy Assistance Program (HEAP) benefits, Medicaid, CityFHEPS, or Child Support via mobile app.

Select a Language

ACCESS HRA is available in seven languages, including English, Spanish, Arabic, Chinese, Haitian Creole, Korean, and Russian and is formatted for text-to-speech screen readers.

Get Information

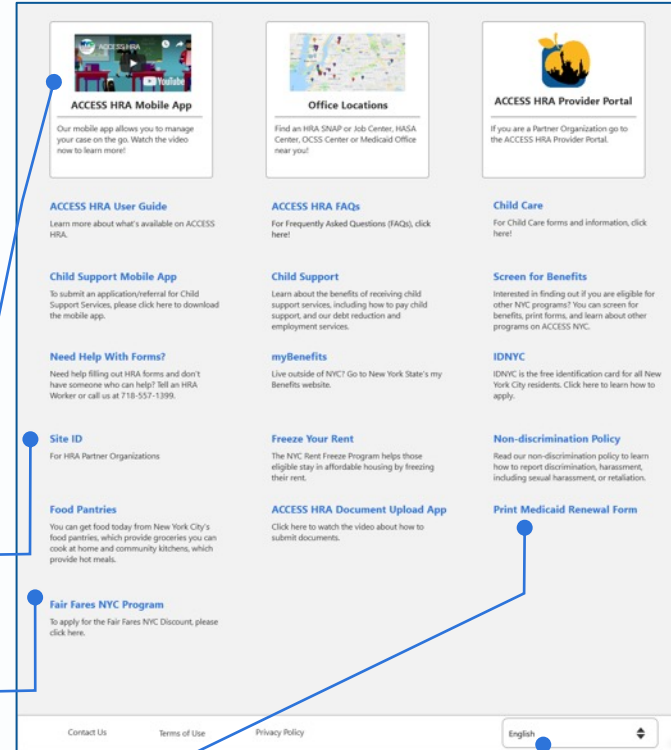
Click on any of these boxes or links to find more information about programs such as IDNYC, Freeze Your Rent, Child Support, and more.

Set Site ID

Click on "Site ID" to enter the Site ID assigned to your organization by HRA.

Apply or Renew for Fair Fares!

Clients looking for the Fair Fares portal can click here.



The screenshot shows the bottom half of the ACCESS HRA website. It features a grid of service links: "ACCESS HRA Mobile App", "Office Locations", "ACCESS HRA Provider Portal", "ACCESS HRA User Guide", "ACCESS HRA FAQs", "Child Support Mobile App", "Child Support", "Need Help With Forms?", "myBenefits", "Site ID", "Food Pantries", "Fair Fares NYC Program", "Freeze Your Rent", "ACCESS HRA Document Upload App", "Print Medicaid Renewal Form", and "Non-discrimination Policy". At the bottom is a footer with "Contact Us", "Terms of Use", "Privacy Policy", and a language dropdown menu.

Print your Renewal

If you prefer to fill out your renewal application offline, you can print your pre-populated form here.

Select a Language

You can update your language using this dropdown at any time.

Getting Started

How do I create an account?

From the landing page or the log in page, click *'Create Account'*. You will have to provide an email or username, a password, and choose a security question about yourself to successfully create your account.

How do I log in to my account?

If you already have an ACCESS HRA account, enter your credentials on the Log In screen.

Why should I create an ACCESS HRA account?

Creating an account allows you to apply or recertify online for certain programs, such as SNAP (Food Stamps), Cash Assistance (CA), Home Energy Assistance Program (HEAP), Fair Fares NYC, Medicaid, and Child Support. Having an ACCESS HRA account will also allow you to manage your case, such as view appointments, payments, notices and much more.

Can I update my Account Information?

Yes. You can navigate to your Profile page once you're logged in and click 'Update' to change any of your ACCESS HRA Account information at any time.

Create Account & Log In



Create Account

EMAIL

Email Address or Username:

PASSWORD

Password:

Confirm Password:

NAME

First Name:

Middle Initial:

Last Name:

Log In

ACCESS HRA

Don't have an ACCESS HRA account? [Create Account](#)

Email Address or ACCESS HRA Username:

ACCESS HRA Password:

[Show Password](#)

[Forgot Password?](#)

Log In

Contact Us

Terms of Use

Privacy Policy

% Language ▾

Getting Started

Connect Your Account



Find My Case

If you have not connected to your HRA case profile, you will be prompted to do so on various pages throughout the system. You can connect to your HRA case profile at any time. Once logged into ACCESS HRA, click on the “Find My Case” button on the ‘User Home’ or ‘Benefits’ pages.

By connecting to your case profile, you will have access to see your case information such as appointments, payments, documents, link to a partner organization and more.

Find your HRA Case

If you are currently receiving SNAP, CA, Fair Fares, HEAP, Medicaid, or CityFHEPS benefits, have previously received benefits, or have applied for benefits in the **past year**, you can find your HRA case profile and view your case information in ACCESS HRA.

Enter your Information

Enter any of the Social Security Number, CIN, or Fair Fares ID Number for the Head of Case to connect to your cases. If you are a Payee, and currently receiving SNAP or CA benefits on behalf of children in your home, you can enter any child’s SSN and Date of Birth to connect to your HRA case profile.

Skip

If you have **never** applied for benefits, please click “Skip” so that you can access the applications without connecting to an HRA case profile.

Complete Account Setup

Have you applied for or received any of the following in the last year? Required

- Cash Assistance
- Fair Fares NYC
- Home Energy Assistance Program (HEAP) benefits
- Medicaid
- SNAP (Food Stamps)
- CityFHEPS

☒ Yes

☐ No

In order to find your cases, we need to know who you are. Please enter the information of the person who you listed to be the head of your case.

Social Security Number (SSN) ?

ID Number (CIN) ?

Fair Fares ID Number ?

Date of Birth Required

MM/DD/YYYY

Next

Skip

Unconnected Home

This is a view of your HRA homepage if you are not connected to any cases. Clicking ‘Find My Case’ in the Quick Links or Benefit Dashboard will direct you to the ‘Complete Account Setup’ page to find your cases.

If you do not have existing cases, you can apply for a benefit by clicking the ‘Apply for Benefit’ quick link.

Welcome to ACCESS HRA, Thomas!

My Benefit Dashboard

Do you have an existing benefit that is not displayed?

Find My Case

My Cases

My Applications

Active Cases & Applications In Progress (0)

No active cases or applications in progress. Find your existing case or apply today.

Past Cases (0)

Quick Links

Apply for Benefit

Find My Case

Update Profile

Frequently Asked Questions (FAQ)

Connect Your Account (Continued)

1 Add Phone Number/ Email Address

You can add a phone number or email address while setting up your account. If you lose access to your account or need to create a new one, this phone number/email address will help protect your data.

Add a Phone Number or Email for Security

You may need to use this to log in to your account in the future. If you lose your account information, we will use this to contact you so you can log in.

☐ Text Message (Text Message and data rates may apply)

☐ Call

☐ Email

[Next](#) [Skip](#)

2 Enter MFA Code

ACCESS HRA will send a security code to the phone number or email address you provide. This same phone number and email address will be used to receive a code if you need to connect to your benefits from a new account in the future.

Complete Account Setup

Add Email Address for Security

A code will be sent to this email address. You will be prompted to enter that code on the next screen.

Email Address

michael.jordan@gmail.com

[Next](#) [Back](#) [Skip](#)

Complete Account Setup

Verify Email Address

A security code has been sent to m***@gmail.com. Please provide that code below.

Code: Required


[Resend Code](#)

[Verify Code](#) [Back](#) [Skip](#)

3 Loading

We'll search our system for any cases you might have with HRA.

We are connecting you to your cases. Please do not refresh the page.



Searching for Cash Assistance or SNAP (Food Stamps) cases...


4 See your Benefits

You will then be able to see which cases you are connected to and which ones you may be eligible to apply for on ACCESS HRA.

Complete Account Setup


Here are the benefits that we found for John Smith.

Click "View My Cases" to see more information about the cases John has for these benefits. If you believe this result is in error, please search again or call HRA at 718-557-1399.




SNAP (Food Stamps)

✓ Connected




Cash Assistance

✓ Connected



Fair Fares NYC

✓ Connected




CityFHEPS


✓ Connected

[View My Cases](#)

ACCESS HRA can also connect you to these benefits. Learn more using our [Eligibility Screener](#).



Home Energy Assistance Program (HEAP)



Medicaid

Client Home Page

Benefit Dashboard

Keep track of your outstanding draft applications, expiring cases, unread e-notices, and any required documents needed to complete an application or recertification in the Benefit Dashboard.

The links in the benefit dashboard will quickly direct you to any actions you need to take.

My Cases and My Applications

You can view active, in progress, and past cases on the “My Cases” tab. The “My Applications” tab displays draft and submitted applications.

Each benefit will have a card with the status and benefit dates. Click “View Details” to learn more about a given benefit. If actions are required to keep the benefit case active, such as to “Recertify,” a button will appear on the card. Please note that if you have a HEAP benefit, you will see a card for every case that has a status and a season indicated. HEAP cards do not have a “View Details” button.

Quick Links

You can click on a link to start an application, recertification, or case change. You can also find an existing benefit case, access the profile, and view a list of FAQs.

Recent Notifications

This panel will show you a list of recent notifications sent to you either via email or SMS. These notifications could include application submissions, new notice alerts, notices that your requested budget letter is available, and more.

Additional Actions

- **To Do** will appear if you have upcoming actions/appointments.
- **Payments** will appear if you have payments (SNAP, CA, and HEAP benefits).
- **Request a Budget Letter** provides options to request a budget letter for SNAP.

Welcome to ACCESS HRA, Thomas!

My Benefit Dashboard



No drafts

1

Expiring Cases

[Recertify CA 00327024159D](#)



[View E-Notices](#)



Required Documents

[View Documents](#)

My Cases

My Applications

Active Cases & Applications In Progress (1)

Cash Assistance 00327024159D Active

 Expiring Soon

 1 Upcoming Appointment

Next Recertification Due: February - March 2022

[Recertify](#)

[View Details](#)

Past Cases (0)

Recent Notifications

 Recertification Due Soon! 7/5/2022

 CA Application Submitted 1/24/2022

Stay in touch! Make sure your [Profile](#) is up to date.

To Do

1 of 3 Upcoming Actions

Lorum Ipsum Interview
Monday, April 2, 2023
10:00 AM - 11:00 AM

[See All](#)

Payments

Last Updated at Midnight

EBT Balance \$711.00
Last Payment Date 2/2/2022
Payment Type Regular Benefit

[See All Payments](#)

Quick Links

[Apply for Benefit](#)

[Find My Case](#)

[Get the App to Upload Documents](#)

[Request a SNAP Case Change](#)

[Request a CA Case Change or
Emergency Grant](#)

[Submit SNAP Recertification](#)

[Submit CA Recertification](#)

[Update Profile](#)

[Frequently Asked Questions \(FAQ\)](#)

[Request a Budget Letter](#)

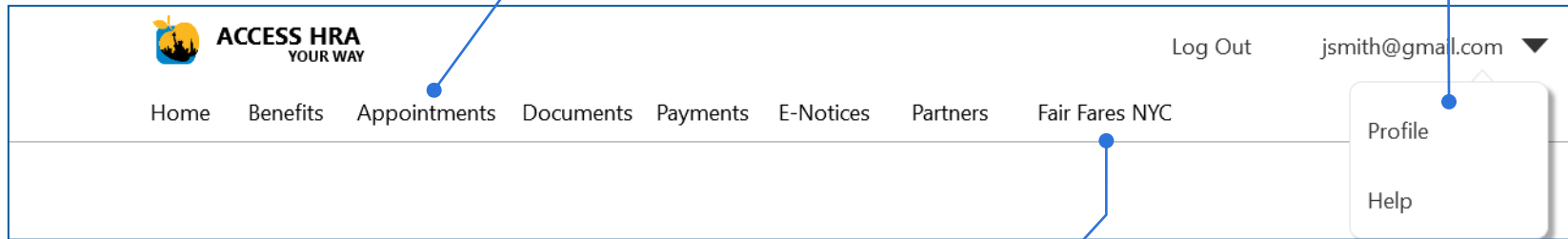
ACCESS HRA Header

Navigation Tabs

Once you have logged into ACCESS HRA, click on any link in the header to navigate to the standalone page to see your information.

Your Menu

Expand this menu and click on "Profile" to go to your Profile page to see/update your contact information. Click on "Help" for answers to frequently asked questions about ACCESS HRA.



Fair Fares NYC

You can navigate to the Fair Fares side of the client portal to apply for a discounted MetroCard.

ACCESS HRA Footer



Contact Us

Submit application issues and/or questions to ACCESS HRA help.

Select a Language

You can update your language using this dropdown at any time.


ACCESS HRA

General Portal Pages



This page lists any upcoming scheduled appointments as well as past appointments within the last 30 days for your cases. You can only see information on the ‘Appointments’ page if you have an HRA case profile. If you do not have an HRA case profile, please ‘Find Your Case’!

Any alerts that may affect appointments for ACCESS HRA clients will appear at the top of the page.

**ACCESS HRA**
YOUR WAY

[Home](#) [Benefits](#) [Appointments](#) [Documents](#) [Payments](#) [E-Notices](#) [Partners](#) [Fair Fares NYC](#)

[Log Out](#) [ss4@example.com](#)

Appointments


Sun	Mon	Tue	Wed	Thu	Fri	Sat
		Aug 1	2	3	4	5
6	7	8	9	Today 10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	Aug 25	26
27	28	29	30	31	Sep 1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

Past Appointments


There are no past appointments.

Upcoming Appointments

Friday, August 25, 2023
8:00 AM
OCSS interview scheduled (required)
JOHN SMITH (1/1/1980)



Friday, August 25, 2023
8:00 AM
Job Center appointment - Childcare
JOHN SMITH (1/1/1980)



This Week
Clinton Hill Center
495 Clermont Avenue
Brooklyn, NY 11238

Past Appointments

You can see any past appointments from the last 30 days by clicking this arrow.

Past appointments will not be shown/circled on the calendar.

Upcoming Appointments

You can see details of any upcoming appointments here.


Details provided for each appointment include the **date, time, location, benefit program,** and **case member** the appointment is for.

Google Maps

If a scheduled appointment shows the address information, you can click on the map icon to get directions to the appointment location.

Calendar

The current day is highlighted with a blue circle. Any upcoming scheduled appointments are highlighted with a red circle.

 ACCESS HRA

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Documents

Track your Documents

This tab lists documents that must be uploaded to process an application you submitted.

You can also see the upload status of each document.

My Uploads

On the 'My Uploads' tab, you can see any documents that you submitted via the ACCESS HRA Mobile app in the last 100 days. You will be able to see the document type, case member, case number, and upload date for each submission.

Required Documents			
My Uploads			
Case Record			
Document Help			
You can see any documents that you sent us using the ACCESS HRA Mobile app in the last 100 days. Check 'Case Record' for SNAP (Food Stamps) or Cash Assistance to track when HRA has added them to your case.			
Proof of	For	Case Number	Uploaded On
Current Lease	John Smith (2/2/1980)	SNAP (Food Stamps) 00456786511A	12/21/2022
Residence	John Smith (2/2/1980)	Medicaid 00456786511B	12/20/2022

Case Record

The "Case Record" tab lists any documents that you submitted to the agency in the last 60 days, regardless of upload method. These documents have been added to your case to be reviewed and approved by an agency worker. This includes documents that have been:

- Uploaded to the ACCESS HRA mobile app
- Dropped off in person at an HRA center
- Sent to HRA via mail or fax

Required Documents			
My Uploads			
Case Record			
Document Help			
You can only see SNAP and Cash Assistance case records right now because of program rules. If you uploaded documents for other AHRA benefit programs, you can click on the "Required Documents" tab to see their upload status.			
Documents take at least 5 days to become a part of your case. We have recently received the following documents. They are now part of your case. A worker will review these documents to see if additional documents are needed to make a decision on your case.			
Haven't received a decision on your application? If you have already submitted documents, please check to make sure they are complete.			
Case Member	Document	Case Number	Date on File
John Smith	Current Lease	SNAP (Food Stamps) 000020063534C	12/21/2022
John Smith	Citizenship	Cash Assistance (CA) 000020063534C	1/30/2021

Document Help

The Document Help tab provides information on uploading documents, including how-to guides, links to forms you may need to fill out, and instructions for more complicated document types.

You can give us required documents using the ACCESS HRA Mobile App.	
Need help submitting documents? Download a guide:	
• Document Submission Guide • Cash Assistance Document Examples • SNAP (Food Stamps) Document Examples • Medicaid Renewal (MAP - 2024) Guide • Medicaid Renewal for People who are Disabled, Aged, or Blind (MAP - 2024) Guide	
You may be able to re-use prior document submissions	
If you have given us a document before, you may not need to submit it again if the information has not changed. We can re-use documents you submitted before if they were for:	
• Residence Address • Age • Citizenship • Immigration Status • Social Security Number	
You may get a decision faster if you submit these documents again.	
Common definitions and documents you can download are listed below.	
Cash Assistance Mail in Renewal/Update Qualifications	Form 14-2271a available in English (Spanish) Spanish (Chinese) Spanish (Vietnamese) Spanish (Tagalog) Spanish (Haitian Creole) Spanish (Afghan) Spanish (Somali) Spanish (Arabic) Spanish (Urdu) Spanish (Persian) Spanish (Kurdish) Spanish (Pashto) Spanish (Tamil) Spanish (Telugu) Spanish (Hindi) Spanish (Bengali) Spanish (Gujarati) Spanish (Marathi) Spanish (Malayalam) Spanish (Kannada) Spanish (Malay) Spanish (Indonesian) Spanish (Javanese) Spanish (Khmer) Spanish (Lao) Spanish (Mongolian) Spanish (Myanmar) Spanish (Nepali) Spanish (Odia) Spanish (Punjabi) Spanish (Sinhala) Spanish (Tibetan) Spanish (Thai) Spanish (Vietnamese) Spanish (Yiddish) Spanish (Zulu)

Payments

View Payments

This page shows you all of the payments made by HRA, either to your EBT card or to a third party vendor/landlord.

The EBT icon next to the payment type indicates that the payment was made directly to your EBT card.

View Payment Statuses

Click on the arrow to see more details about the payment statuses:

- Payment Made
- In Progress
- Cancelled

Payments

Check Current EBT Balance

Payments within the last year are listed below, including payments to your EBT card, landlord or other provider.

EBT Balance

CA: **\$214.00** (as of 3/1/2023)

SNAP: **\$67.00** (as of 3/1/2023)

March 1, 2023	<div>EBT</div> Regular Cash Assistance Benefit	Payment Made	\$212.00	✓
March 1, 2023	<div>EBT</div> CityFHEPS Rental Assistance Supplement - Initial and Ongoing	Payment Made	\$2,665.00	✓
February 15, 2023	Payment Made to Con Edison	Payment Made	\$175.00	✓
February 15, 2023	Rent Payment Made to Landlord	Cancelled	\$940.00	✓
February 14, 2023	<div>EBT</div> Payment of Skipped Benefit - Cash Assistance	Payment Made	\$324.00	✓
February 1, 2023	<div>EBT</div> Regular SNAP/Food Stamp Benefit	Payment Made	\$52.00	✓

Payment Status Legend

- Payment Made - The payment has been issued and is available for use.
- In Progress - The payment is currently being processed by the agency.
- Cancelled - The payment has been cancelled and is not available for use.

Questions?

Call HRA Infoline at 718-557-1399

Find your HRA case profile to see this information!

You can only see information on the 'Payments' page if you have an HRA case profile. If you do not have an HRA case profile, you will be presented with the 'Find Your Case' page where you can connect to your HRA Case Profile to view your payments.

Check Current EBT Balance

Click on this button to be directed to an external website (www.connectebt.com) to check your updated EBT balance or call the toll-free number presented for up-to-date balance information.

View More Details

Click on the arrow to see more details about the payment:

- Paid to information
- Payment Period
- Case Number

E-Notices

View E-Notices

This page lists the notices that were posted to your account over the last 60 days.

The 'ACCESS HRA Organization Account Access Agreement' generated via your link to a partner organization can also be found here.

New Notice

A notice that is bold and has the blue indicator next to the document type means that it is an unread notice.

The leaf icon means that this notice is considered "Paperless" and was not mailed to the address on file - only posted here to your account. This only occurs when have enrolled in paperless notices, and paperless notices are only allowed for SNAP and CA.

E-Notices

View your agency notices below. You will receive these and other notices to your mailing address on file.



Paperless Status:
Enrolled

To stay enrolled in Paperless, you must read your notices on ACCESS HRA within 30 days.

Paperless

New Notice

View Notice

Jon Smith	Case #00012345678A	12/31/2017
WINRO154 - Budget Letter Request/ Semi-Monthly Cash Assistance Budget Calculation /SNAP Budget Calculation For CA & CA-SSI Cases		
Jon Smith	Case #00012345678A	12/31/2017
WINRO154 - Budget Letter Request/ Semi-Monthly		

View notices from the last year

Need help understanding these forms? Tell an HRA worker or call us at [212-331-4640](tel:212-331-4640).

[You can update your mailing address here.](#)

Questions?
Call HRA Infoline at 718-557-1399

Find your HRA case profile to see this information!

You can only see information on the 'E-Notices' page if you have an HRA case profile. If you do not have an HRA case profile, you will be presented with the 'Find Your Case' page where you can connect to your HRA Case Profile.

Read your Notice

Click on the document icon to view a PDF of the notice.

You must read the notice within 30 days to not be opted-out of paperless notices.

View notices from the last year

Click on the "View notices from the last year" link to see all notices posted to your account in the last year.


Update ACCESS HRA Account

You can update your ACCESS HRA username or password by clicking here.

How do I know if my HRA case profile is connected?

Once you connect to your HRA case profile online, this page will show a disconnect option. This means that your case is currently connected online.

You can disconnect from your HRA profile by clicking on this button. If you disconnect, you will no longer be able to view case specific information online in ACCESS HRA.


Profile

Need to hide your address online for safety reasons?
Click 'Update' in the 'Contact Information' section to make this change on the next page.

Please confirm that the contact information we have on file for you below is correct, then continue to your Home Page. [Go to Home Page](#)

REGISTER TO VOTE: Click 'Register' to update information on file with New York State Board Of Election. [Register](#)

User Account

Login:
jonsmith2@test.com
Last Login: 12/4/2016

[Update](#)

Linked to HRA Benefits: Yes

ACCESS HRA Mobile: Yes

Linked to Fair Fares NYC Discount: Yes

Updates to your Contact Information will update Fair Fares NYC as well as your benefits case.

Contact Information
Changes may take up to 3-5 days to take effect.

PRIMARY Phone Number Cell: 718-908-5663	Receive Notices in English
ALTERNATE Phone Number Work: 718-778-0087 x0001	Contact Preference Email and Text Message
Send Text Messages to Primary Phone Number	Email Address jonsmith@email.com
Residence Address 153 W 19th Street, New York, NY 10004	Mailing Address 145 W 20th Street, New York, NY 10003
Paperless? Yes	

[Update](#)

You are currently able to view your HRA cases online.

If you no longer wish to view your HRA cases online, click 'Disconnect from HRA'. You will no longer be able to:

- ✓ Check your case status
- ✓ See your next benefit payment
- ✓ Get alerts for appointments

[Disconnect from HRA](#)

[View your partner organization information.](#)

Linked to benefits Information

You can see if you are linked to HRA Benefits, linked to Fair Fares NYC Discount, or ACCESS HRA Mobile here.

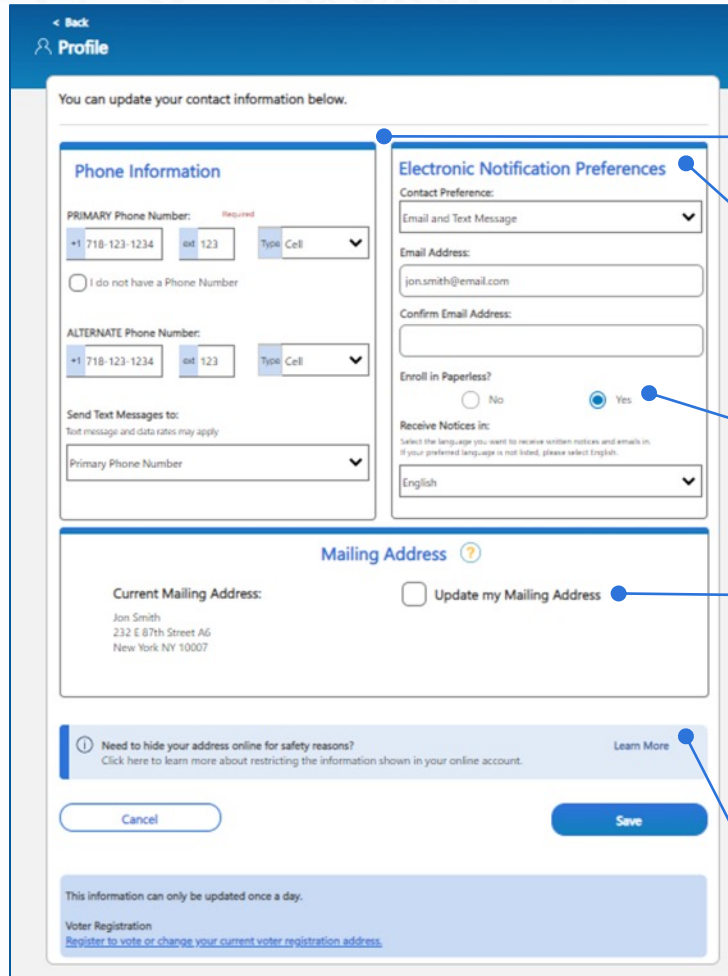
Update Contact Information

You can see the contact information that HRA has on file for you. Click here to update the following information:

- Mailing Address
- Language for Notices
- Email Address
- Phone Number
- Enroll in paperless notices

This contact information applies to all benefit cases except for HEAP, Medicaid, and CityFHEPS. To update your Medicaid and CityFHEPS contact information, call Infoline at 718-557-1399. Medicaid contact information is visible on the 'Case Details' page.

Profile - Update Contact Information



[< Back](#)

Profile

You can update your contact information below.

Phone Information

PRIMARY Phone Number: Required

+1 718-123-1234 ext 123 Type: Cell

☐ I do not have a Phone Number

ALTERNATE Phone Number:

+1 718-123-1234 ext 123 Type: Cell

Send Text Messages to:

Text message and data rates may apply

Primary Phone Number

Electronic Notification Preferences

Contact Preference:

Email and Text Message

Email Address:

jon.smith@email.com

Confirm Email Address:

Enroll in Paperless?

☐ No ☒ Yes

Receive Notices in:

Select the language you want to receive written notices and emails in. If your preferred language is not listed, please select English.

English

Mailing Address

Current Mailing Address:

Jon Smith
232 E 87th Street A6
New York NY 10007

☐ Update my Mailing Address

Need to hide your address online for safety reasons? [Learn More](#)

Click here to learn more about restricting the information shown in your online account.

[Cancel](#) [Save](#)

This information can only be updated once a day.

Voter Registration
[Register to vote or change your current voter registration address.](#)

Update Contact Information

If you are linked to HRA benefits (SNAP/CA) and Fair Fares NYC, updates made to your information will be reflected in both systems.

To update your Medicaid contact information, call Infoline at 718-557-1399.

Sign up for Email and Text Messages

Let us know how you would like to receive information about your case. Options include:

- No Electronic Notifications
- Email only
- Email and Text Message
- Text Message only

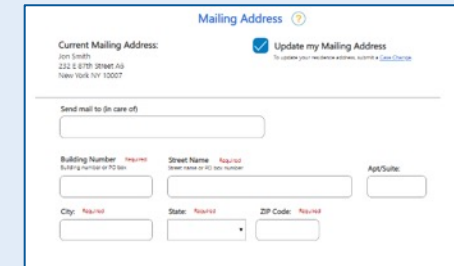
E-Notices – Go Paperless!

Lets you see HRA notices for your case on the ACCESS HRA 'E-Notices' page. E-Notices applies to SNAP and CA only.

Update Mailing Address

You can update your mailing address by clicking on the check box.

If you choose to update your mailing address, this is what it will look like:



Mailing Address

Current Mailing Address: Jon Smith, 232 E 87th Street A6, New York NY 10007

☒ Update my Mailing Address [To update your residence address, submit a Case Change](#)

Send mail to (in care of)

Building Number Required Street Name Required Apt/Suite

City Required State Required ZIP Code Required

Need to hide your address?

If you would like to hide your address from your online account, you can opt-in to this option here.

Profile - Update Account Security Information

You are currently able to view your HRA cases online

If you no longer wish to view your HRA cases online, click 'Disconnect from HRA'.
You will no longer be able to:

- ✓ Check your case status
- ✓ See your next benefit payment
- ✓ Get alerts for appointments

[Disconnect From HRA](#)

View your [partner organization information](#).

Contact Information for Security

You may need to use this to log in to your account in the future. If you lose your account information, we will use this to contact you so you can log in.

Phone Number	Verified
240-381-0739	Yes
Email Address	Verified
Not on file	No

[Update](#)

Update Contact Information for Security

At the bottom of your profile, you can choose to add or update your phone number or email address through your profile.

If you lose access to your account or need to create a new account, this phone number / email address will help protect your data.

Edit Contact Information

Which contact information do you want to update?

Phone Number on File: (xxx) xxx-xxxx-0739
Email Address on File: N/A

☒ Phone Number
☐ Email Address

This phone number will be used to confirm your identity if you lose access to your case information or create a new account.

Phone Number Required

+1

☐ Text Message (Text message and data rate may apply)
☐ Call

[Send Code](#)

If you selected “Update” on the Update Contact Information for Security section, you can update a phone number or email address through the user profile. If you lose access to your account or need to create a new account, this phone number / email address will help protect your data.

A security code has been sent to (***-***-2300. Please provide that code below:

If you asked for a phone call to get your security code, we will call you from 929-221-0095 shortly. Answer the phone call and follow the spoken instructions to get your code.

Code: Required

[Next](#) [Back](#) [I did not get a code](#)

ACCESS HRA will send a security code to the phone number or email address you provide. This same phone number and email address will be used to receive a code if you need to connect to your benefits from a new account in the future.

AHRA Benefits

Benefits
Learn more about ACCESS HRA's benefits and apply for benefits.

AHRA Benefits | Additional Benefits

Cash Assistance + SNAP + Medicaid & One Shot Deal Application Renewed

Apply to get:
• Cash Assistance for money to help you with expenses or recently for ongoing Cash Assistance benefits;
• SNAP (Food Stamps) for help paying for food; and
• Medicaid for public health insurance coverage.

Or apply for emergency help to get a:
• One Shot Deal for money to help you pay for rent or utilities you owe, or for help moving into a new apartment.

[Apply](#) [Learn More](#)

SNAP (Food Stamps) Only Active

The Supplemental Nutrition Assistance Program, or SNAP, helps New Yorkers get the food they need.
SNAP cases do not include Cash Assistance benefits or Medicaid. (You can apply for these benefits through Cash Assistance.)

[Apply](#) [Learn More](#)

Medicaid and Medicare Savings Program (MSP)

Get assistance with your health care costs through Medicaid or the Medicare Savings Program (MSP). Medicaid provides free or low cost health insurance for low-income adults and children with limited income and assets. The Medicare Savings Program (MSP) helps pay your Medicare costs if you have limited income.

Use the link below to learn more or apply for Medicaid or the Medicare Savings Program (MSP).

[Apply](#) [Learn More](#)

CityFHEPS Active

CityFHEPS is a rental assistance program to help individuals and families find and keep housing.
To report a change in your rent, household, or income please [click here](#) to visit the CityFHEPS modification form.

[Renew](#) [Learn More](#)

Fair Fares NYC

With the Fair Fares NYC discount, participating New York City residents can receive a 50% discount on either subway and eligible bus fares, or Access-A-Ride.
Apply for or renew your Fair Fares NYC benefits.

[Apply](#) [Learn More](#)

Home Energy Assistance Program (HEAP)

The Home Energy Assistance Program (HEAP) helps low-income New Yorkers pay the cost of heating their homes. If eligible, you may receive one regular HEAP benefit per program year. Mostly, the benefits are paid either directly to the heating vendor or utility company. Other benefits are available that can help you:

- Repair or replace your furnace, boiler and other direct heating equipment, if you're a heating tenant;
- Receive energy efficiency services like heating equipment cleaning;
- Purchase and installation of an air conditioner or a fan to help your home stay cool (available during the summer only).

[Apply](#) [Learn More](#)

Child Support

Submit an application/referral for Child Support Services.

[Apply](#)

AHRA Benefits

The “AHRA Benefits” tab breaks down the benefits that ACCESS HRA provides. For each program, you will be able to learn more and/or apply for new benefits. If you are already connected to a benefit, the status of your case(s) will display as an Active, In Progress, or Past Cases tag on the card.

‘Learn More’ will allow you to see the specific cases you have for each benefit and take additional benefit-specific actions as needed.

Cash Assistance + SNAP + Medicaid & One Shot Deal

Use this option to apply or learn more about Cash Assistance (CA), also known as Public Assistance (PA). This program gives temporary help to adults and children and includes SNAP and Medicaid. You can also use this option to apply separately for a One Shot Deal to get emergency help for rent or utility arrears.

SNAP (Food Stamps) Only

If you want to apply for food stamps only and do not want to apply for the other benefits offered in the Cash Assistance program.

Medicaid and Medicare Savings Program

Clicking ‘Apply’ will direct you to the Medicaid Application on AHRA. First, you will be directed to a screening page with a few questions to answer to determine if you are eligible to apply for Medicaid or the Medicare Savings Program on ACCESS HRA.

CityFHEPS Renewal

You can now renew your CityFHEPS benefits on ACCESS HRA! Clicking ‘Renew’ will direct you to the new CityFHEPS online renewal on AHRA. You will then be able to fill out your household’s information to extend your case.

Fair Fares NYC

The ‘Fair Fares NYC’ option will direct you to the Fair Fares portal, where you can apply for a half-price MetroCard.

Home Energy Assistance Program (HEAP)

Both the HEAP Regular and HEAP Cooling applications are seasonally available through ACCESS HRA.

Child Support Services

The ‘Child Support’ option will direct you to download the ACCESS HRA Child Support Mobile App.

Additional Benefits

Benefits

Learn more about ACCESS HRA's benefits and apply for benefits.

[AHRA Benefits](#) [Additional Benefits](#)

Affordable Connectivity Program (ACP)

The Affordable Connectivity Program (ACP) helps low-income households pay for internet service and internet connected devices.

If you qualify for ACP, submit an application. Once approved, you must go to your internet service provider to actually enroll.

[Apply](#) [Learn More](#)

Bill Payer Program (DFTA)

The Bill Payer Program helps older adults manage and pay their household bills.

[Learn More](#)

CITI BIKE Membership


SNAP and NYCHA recipients are eligible for discounted CITI BIKE memberships, for just \$5/month.

[Apply](#)

NYC Rent Freeze Program

The NYC Rent Freeze Program helps those eligible stay in affordable housing by freezing their rent.

[Learn More](#)

**Still looking?**

NYC residents can also complete a [benefits screening](#), apply for [IDNYC](#), and [find food pantries](#) online.

Additional Benefits

New York City residents can learn about and enroll in additional benefits from ACCESS HRA. Click the "Additional Benefits" tab on the Benefits screen to view these programs.


Each program will allow you to apply and/or learn more about the program. Some links may be unavailable in HRA PC banks.

The benefits currently available on this tab are:

- Affordable Connectivity Program (ACP)
- Bill Payer Program (DFTA)
- Citi Bike Membership Discount
- NYC Rent Freeze Program

Still Looking?

You can find links to complete a benefits screening, apply for IDNYC, or find local food pantries online.



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Cash Assistance, SNAP, Fair Fares NYC, HEAP, Medicaid, and CityFHEPS have individual benefit pages or sites to learn more about the benefits, discover frequently asked questions, and check your eligibility.

Each program will allow you to apply and/or learn more about the program. Some links may be unavailable in HRA PC banks.

Medicaid

Medicaid provides free or low-cost health insurance for low-income adults and children.

Medicaid is free or low-cost health insurance for adults and children who have low income. Medicaid pays for a wide range of services, depending on your age, financial information, family situation, or details about where you live. With Medicaid, you can get services from a large network of providers by using your Medicaid card or by enrolling in a managed care plan. Some services may have small co-payments, which can be waived if you cannot afford them.

In New York, Medicaid covers regular exams, immunizations, doctor and clinic visits, relevant medical supplies and equipment, lab tests and x-rays, vision, dental, nursing home services, hospital stays, emergencies, and prescriptions. Medicaid can also cover long-term care and home care.

The Medicare Savings Program (MSP) is a program run by Medicaid that can help pay for Medicare premiums. MSP is not health insurance like Medicaid or Medicare.

If you are getting Medicare, you can have your Medicare Part B premiums paid for by MSP. These premiums will no longer be deducted from your Social Security benefits. You will also get most of your Medicare prescription drug costs (Part D) covered through the federal program called Extra Help. Some clients may have other premiums, deductibles, and coinsurances covered.

My Cases

Active Cases & Applications in Progress (1)

 00327024159D Active

Recertify Due Date 10/10/2023

[View Details](#)

Past Cases (0)

Where do I apply for Medicaid?

The place where you need to apply for Medicaid depends on who you are. After you click "apply," we will ask you some screening questions to help you apply on the right site. No matter where you start, representatives will make sure you apply in the correct place.

Most clients who have disabilities, including blindness; are age 65 or older; or who get or need waiver services can apply on ACCESS HRA.

ACCESS HRA applicants must live in the 5 boroughs of New York City and be

- Age 65 or older,
- Have a certified disability, including blindness (If you have not had your disability certified yet, but you believe you could be qualified, apply with ACCESS HRA. We can help you get your certification. Your disability could be certified by the Social Security Administration (SSA) or the New York State Commission for the Blind (NYSCB)).
- Chronically ill,
- Between the ages of 18-26, a former resident of foster care who had Medicaid, and you were discharged after you turned 18,
- A disabled adult child (DAC), or
- A child under age 18 who has a waiver or been told they need long-term care services

All applying case members must fit this description to apply on ACCESS HRA. You can only apply for yourself and your eligible spouse and/or children. A legally-responsible parent or authorized representative can also submit an application for an eligible person.

New York State of Health, also known as the New York State Health Benefits Exchange, determines eligibility using Modified Adjusted Gross Income (MAGI) Rules. In general, income is counted with the same rules as the Internal Revenue Service (IRS) with minor variations. Anyone who is under age 65 and does not have a certified disability or chronic illness should apply on NY State of Health.



Quick Actions

- [Apply](#)
- [Frequently Asked Questions \(FAQ\)](#)
- [Go to NY State of Health](#)
- [Find your LDSS](#)
- [Renewals will be available for eligible clients during their renewal period.](#)

My Cases

You can view active, in progress, and past cases for this benefit. Each of case will have a card with the status and benefit dates. Click "View Details" to learn more about a given benefit. If actions are required to keep the case active, such as to "Recertify," a button will appear on the card.

Quick Actions

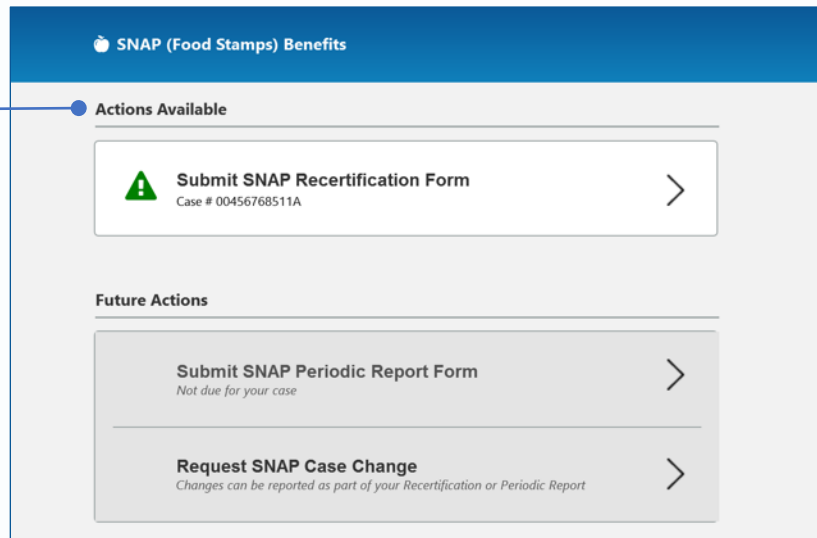
These links are an easy way to take action on your cases and learn more about AHRA benefits.

Available links are different for each program and are dependent on whether you have a connected case.

Benefits Information

Individual benefits pages also provide a host of information regarding each respective program, including eligibility info, details about the program, and helpful links.

SNAP and Cash Assistance Case Actions

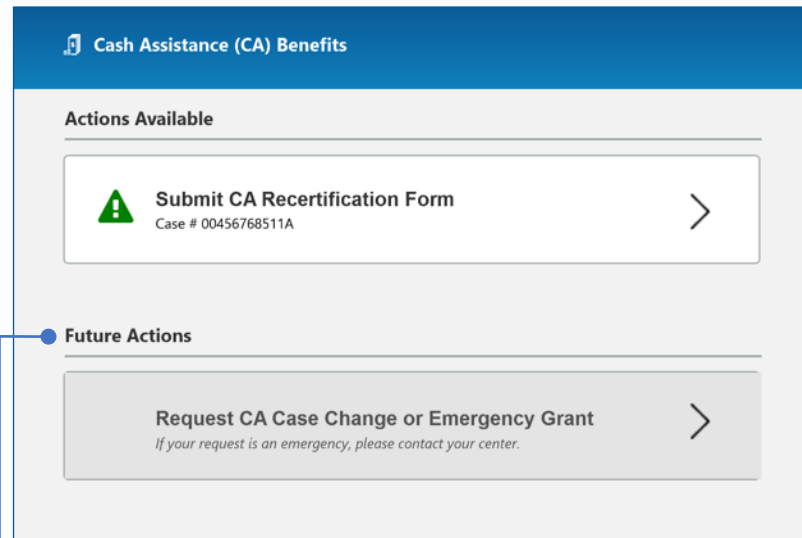


Actions Available

If you are within your Recertification or SNAP Periodic Report window, you will be navigated to this page prior to launching the application. AHRA will allow clients to submit a SNAP Recertification if they are 30-days past their recertification authorization date or have a Closed case.

Applications that you are currently eligible to complete will be shown in the 'Actions Available' section. These applications include the following:

- SNAP Recertification
- SNAP Periodic Report
- SNAP Case Change
- CA Recertification
- CA Case Change or Emergency Grant



Future Actions

This section informs what applications aren't currently available. You will not be able to submit these applications until they are made available for your case. In this instance, a case change would be reported as part of the recertification form. When you are outside of your recertification period, the Request CA Case Change or Emergency Grant card will be under "Actions Available" to allow for a change request to be submitted

SNAP and Cash Assistance Case Details

Find your HRA case profile to see this information!

You can only see information on this page if you have an HRA case profile. If you do not have an HRA case profile, please 'Find Your Case'!

Case Information

Details about your case will be displayed here such as:

- Case Status
- Case Number
- Benefit Program(s)
- Next Recert Date

Your Household

Lets you see a list of the people on your case and their current status.

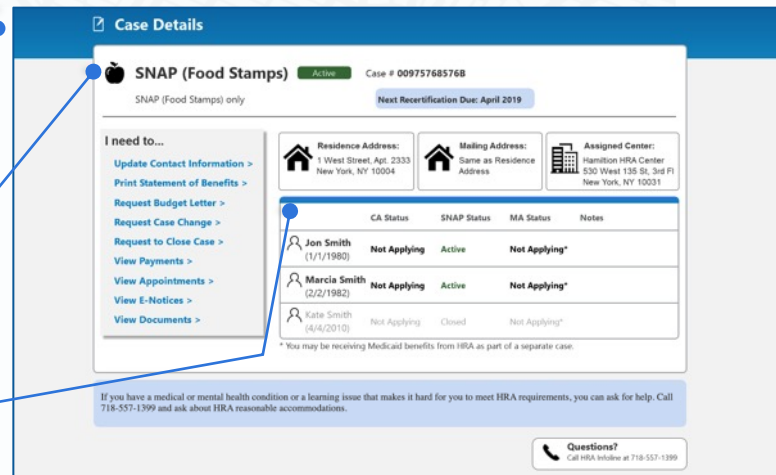
You can also see specific notes related to the household members such as any Reasonable Accommodation in effect, Preferred Notice Format, Child Support Sanction Status or work requirement, if applicable.

You can also view the Residence and Mailing Address that HRA has on file for your case.

I need to...

A list of actions related to your case will be displayed here.

- If you click on "Print Statement of Benefits" you will be able to view these details in a popup window.
- If you click on "Request Budget Letter", the document will be sent to the mailing address that HRA has on file for your case. It is also be available on the 'E-Notices' once it is created for your case.
- For SNAP cases,
 - If you are not within your recertification or periodic reporting window, you can click on "Request Case Change", which will bring you to the 'Benefits' page to initiate a SNAP case change request.
 - At any time, you can click on "Request to Close Case" to close your SNAP case.
- For CA cases,
 - If you are not within your recertification you can click on "Request Case Change or Grant" or "Close My Case", which will bring you to the 'Benefits' page to initiate a case change or emergency grant request.



Case Details

SNAP (Food Stamps) Active Case # 009757685768

SNAP (Food Stamps) only Next Recertification Due: April 2019

I need to...

- [Update Contact Information >](#)
- [Print Statement of Benefits >](#)
- [Request Budget Letter >](#)
- [Request Case Change >](#)
- [Request to Close Case >](#)
- [View Payments >](#)
- [View Appointments >](#)
- [View E-Notices >](#)
- [View Documents >](#)

Residence Address: 1 West Street, Apt. 2333 New York, NY 10004

Mailing Address: Same as Residence Address

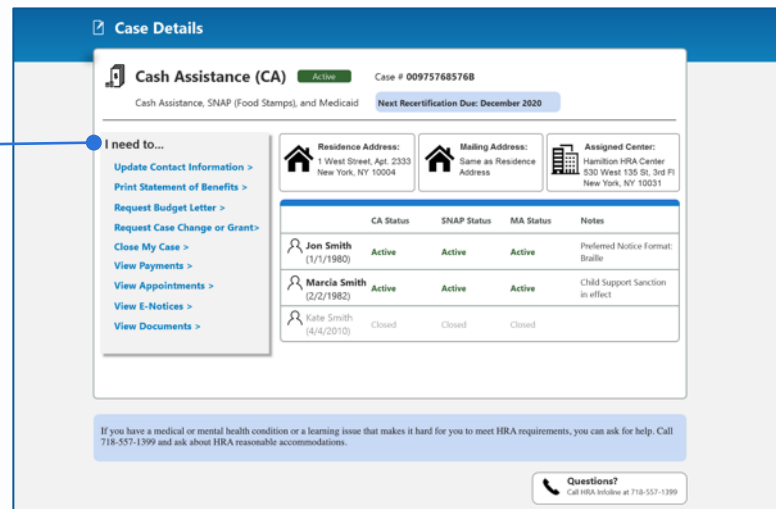
Assigned Center: Hamilton HRA Center 530 West 135 St. 3rd Fl New York, NY 10031

	CA Status	SNAP Status	MA Status	Notes
Jon Smith (1/1/1980)	Not Applying	Active	Not Applying*	
Marcia Smith (2/2/1982)	Not Applying	Active	Not Applying*	
Kate Smith (4/4/2010)	Not Applying	Closed	Not Applying*	

* You may be receiving Medicaid benefits from HRA as part of a separate case.

If you have a medical or mental health condition or a learning issue that makes it hard for you to meet HRA requirements, you can ask for help. Call 718-557-1399 and ask about HRA reasonable accommodations.

Questions?
Call HRA Intake at 718-557-1399



Case Details

Cash Assistance (CA) Active Case # 009757685768

Cash Assistance, SNAP (Food Stamps), and Medicaid Next Recertification Due: December 2020

I need to...

- [Update Contact Information >](#)
- [Print Statement of Benefits >](#)
- [Request Budget Letter >](#)
- [Request Case Change or Grant >](#)
- [Close My Case >](#)
- [View Payments >](#)
- [View Appointments >](#)
- [View E-Notices >](#)
- [View Documents >](#)

Residence Address: 1 West Street, Apt. 2333 New York, NY 10004

Mailing Address: Same as Residence Address

Assigned Center: Hamilton HRA Center 530 West 135 St. 3rd Fl New York, NY 10031

	CA Status	SNAP Status	MA Status	Notes
Jon Smith (1/1/1980)	Active	Active	Active	Preferred Notice Format: Braille
Marcia Smith (2/2/1982)	Active	Active	Active	Child Support Sanction in effect
Kate Smith (4/4/2010)	Closed	Closed	Closed	

If you have a medical or mental health condition or a learning issue that makes it hard for you to meet HRA requirements, you can ask for help. Call 718-557-1399 and ask about HRA reasonable accommodations.

Questions?
Call HRA Intake at 718-557-1399

Your Benefits

Case Information

Details about your case will be displayed here such as:

- Case Number
- Coverage Status
- Next Recert Date/Eligibility End Date
- Surplus Amount (if applicable)

Renewal Alert

When your renewal window opens, you will be alerted and can launch your renewal application from this page.

Contact Information

Additional details about your case display here. Medicaid case contact information is displayed on the Case Details page only. It is not reflected on the profile and can only be updated by contacting Infoline.

Your Household

This section lets you see a list of the people on your case.

For Medicaid cases, Coverage End is the date that a specific household member's coverage will end. This may differ from the case's recertification due date, which describes the date that you must renew your Medicaid case by.

I need to...

A list of case actions will be displayed here. For Medicaid cases, eligible individuals can:

- Make a Payment
- Request a Medicaid Coverage Letter

Help & Definitions

View additional actions that can be completed outside of ACCESS HRA and review definitions of terms on this page.

Medicaid Case Details

Case Details

Medicaid

Case Number	Coverage Status	Surplus Amount	Recertification Due Date
00012345678A	Depends on Payment	\$100	10/10/2023

You have a Medicaid Surplus. You cannot get services until you submit bills or receipts for medical services. You can also make payments to meet your surplus amount.



Your renewal is due soon.
Submit this form to keep your benefits.

[Complete Renewal](#)



Have you moved since your last renewal?
Make sure your mailing address and phone number are current with the Medicaid program. For help updating your information call us at 888-692-6116.

Contact Information

Medicaid has the following information on file.

Head of Case	John R Percival	Date of Birth	6/3/1948
Residence Address	281 E 143rd St, 3D Bronx, NY 10451	Mailing Address	281 E 143rd St, 3D Bronx, NY 10451
Phone	111-111-1111	Associated Address	Albus Dumbledore 111 E 11th St, 1D Bronx, NY 10451

Case Members

If your coverage expires before your renewal is approved, the Coverage End Date will update when your new coverage begins.

Name	Date of Birth	Status	ID Number (CIN)	Coverage Start	Coverage End
John R Percival	6/3/1948	Active	AA12345A	01/01/2023	6/30/2023
Denise R Percival	3/1/1948	Inactive	AA12345B	01/01/2023	6/30/2023

Notice on Coverage for Surplus Cases

Your spending must pass your Surplus amount to get coverage.

Individuals can choose to meet their surplus either by submitting payment for the excess income amount directly to the local district (also called "paying in") or by showing bills (also called "spending down").

If you are enrolled in a Managed Long Term Care plan, you should pay your surplus to the plan.

I Need To...

[Make a Payment](#)

[Request a Coverage Letter](#)

Need More Help?

Call the HRA Medicaid Helpline at 888-692-6116 to:

- Update your Contact Information
- Update Household Members
- Answer questions about your benefits
- Close your case

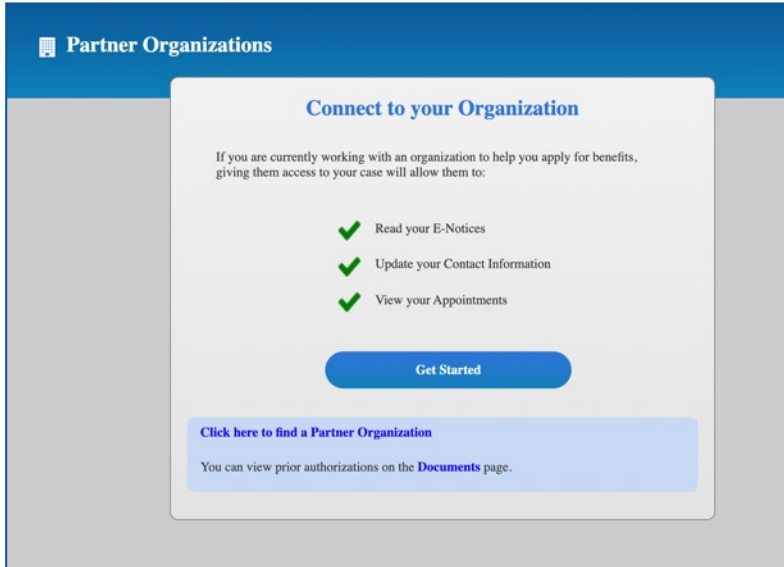
Definitions

Recertification Due Date marks the expected end date of approval for your Medicaid benefits. This date is used to determine when you need to renew your benefits. This date is subject to change if you request changes to your case details or we require additional documentation during the renewal process.

You will receive a notice in ACCESS HRA and by mail when you become eligible to complete your renewal. The renewal period typically opens 90 days before the recertification due date.

Coverage End Date is the last day that a member can use their Medicaid benefit.

Link to a Partner Organization



Partner Organizations

Connect to your Organization

If you are currently working with an organization to help you apply for benefits, giving them access to your case will allow them to:

- ✓ Read your E-Notices
- ✓ Update your Contact Information
- ✓ View your Appointments

[Get Started](#)

[Click here to find a Partner Organization](#)

You can view prior authorizations on the [Documents](#) page.

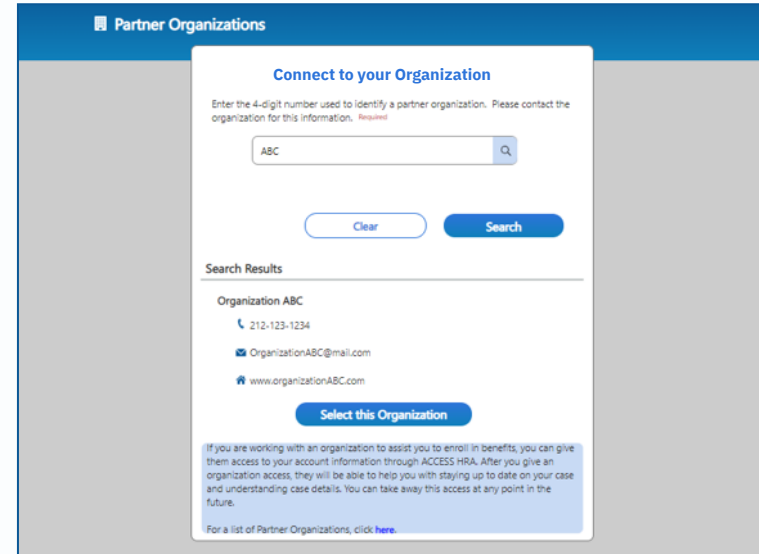
Do you want to link to a Partner Organization?

You can link to a partner organization to receive help with your case. By linking to a partner organization, you are giving the organization access to:

- View your Case information and make updates, such as to your mailing address
- Read Notices posted to your account
- Be notified of activity on your case, such as when a budget letter is issued

Who can help?

There are certain partner organizations on file with HRA that can help you. Click on this link to find a list of partner organizations you can grant access to.



Partner Organizations

Connect to your Organization

Enter the 4-digit number used to identify a partner organization. Please contact the organization for this information. Required

ABC

[Clear](#) [Search](#)

Search Results

Organization ABC

212-123-1234

OrganizationABC@mail.com

www.organizationABC.com

[Select this Organization](#)

If you are working with an organization to assist you to enroll in benefits, you can give them access to your account information through ACCESS HRA. After you give an organization access, they will be able to help you with staying up to date on your case and understanding case details. You can take away this access at any point in the future.

For a list of Partner Organizations, click [here](#).

Enter Organization ID

Organizations enrolled in the ACCESS HRA Provider Portal have all been assigned a 4-digit Organization ID. You can ask the organization you are working with for their Organization ID. You can then enter the 4-digit number and click 'Search'.

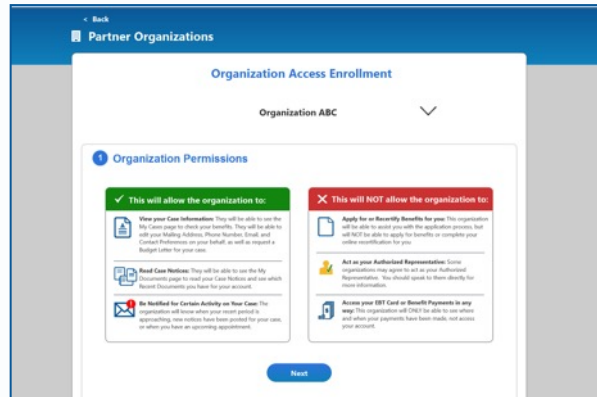
Once you have searched for the partner organization, you can review the search results to confirm that this is the correct organization.

If the correct organization is displayed and you want to move forward with granting access to this organization, click the 'Continue with this organization' link.

Link to a Partner Organization – Final Steps

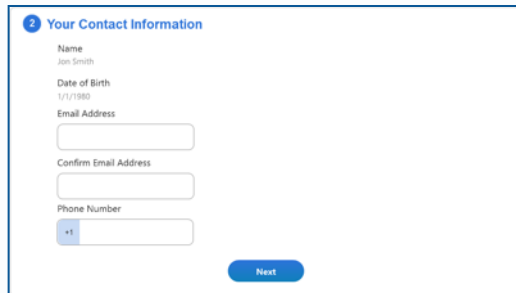
1 Organization Permissions

The final step to link to a partner organization is to grant the organization access to your case information for a period of 24 months. Easy to read icons explain the terms of the authorization. Please read the details carefully.



2 Your Contact Information

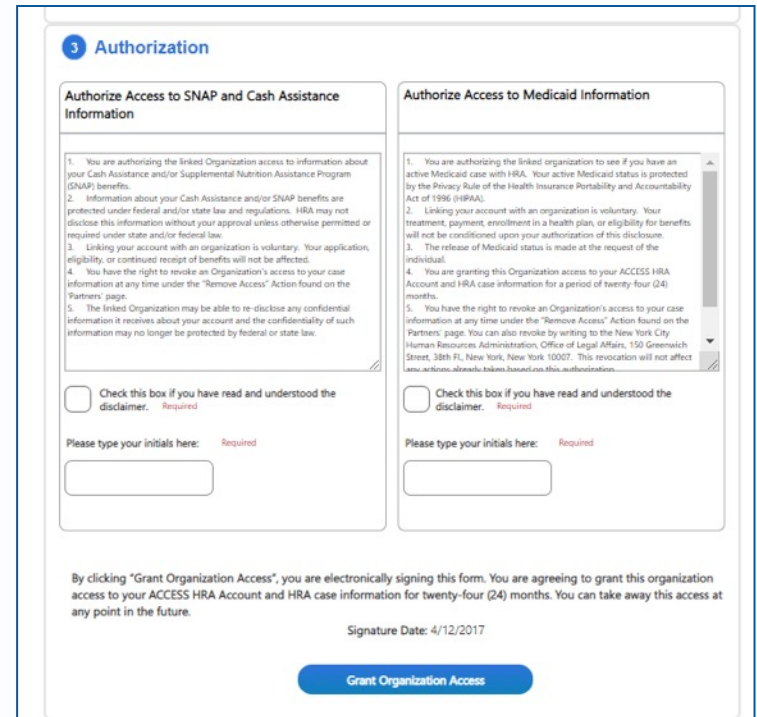
Enter your contact information.



3 Authorization - Disclaimers

Once you have read and understood what actions a partner organization can take on your behalf, read the 'Authorize Access to SNAP and Cash Assistance Information' disclaimer, check the checkbox, and enter your initials; then read the 'Authorize Access to Medicaid Information' disclaimer, check the checkbox, and enter your initials.

Once this is complete, click "Grant Organization Access."




Successful Link to a Partner Organization

Partner Organizations

Organizations with Access to Your Account


Organization XYZ


 Renew Access By: 4/1/2018


[Renew](#)

Organization Details

Access Started On: 7/1/2017

 212-123-1234

 OrganizationABC@mail.com

 www.organizationABC.com


Actions

[View Authorization](#)

[Remove Access](#)

Organization ABC

Renew Access By: 6/14/2019



[Get Started](#)

You have linked to these organizations.
Note: You can link up to 5 organizations at a time.

You can view prior authorizations on the [Documents](#) page.

Renew Link to Partner Organization

After 18 months of being linked to a partner organization, the 'Renew' button will become available for you to renew access to the partner organization. Upon click of the "Renew" button, the same disclaimers will be presented and you will have to re-enter your initials again to grant the partner organization access for an additional 24 months.

In the event that you do not renew access to the partner organization within the authorization period, access will be denied and you will no longer be linked to the partner organization. To re-establish the link, you will have to follow the authorization process again.

Organizations with Account Access

Once you have successfully linked to a partner organization, you will be able to see the name of the organization, the date access was granted, and the end date of the partner organization's access to your account here.

You can also view the authorization details by clicking on the "View Authorization" link. A pop-up with the most recent authorization, complete with your initials will be displayed.

If you decide that you want to remove access from the partner organization, this can be done by clicking on the "Remove Access" link in the 'Actions' column.

You can be linked to up to 5 partner organizations at a time.

An 'ACCESS HRA Organization Account Access Agreement' PDF is generated in these scenarios:

- When you initially grant access to a partner organization
- When you renew access to a partner organization
- When your access is revoked from a partner organization

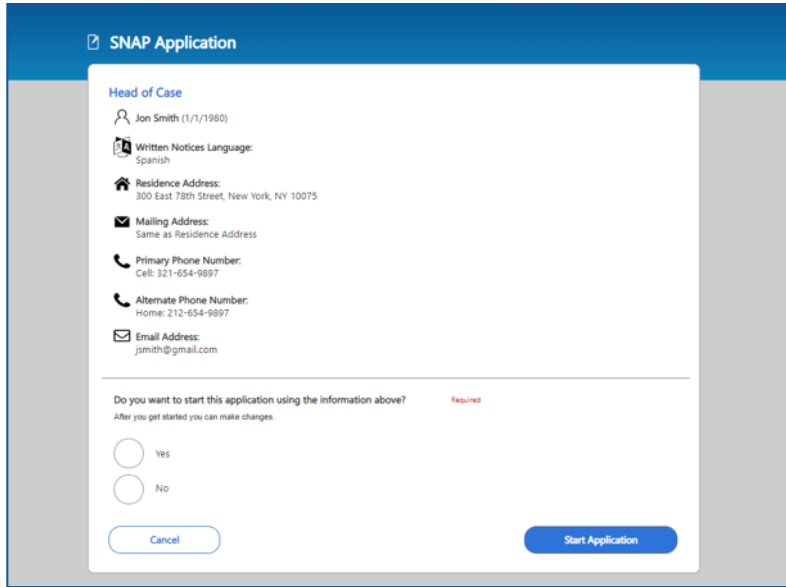
Copies of these Access Agreements can be found in the 'E-Notices' page.

ACCESS HRA

Applications and Recertifications





SNAP (Food Stamps) - Application





SNAP Application


Head of Case


 Jon Smith (1/1/1980)


 Written Notices Language:
Spanish

 Residence Address:
300 East 78th Street, New York, NY 10075

 Mailing Address:
Same as Residence Address

 Primary Phone Number:
Cell: 321-654-9897

 Alternate Phone Number:
Home: 212-654-9897

 Email Address:
jsmith@gmail.com

Do you want to start this application using the information above? Required
After you get started you can make changes.

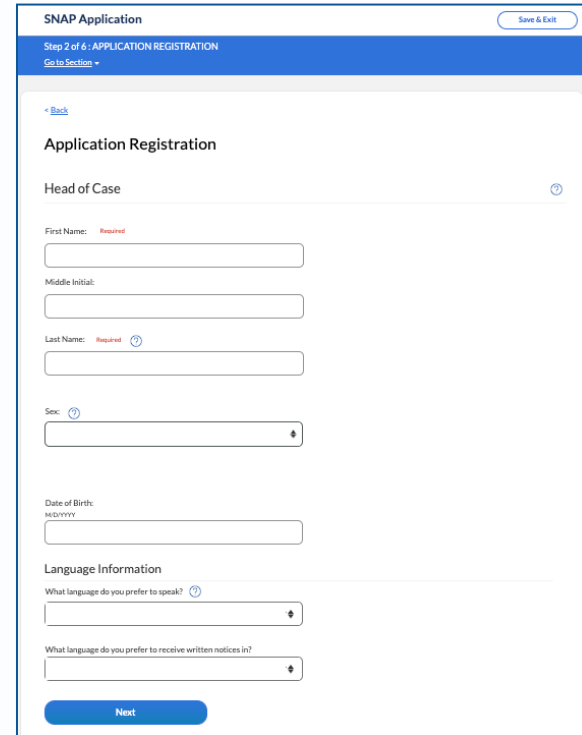
☐ Yes

☐ No

[Cancel](#) [Start Application](#)

Reuse your case information to apply for SNAP

If you have applied for SNAP benefits before, you can reuse some information while starting a new application.



SNAP Application [Save & Exit](#)

Step 2 of 6 : APPLICATION REGISTRATION
[Go to Section](#)

[Back](#)

Application Registration

Head of Case

First Name: Required

Middle Initial:

Last Name: Required ⓘ

Sex: ⓘ

Date of Birth: ⓘ
MM/YY

Language Information

What language do you prefer to speak? ⓘ

What language do you prefer to receive written notices in?

[Next](#)

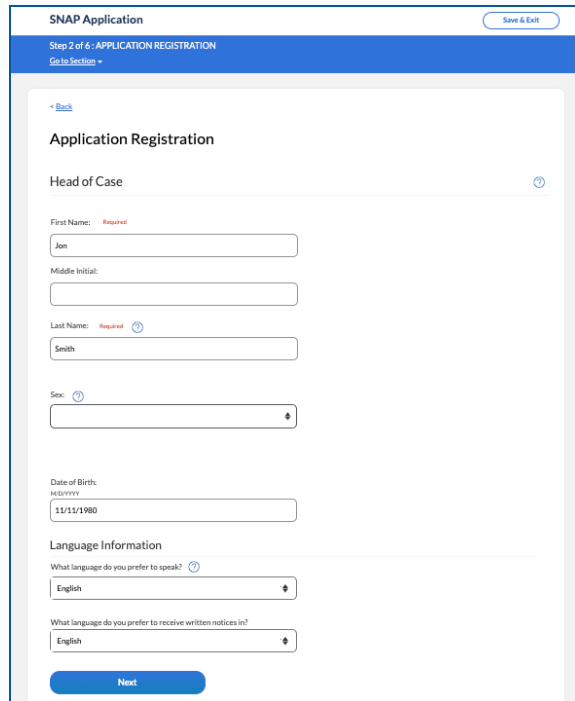
Apply for SNAP

Applying for benefits is easy! Answer questions about your household, income, and expenses.

Review a summary of your answers and make changes, if needed.

Electronically sign and submit your application.

SNAP (Food Stamps) – Application Submission



SNAP Application Save & Exit

Step 2 of 6: APPLICATION REGISTRATION
[Go to Section](#)

[< Back](#)

Application Registration

Head of Case ?

First Name: *Required*

Middle Initial:

Last Name: *Required* ?

Sex: ?

Date of Birth:
MM/DD/YYYY

Language Information

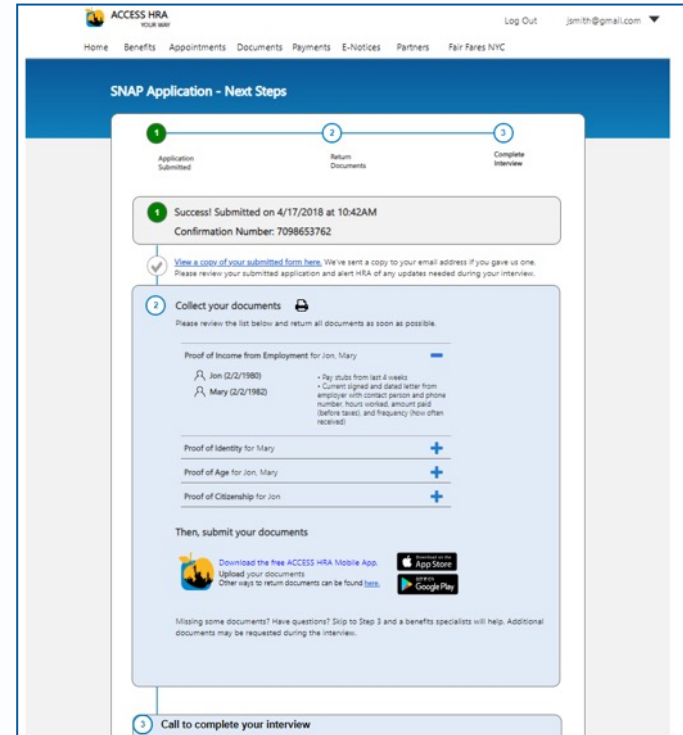
What language do you prefer to speak? ?

What language do you prefer to receive written notices in?

Next

Review and Submit your Application

Once you made your selection, some of the application information is already entered for you. Just fill in the rest of questions and submit your application.



ACCESS HRA Log Out j.smith@gmail.com

Home Benefits Appointments Documents Payments E-Notices Partners Fair Fares NYC

SNAP Application - Next Steps

1 Application Submitted 2 Return Documents 3 Complete Interview

1 Success! Submitted on 4/17/2018 at 10:42AM
Confirmation Number: 7098653762

[View a copy of your submitted form here.](#) We've sent a copy to your email address if you gave us one. Please review your submitted application and alert HRA of any updates needed during your interview.

2 Collect your documents

Please review the list below and return all documents as soon as possible.

Proof of Income for Employment for Jon, Mary

Jon (2/2/1980) Pay stubs from last 4 weeks
Mary (2/2/1980) Current signed and dated letter from employer with contact person and phone number, hours worked, amount paid (before taxes), and frequency (how often received)

Proof of Identity for Mary

Proof of Age for Jon, Mary

Proof of Citizenship for Jon

Then, submit your documents

Download the free ACCESS HRA Mobile App
Upload your documents
Other ways to return documents can be found [here](#).

Missing some documents? Have questions? Skip to Step 3 and a benefits specialist will help. Additional documents may be requested during the interview.

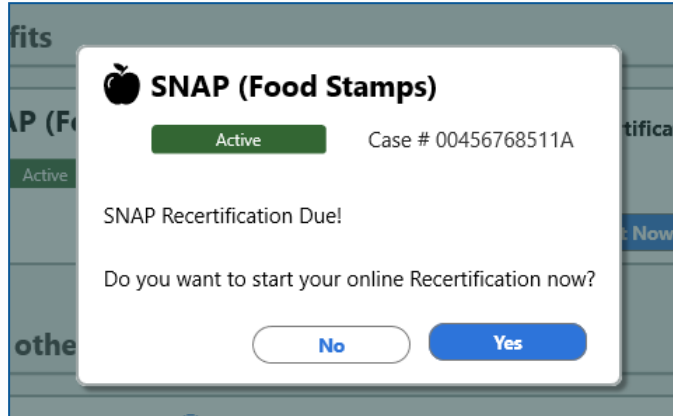
3 Call to complete your interview

Confirmation Page

The “Confirmation Page” is only shown after you submit your application and provides your confirmation number and the next steps in the application process.

Your next steps will be displayed on the confirmation page. Please note that you can always return to this page by clicking “Next Steps” in the submission alert on your User Home page.

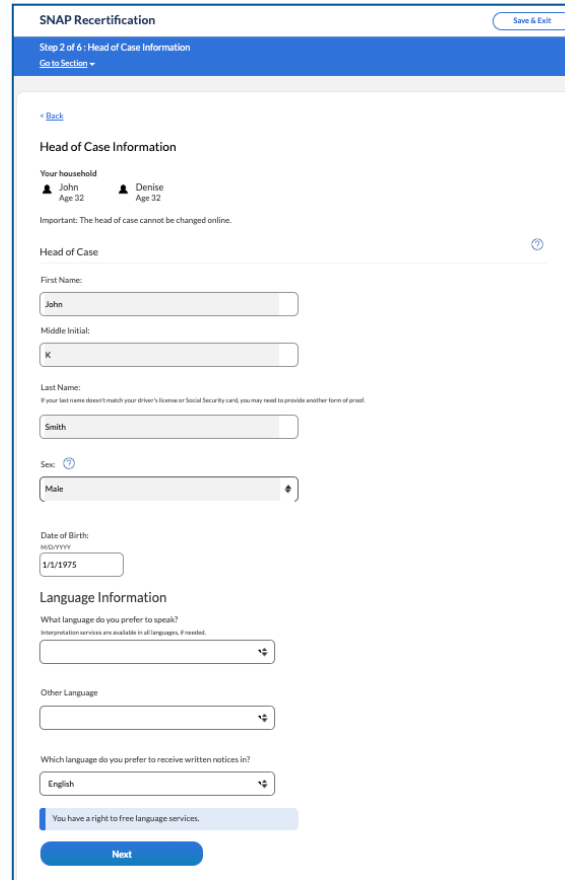
SNAP (Food Stamps) - Recertification



Recertification Due!

As a user who is connected to their HRA case profile, you will be prompted to begin your upcoming recertification when it becomes available. By answering "Yes", you will be taken to a page which allows you to begin the application.

This popup will be shown to you on the 'User Home' page.

A screenshot of the SNAP Recertification online form. The form is titled "SNAP Recertification" and "Step 2 of 6: Head of Case Information". It includes a "Save & Exit" button in the top right. The form is divided into sections: "Head of Case Information" with fields for "Your household" (John, Age 32; Denise, Age 32) and a note that the head of case cannot be changed online; "Head of Case" with fields for "First Name" (John), "Middle Initial" (K), and "Last Name" (Smith); "Sex" (Male); "Date of Birth" (1/1/1975); "Language Information" with dropdowns for "What language do you prefer to speak?" and "Which language do you prefer to receive written notices in?" (both set to English); and a "Next" button at the bottom.

Recertify your SNAP Benefits

Through ACCESS HRA you can also submit your recertification for SNAP online. Your existing information will be pre-filled into the online form for you, saving you time while completing your recertification. If you create an HRA account and sign up for electronic notifications, ACCESS HRA can even send you an e-mail or text message when it's time to recertify!

SNAP – Periodic Report and Case Change

SNAP Periodic Report

Submit a SNAP Periodic Report

Review each section and select 'Yes' or 'No'

Household Jon (1/1/1980) Marcia (1/1/1980) Residence Address: 300 East 78th Street, New York, NY 10075 Mailing Address: Same as Residence Address	You can: • Add or Remove a person • Change address • Report a pregnancy	Do you have a household change to report? <input type="radio"/> Yes <input type="radio"/> No
Expenses Housing Bill - Rent \$375.00 Monthly Utility Bill - Trash Removal \$75.00 Weekly	Add or change expenses: • Heating or Air Conditioning • Rent or Mortgage • Child Care or Child Support • Medical bills	Do you have an expenses change to report? <input type="radio"/> Yes <input type="radio"/> No
Income Jon (1/1/1980) • Brooklyn Fare, Service Industry • Clamming Marcia (1/1/1980) • Alimony: \$175.00 Weekly	You can: • Add or Remove a job • Change pay amount	You must review your household income in the next step.

[Cancel](#) [Get Started](#)

Profile

[Go to your Profile to update this contact information.](#)

Mailing Address 300 East 78th Street, New York, NY 10075 PRIMARY Phone Number 212-555-9898 Cell ALTERNATE Phone Number 212-333-6767 Work Send Text Messages to Primary Phone Number	Contact Preference Email and Text Message Email Address rdtest@mailinator.com Paperless? Yes Receive Notices in English
--	--

Complete your SNAP Periodic Report

ACCESS HRA also has the SNAP Periodic Report available online during the 6th month of your SNAP case to report any case changes (if required).

Your existing case information will be pre-filled into the online form to save you time. You can submit changes to household members, income, and expenses on your SNAP case.

SNAP Case Change

Request a Change

[Click here to view information about the changes you must report.](#)

Household Jon (1/1/1980) Marcia (1/1/1980) Residence Address: 300 East 78th Street, New York, NY 10075 Mailing Address: Same as Residence Address	You can: • Add or Remove a person • Change address	Do you have a household change to report? <input type="radio"/> Yes <input type="radio"/> No
Expenses Housing Bill - Rent \$375.00 Monthly Utility Bill - Trash Removal \$75.00 Weekly	Add or change expenses: • Heating or Air Conditioning • Rent or Mortgage • Child Care or Child Support • Medical bills	Do you have an expenses change to report? <input type="radio"/> Yes <input type="radio"/> No
Income Jon (1/1/1980) • Brooklyn Fare, Service Industry • Clamming Marcia (1/1/1980) • Alimony: \$175.00 Weekly	You can: • Add or Remove a job • Change pay amount	Do you have an income change to report? <input type="radio"/> Yes <input type="radio"/> No

[Cancel](#) [Get Started](#)

Profile

[Go to your Profile to update this contact information.](#)

Mailing Address 300 East 78th Street, New York, NY 10075 PRIMARY Phone Number 212-555-9898 Cell ALTERNATE Phone Number 212-333-6767 Work Send Text Messages to Primary Phone Number	Contact Preference Email and Text Message Email Address rdtest@mailinator.com Paperless? Yes Receive Notices in English
--	--

[Update Profile](#)

Complete your SNAP Case Change

If you are not within your Recertification or Periodic Reporting window, you can submit a change to your SNAP case.

Your existing case information will be pre-filled into the online form to save you time. You can submit changes to household members, income, and expenses on your SNAP case.

Cash Assistance - Application & Recertification

Apply for Cash Assistance

Applying for benefits is easy! Answer questions about your household, income, and expenses.

Review a summary of your answers and make changes, if needed.

Electronically sign and submit your application.

Cash Assistance Application

Save & Exit

Step 2 of 8 : APPLICATION REGISTRATION

< Back

Application Registration

Head of Case

First Name: Required

Middle Initial:

Last Name: Required

Sex: ?

Gender Identity (select all that apply): ?

☐ Woman/Girl/Female

☐ Man/Boy/Male

☐ Non-binary or Gender Non-conforming

☐ Transgender

☐ Cisgender (Not Transgender)

☐ Intersex

☐ Prefer not to say

☐ Another Option not listed

Date of Birth: Required

Language Information

What language do you prefer to speak? ? Required

What language do you prefer to receive written notices in? Required

Next

Cash Assistance Recertification

Save & Exit

Step 3 of 8 : HOUSEHOLD

< Back

Household

Your household

Please confirm the information about the head of case is correct. The head of case cannot be changed online.

Head of Case

First Name: Required

Middle Initial:

Last Name: Required

Date of Birth: Required

Sex: Required ?

Gender Identity (select all that apply): ?

☐ Woman/Girl/Female

☐ Man/Boy/Male

☐ Non-binary or Gender Non-conforming

☐ Transgender

☐ Cisgender (Not Transgender)

☐ Intersex

☐ Prefer not to say

☐ Another Option not listed

Has <name> ever had a different name? Required

Yes

No

Recertify your Cash Assistance Benefits

Through ACCESS HRA you can also submit your recertification for Cash Assistance online. Your existing information will be pre-filled into the online form for you, saving you time while completing your recertification.

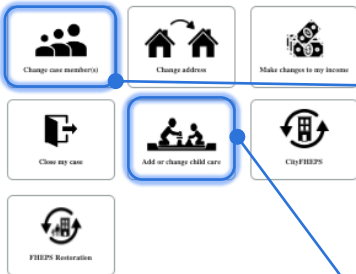
If you create an HRA account and sign up for electronic notifications, ACCESS HRA can even send you an e-mail or text message when it's time to recertify!

Case Changes & Emergency Grants

What do you need help with?


Select the case changes or grants you would like to apply for. You can select more than one. Click each box for more details about what you can apply for.

I need to change my case:



I need financial help to:



 You do not need to submit a new application if you want to update your information or submit a new need or request. Call 311 and ask about a partner organization that can help you.

For more information on how to get help paying for other expenses like child care, work-related expenses, or burial costs or if the help you need is not available above please [go to the CA FAQ page](#).

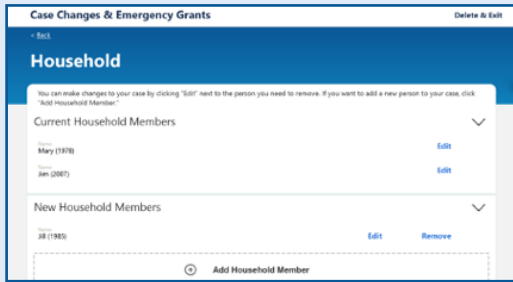
Cancel

Continue

Add or Change Child Care Request

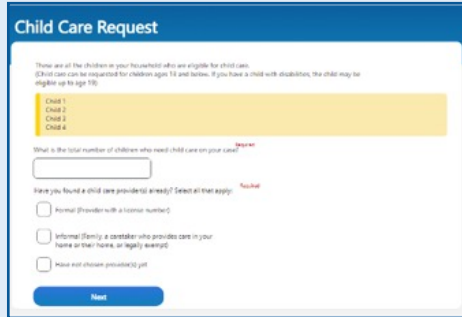
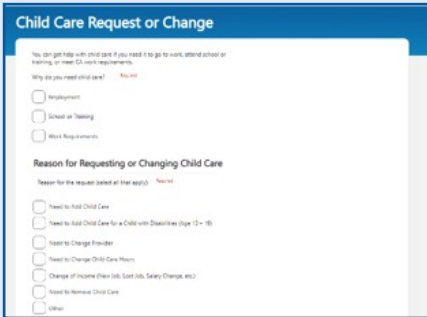
Adding or removing a person from your case, you must provide answers to the questions presented, such as reason for removal or when the person joined the household.

Adding a person to your case: You can add a newborn, child, or adult to your case. For newly added person to your case, you can request furniture, and provide income details this household member receives.



Adding or Changing Child Care Request

To add or change childcare benefits to your case, you must provide answers to the questions presented, such as the reason for adding or removing childcare, the type of childcare requested and entering your current work schedule.



Case Changes & Emergency Grants

What do you need help with?


Select the case changes or grants you would like to apply for. You can select more than one. Click each box for more details about what you can apply for.

I need to change my case:



I need financial help to:



 You do not need to submit a new application if you want to update your information or submit a new need or request. Call 311 and ask about a partner organization that can help you.

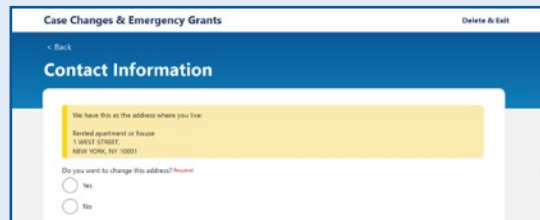
For more information on how to get help paying for other expenses like child care, work-related expenses, or burial costs or if the help you need is not available above please [go to the CA FAQ page](#).

Cancel

Continue

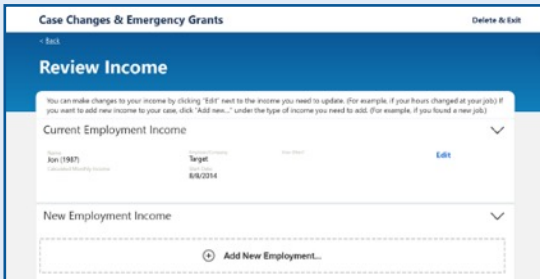
Residential Address Change Request

You can request an update to your residence address. In this request, you will be prompted to provide information for housing cost, utility bill, and air conditioning bill for your new residential address.



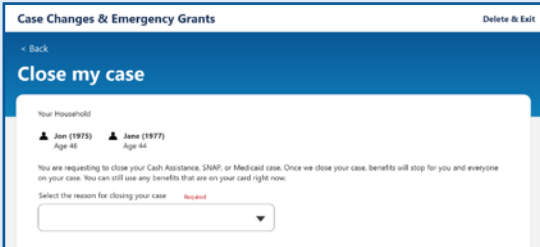
Income Change Request

You can edit, add or remove your income. A request can include updating details for an existing income on file, removal of income on file, or adding a new income.



Close Case Request

You can request to close your case. Based on your reason for making this request, you may be asked to provide up to date address, income, or resource information.



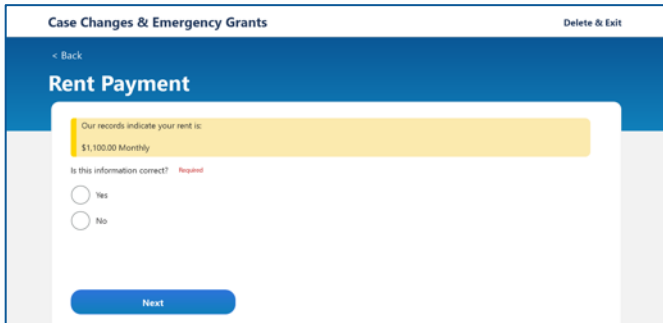
Help with CityFHEPS and FHEPS

Clients who receive Cash Assistance can download the CityFHEPS modification form to report a change in their rent, household, or income. They can also select to restore FHEPS to their case.

Cash Assistance Emergency Grants (One Shot Deals)

Housing Costs Assistance

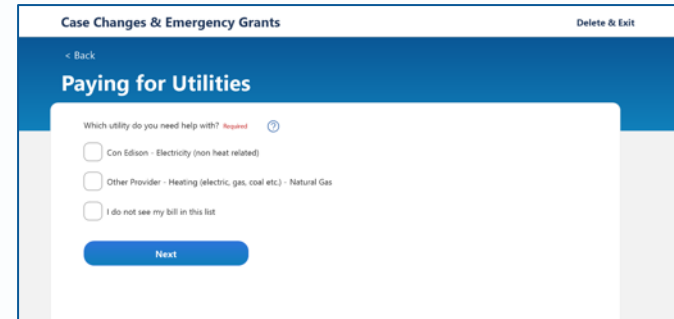
You can request assistance with an existing housing (rent, mortgage, or property tax) bill. In this request, you can provide information about your bill, arrears, eviction or foreclosure details, and help you may be receiving from another person.



The screenshot shows the 'Rent Payment' form. At the top, it says 'Case Changes & Emergency Grants' with a 'Delete & Exit' link. Below is a '< Back' link. The title 'Rent Payment' is in a blue header. The main content area has a yellow box stating 'Our records indicate your rent is: \$1,100.00 Monthly'. Below this, it asks 'Is this information correct?' with a 'Required' label and two radio buttons: 'Yes' and 'No'. At the bottom is a blue 'Next' button.

Utility Bills Assistance

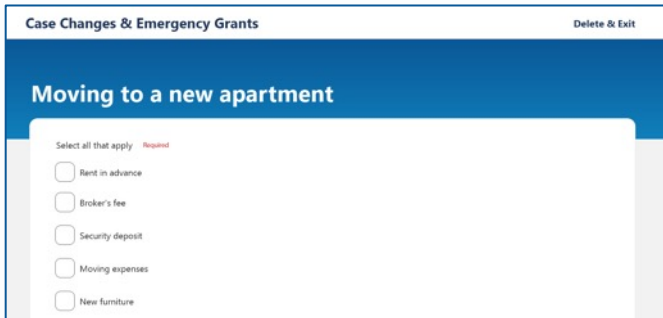
You can request assistance with an existing heating, electricity, gas for cooking, or fuel for heating water utility bill or you can add a new utility bill of one of those types. In this request, you can provide information about your bill, shut off details, and arrears.



The screenshot shows the 'Paying for Utilities' form. At the top, it says 'Case Changes & Emergency Grants' with a 'Delete & Exit' link. Below is a '< Back' link. The title 'Paying for Utilities' is in a blue header. The main content area asks 'Which utility do you need help with?' with a 'Required' label and a help icon. There are three radio button options: 'Con Edison - Electricity (non heat related)', 'Other Provider - Heating (electric, gas, coal etc.) - Natural Gas', and 'I do not see my bill in this list'. At the bottom is a blue 'Next' button.

Moving Costs Assistance

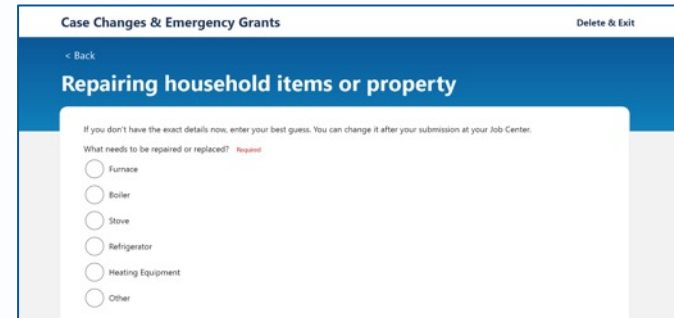
You can request assistance with expenses related to moving such as rent in advance, broker's fee, security deposit, moving expenses, and new furniture. In this request, you can provide information about your landlord, your new address, and your bill.



The screenshot shows the 'Moving to a new apartment' form. At the top, it says 'Case Changes & Emergency Grants' with a 'Delete & Exit' link. Below is a '< Back' link. The title 'Moving to a new apartment' is in a blue header. The main content area asks 'Select all that apply' with a 'Required' label. There are five radio button options: 'Rent in advance', 'Broker's fee', 'Security deposit', 'Moving expenses', and 'New furniture'.

Home Repairs Assistance

You can request assistance with repairing property or essential household items. In this request, you can provide information about items that need repairing or replacing, the reason you need assistance, and any estimates you have already received for the repair.



The screenshot shows the 'Repairing household items or property' form. At the top, it says 'Case Changes & Emergency Grants' with a 'Delete & Exit' link. Below is a '< Back' link. The title 'Repairing household items or property' is in a blue header. The main content area has a note: 'If you don't have the exact details now, enter your best guess. You can change it after your submission at your Job Center.' Below this, it asks 'What needs to be repaired or replaced?' with a 'Required' label. There are six radio button options: 'Furnace', 'Boiler', 'Stove', 'Refrigerator', 'Heating Equipment', and 'Other'.

More Cash Assistance Emergency Grants (One Shot Deals)

Storage Fees Assistance

You can request assistance with new or existing storage unit fees. In this request, you can provide information about the reason for the storage, when the storage is needed by, the storage space needed, the location of the storage unit, and the cost of the unit.

Storage Fees

If you don't have the exact details now, enter your best guess. You can change it after your submission at your Job Center.

What date did your belongings go into storage?

Name of storage company? Required

Monthly cost of storage unit Required

\$

Storage space size

ft in X ft X in

Billing Period Start and End Date Required

-

Total Amount Owed Required

\$

Restaurant Allowance

You can request a restaurant allowance if you cannot prepare food at home at this time. This may be due to kitchen appliances not working, living in a residence without cooking facilities, being unhoused or living in a shelter, a utilities shutoff, or a debilitating illness.

Restaurant allowance

Important Information about Restaurant Allowance

I understand:

- I may be eligible for a restaurant allowance if I am receiving Cash Assistance.
- If I cannot prepare meals in my home because the oven, stove, or refrigerator doesn't work, or I live in a residence without cooking facilities, or I am very sick, I may be eligible for a restaurant allowance.
- If my household is affected by gas service disruption, I may be eligible for a supplemental restaurant allowance if I am receiving Cash Assistance. I may be required to provide documentation of the gas outage. However, if HRA is made aware of a gas outage, and the outage is widespread, documentation of the outage is not required to receive a restaurant allowance. However, I may need to verify that I live within the gas outage area.
- In order to receive home delivered meals or a restaurant allowance, I must provide documentation such as:
 - Doctor/Social Worker's letter verifying disability
 - Utility company temporary shut-off notice
 - Other proof of inability to prepare meals at home

Restaurant Allowance (monthly allowance)

Dinner in a restaurant	\$29
Lunch and dinner in a restaurant	\$47
All meals in a restaurant	\$64

Pregnancy Allowance

If you are expecting a baby, you can request funds to help pay for baby supplies. You may be eligible to receive this additional payment from month 4 of the pregnancy until the baby is born. You will have to provide the due date and number of babies expected.

Pregnancy allowance

Is <HH member first name> pregnant? Required

☒ Yes

☐ No

Due Date: Required

MM/DD/YYYY

How many babies is <HH member first name> expecting? Required

Next

Assistance to Recover After a Crisis

If you experienced an unexpected event that damaged your property, such as a fire, flood or natural disaster, you can request an allowance to help replaced your belongings. You can use these funds to purchase furniture, appliances, or clothing.

Furniture and clothing replacement due to a crisis

If you are requesting clothing allowance for medical reasons, select "Other".

What unexpected event took place? Required

Were you forced to leave your home? Required

☐ Yes

☐ No


What do you need replaced? Required

☐ Clothing

☐ Furniture

If you have property such as a furnace that was damaged, you can request assistance through the "Repairing household items or property" option on the "Select Grant" page.

Document Re-use for Applications

 **Re-use Documents in your Case Record**

Documents Already on File

If you would like to re-use documents we already have on file, click the 'Choose Document' button and select the document you would like to use. This option is currently only available online for the Head of Case.

You may be required to resubmit the document or submit additional documentation during the interview.

Category	Household Member(s)	Most Common Verification Documents	Choose Document
Age	Jon 1/1/1980	<ul style="list-style-type: none">Birth or baptismal certificateIdentity document with date of birth	Choose Document ✓
U.S. Citizen / National	Jon 1/1/1980	<ul style="list-style-type: none">Birth CertificateU.S. Passport	Choose Document !

[Next](#)

[Contact Us](#) [Terms of Use](#) [Privacy Policy](#) English

Re-use Documents for Identity, Age, or U.S. Citizenship

You can select documents that HRA already has on file from your last 60 days of uploads for the head of case to accompany your SNAP, Cash Assistance, or HEAP application submission. Selecting these documents within the application will help provide HRA with supporting documentation that might be required during the interview process. This feature will be available to users who have connected to their HRA case.

Do you have any of these documents with you now?

You can mark the documents you are ready to give us, so you can see which documents you still need to get. You will see this list again after you submit your application.

Proof Of	For	Suggested Documents
! Residence	John (2/2/1980)	<input type="checkbox"/> • Current lease or your last rent receipt with your residence address and the name of your landlord <input type="checkbox"/> • Water, sewage, or tax bill that shows your current residence address <input type="checkbox"/> • Homeowner's or renter's insurance policy that shows your current residence address
✓ Income from Employment	John (2/2/1980)	<input checked="" type="checkbox"/> • Pay stubs from the last four (4) weeks
! Income from Alimony	John (2/2/1980)	<input type="checkbox"/> • A check for alimony or spousal support

Choose the Documents you want to Reuse

The documents available for reuse will be displayed once you click on the 'Choose Document' button. You will not be able to view the content of the document itself, but you can see the type of document.

Once you mark the checkbox and click 'Save', the document will be associated to your application and a green exclamation point will be displayed to show that documents have been selected.

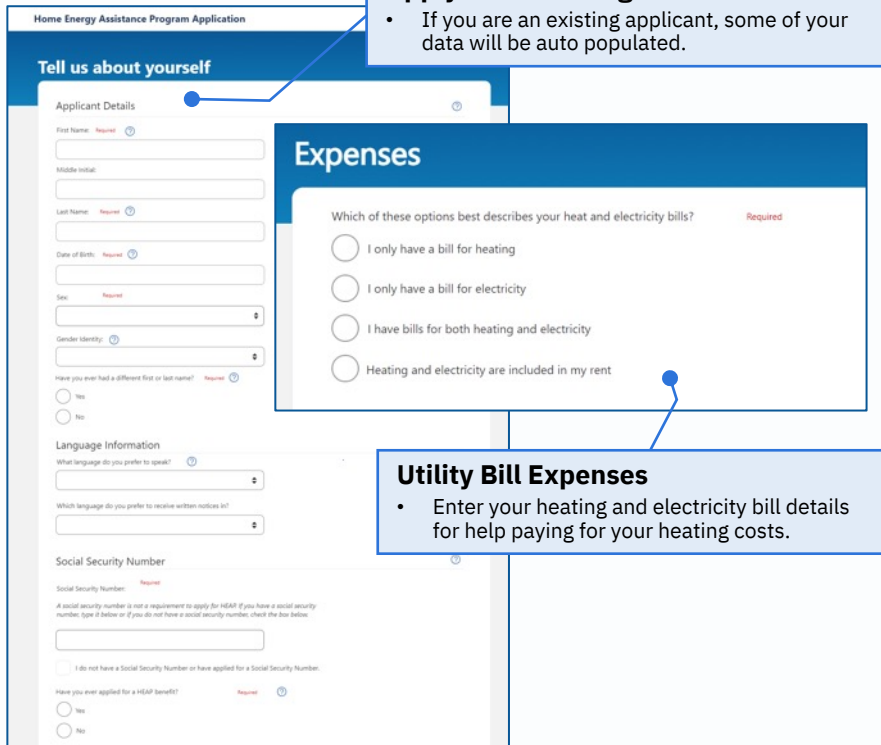
HEAP – Heating & Cooling Applications

Applying for HEAP is easy!

Answer questions about your household, income, and expenses.
Review a summary of your answers and make changes, if needed.
Electronically sign and submit your application.

Apply for HEAP Regular Benefits

- If you are an existing applicant, some of your data will be auto populated.

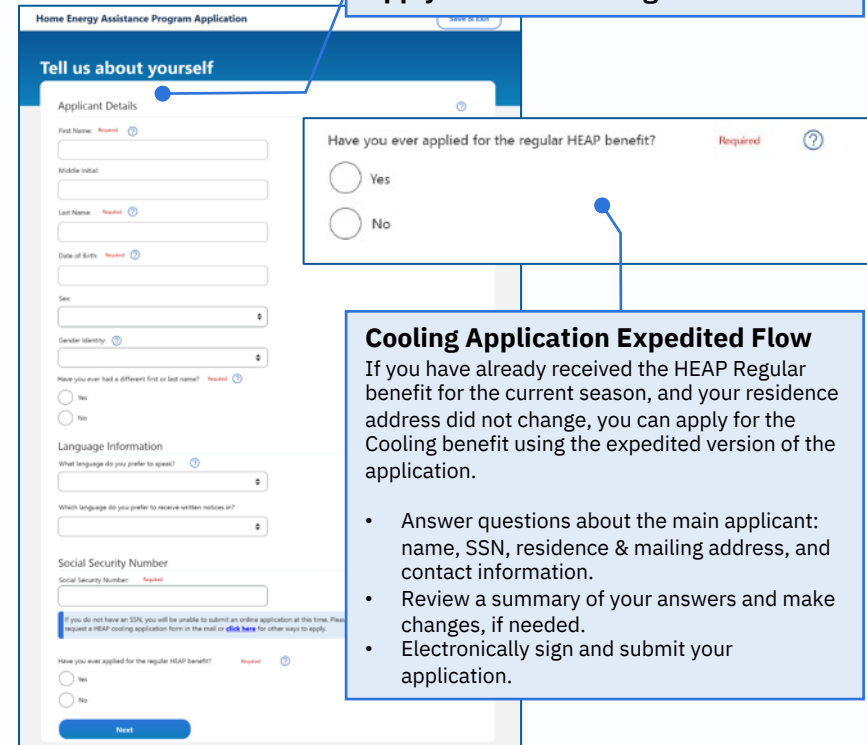


The screenshot shows the 'Home Energy Assistance Program Application' form for regular benefits. The 'Tell us about yourself' section includes fields for First Name, Middle Initial, Last Name, Date of Birth, Sex, Gender Identity, and a checkbox for 'Have you ever had a different first or last name?'. The 'Expenses' section asks 'Which of these options best describes your heat and electricity bills?' with four radio button options: 'I only have a bill for heating', 'I only have a bill for electricity', 'I have bills for both heating and electricity', and 'Heating and electricity are included in my rent'. The 'Language Information' section asks for preferred spoken and written languages. The 'Social Security Number' section includes a field for the SSN and a checkbox for 'I do not have a Social Security Number or have applied for a Social Security Number'.

Utility Bill Expenses

- Enter your heating and electricity bill details for help paying for your heating costs.

Apply for HEAP Cooling Benefits



The screenshot shows the 'Home Energy Assistance Program Application' form for cooling benefits. The 'Tell us about yourself' section includes fields for First Name, Middle Initial, Last Name, Date of Birth, Sex, Gender Identity, and a checkbox for 'Have you ever had a different first or last name?'. A question 'Have you ever applied for the regular HEAP benefit?' is shown with 'Yes' and 'No' radio buttons. The 'Language Information' section asks for preferred spoken and written languages. The 'Social Security Number' section includes a field for the SSN and a checkbox for 'I do not have a Social Security Number or have applied for a Social Security Number'. A note states: 'If you do not have an SSN, you will be unable to submit an online application at this time. Please request a HEAP cooling application form in the mail or click here for other ways to apply.' The form ends with a 'Next' button.

Cooling Application Expedited Flow

If you have already received the HEAP Regular benefit for the current season, and your residence address did not change, you can apply for the Cooling benefit using the expedited version of the application.

- Answer questions about the main applicant: name, SSN, residence & mailing address, and contact information.
- Review a summary of your answers and make changes, if needed.
- Electronically sign and submit your application.

Medicaid Pre-Application Screener

Getting Started with the Screener

The first step is to answer a few questions to confirm where you should apply. After clicking “Next”, AHRA will let you know where you and your family members should apply.

Let's find out which Medicaid application is right for you. We use these questions to determine if you must apply through ACCESS HRA or to direct you to the right application for your needs. Answers to these questions will not be saved nor impact your Medicaid eligibility.

Which county in New York State do you live in? **Required**

Bronx County

Are you applying for yourself only? **Required**

☐ Yes
☒ No

Are you age 65 or older or someone with a chronic illness or certified disability, including blindness? **Required**

☐ Yes
☐ No

Are you applying to get coverage for long-term care or short-term rehabilitation services in any of the following facilities? **Required**

- ☐ Hospitals
- ☐ Nursing homes
- ☐ Adult homes
- ☐ Assisted living facilities
- ☐ Other equivalent care facilities

☐ Yes
☒ No

Is anyone else who lives with you and is applying for Medicaid any of the following? Check all that apply.

- ☐ Age 65 or older, or people with a chronic illness or certified disability, including blindness.
- ☐ Applying to get coverage for long-term care or short-term rehabilitation services in any of the following facilities: Hospitals, Nursing homes, Adult homes, Assisted living facilities, and Other equivalent care facilities
- ☐ A child under age 18 who has a waiver or been told they need long-term care services
- ☐ A disabled adult child (DAC)
- ☐ A person who is under age 65 and does not have a certified disability or chronic illness

Next

Cancel

Apply via ACCESS HRA

If you can apply on ACCESS HRA, you will see an expandable list of available AHRA applications and a green checkmark for “ACCESS HRA” as shown here.

Medicaid applications include

- Medicaid Application
- Medicare Savings Program (MSP)

MSP will reimburse eligible clients' Medicare premiums

Select the appropriate application for you and click “Start”.

You or anyone in your household who is applying for Medicaid should apply via ACCESS HRA if you/they are:

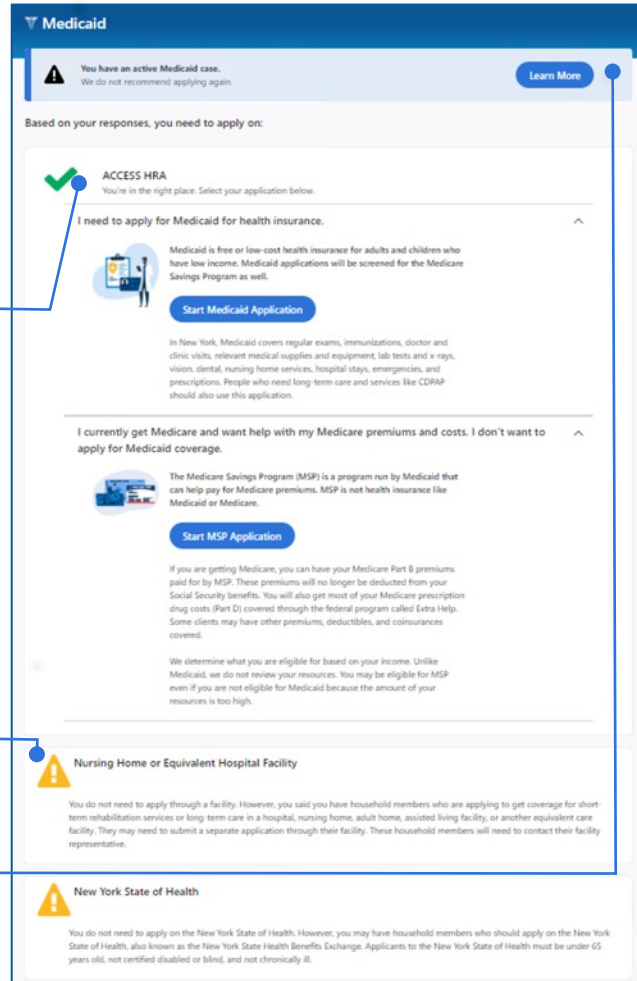
- Aged 65 or older
- Chronically ill
- Have a certified disability
- Legally blind

Application Re-direct

You or some members of your household may have to apply elsewhere, such as the New York State Exchange or an in-patient facility. This information will be provided.


Active Medicaid Case

We will notify you if you have an active Medicaid case, as we recommend you do not apply again.



The screenshot shows the Medicaid Pre-Application Screener interface. At the top, a blue header bar contains the "Medicaid" logo. Below the header, a notification banner states: "You have an active Medicaid case. We do not recommend applying again." with a "Learn More" button. The main content area is titled "Based on your responses, you need to apply on:". It features a green checkmark icon next to the "ACCESS HRA" option, which is highlighted. Below this, a section titled "I need to apply for Medicaid for health insurance." provides information about ACCESS HRA and includes a "Start Medicaid Application" button. Another section titled "I currently get Medicare and want help with my Medicare premiums and costs. I don't want to apply for Medicaid coverage." includes information about the Medicare Savings Program (MSP) and a "Start MSP Application" button. At the bottom, there are two sections with yellow warning icons: "Nursing Home or Equivalent Hospital Facility" and "New York State of Health", both advising that the user does not need to apply through those channels.

Medicaid - Application



Instructions

There are two steps to your Medicaid application. You're about to start the online application, which is Step 1. After you submit this application, you will need to complete Step 2 and provide us documents. We will let you know what documents you need to submit once you apply.

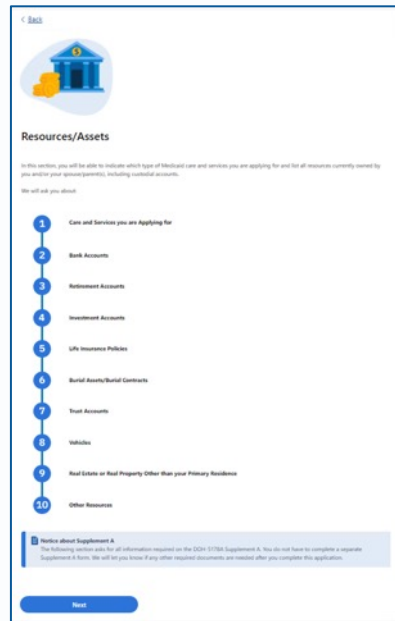
- 1** Submit Online Application **40-90 Minutes**
You must complete the following sections to submit your application:
 - Section 1: Instructions
 - Section 2: Care Details (people in your household)
 - Section 3: Resources (if necessary)
 - Section 4: Income (money earned in your household)
 - Section 5: Expenses (what your household regularly pays for)
 - Section 6: Financial Maintenance Form (if necessary)
 - Section 7: Other resources (current healthcare coverage for household members, if applicable)
 - Section 8: Sign & Submit
- 2** Return Documents
We will let you know what documents you will need to provide once you submit your application.
- 3** Application Processing **Typically 45-90 Days**
You will typically receive a response on your application in writing. Responses include acceptance, requests for more information, or denial. Determinations of eligibility based on a disability are completed within 90 days. Under certain circumstances additional time may be required, such as when there is a delay on the part of the applicant or an examining physician, or because of an administrative or other emergency that could not be controlled by the agency.

For more information about Medicaid, you can click "Save & Exit" above and go to the Benefits page. You can also call us at 888-482-4116.

[Next](#)

Apply for Medicaid

Clients who are disabled, chronically ill, legally blind, or aged 65 and older will now be able to apply for Medicaid on ACCESS HRA! You will have to provide information about your household, resources, income, expenses, and other healthcare policies.



Resources/Assets

In this section, you will be able to indicate which type of Medicaid care and services you are applying for and list all resources currently owned by you and/or your spouse(s), including nonreal estate.

We will ask you about:

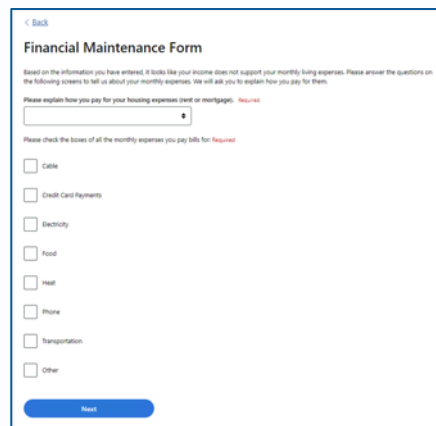
- 1 Care and Services you are Applying for
- 2 Bank Accounts
- 3 Retirement Accounts
- 4 Investment Accounts
- 5 Life Insurance Policies
- 6 Burial Assets/Burial Contracts
- 7 Trust Accounts
- 8 Vehicles
- 9 Real Estate or Real Property Other Than your Primary Residence
- 10 Other Resources

[Next](#)

Supplement A/Resources

The Supplement A form (DOH-5178A) for reporting resources is included in the online application. If you need to complete this form, these questions will automatically be shown.

You do **not** need to submit this form separately.



Financial Maintenance Form

Based on the information you have entered, it looks like your income does not support your monthly living expenses. Please answer the questions on the following screens to tell us about your monthly expenses. We will ask you to explain how you pay for them.

Please explain how you pay for your housing expenses (rent or mortgage). **Required**

Please check the boxes of all the monthly expenses you pay bills for. **Required**

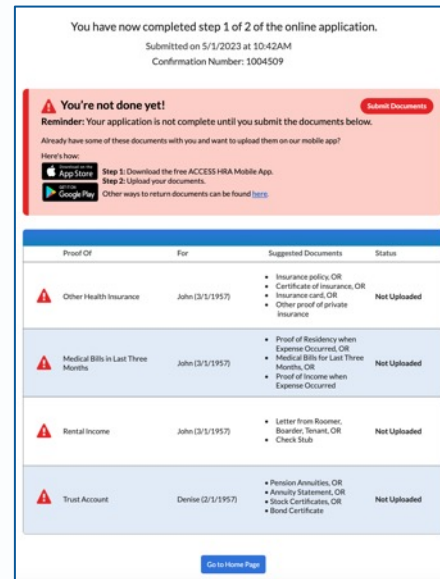
☐ Cable
☐ Credit Card Payments
☐ Electricity
☐ Food
☐ Heat
☐ Phone
☐ Transportation
☐ Other

[Next](#)

Financial Maintenance Form

The Financial Maintenance Form (DOH-4443) is also included in the online application. If your income does not support your monthly living expenses, these questions will automatically be shown.

You do **not** need to submit this form separately.



You have now completed step 1 of 2 of the online application.

Submitted on 5/1/2023 at 10:42AM
Confirmation Number: 1004509

You're not done yet!
Reminder: Your application is not complete until you submit the documents below.

Already have some of these documents with you and want to upload them on our mobile app?
Here's how:
[App Store](#)
[Google Play](#)
Step 1: Download the free ACCESS HRA Mobile App.
Step 2: Upload your documents.
Other ways to return documents can be found [here](#).

[Submit Documents](#)


Proof Of	For	Suggested Documents	Status
Other Health Insurance	John (3/1/1957)	<ul style="list-style-type: none">Insurance policy, ORCertificate of insurance, ORInsurance card, OROther proof of private insurance	Not Uploaded
Medical Bills in Last Three Months	John (3/1/1957)	<ul style="list-style-type: none">Proof of Residence when Expense Occurred, ORMedical Bills for Last Three Months, ORProof of Income when Expense Occurred	Not Uploaded
Rental Income	John (3/1/1957)	<ul style="list-style-type: none">Letter from Roomer, Boarder, Tenant, ORCheck Stub	Not Uploaded
Trust Account	Denise (2/1/1957)	<ul style="list-style-type: none">Pension Annuities, ORAnnuity Statements, ORStock Certificates, ORBond Certificate	Not Uploaded

[Go to Home Page](#)

Confirmation and Documents

The Confirmation Page is shown after you submit your application and provides your confirmation number as well as next steps. Submitting the application online is step 1 of 2. If you do not submit all your documents, your application will most likely be deferred. A list of the documents you may need to upload is provided on the confirmation page. We need these to confirm your answers.

[< Back](#)



Instructions

There are two steps to the Medicare Savings Program application. You're about to start the online application, which is Step 1. After you submit this application, you will need to complete Step 2 and provide us documents. We will let you know what documents you need to submit once you apply.

1

Submit Online Application

You must complete the following sections to submit your application.

- Section 1: Introduction
- Section 2: Case Details
- Section 3: Income & Expenses
- Section 4: Other Healthcare
- Section 5: Sign & Submit

2

Return Documents

We will let you know what documents you will need to provide once you submit your application.

Questions? For more information about the Medicare Savings Program, you can click "Save & Exit" above and go to the Benefits page. You can also call Infoline at 888-692-6116.

Next

Apply for MSP


Clients who are disabled, chronically ill, legally blind, or aged 65 and older will now be able to apply for MSP on ACCESS HRA! You will have to provide information about your household, income, expenses, and other healthcare policies.

When to Apply for MSP

You can apply online for the Medicare Savings Program on ACCESS HRA. Medicaid applications will be screened for the Medicare Savings Program as well. If you do not want to be screened for Medicaid coverage, you can apply separately.

What makes you eligible for MSP?

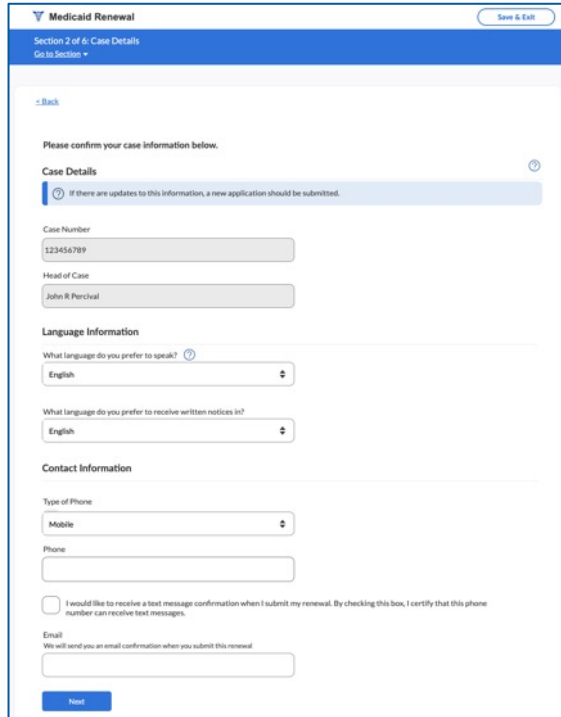
We determine what you are eligible for based on your income. Unlike Medicaid, we do not review your resources. You may be eligible for MSP even if you are not eligible for Medicaid because the amount of your resources is too high.



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Medicaid (MA) Renewal



Medicaid Renewal

Section 2 of 6: Case Details

Go to Section

< Back

Please confirm your case information below.

Case Details

If there are updates to this information, a new application should be submitted.

Case Number

123456789

Head of Case

John R. Perchal

Language Information

What language do you prefer to speak?

English

What language do you prefer to receive written notices in?

English

Contact Information

Type of Phone

Mobile

Phone

☐ I would like to receive a text message confirmation when I submit my renewal. By checking this box, I certify that this phone number can receive text messages.

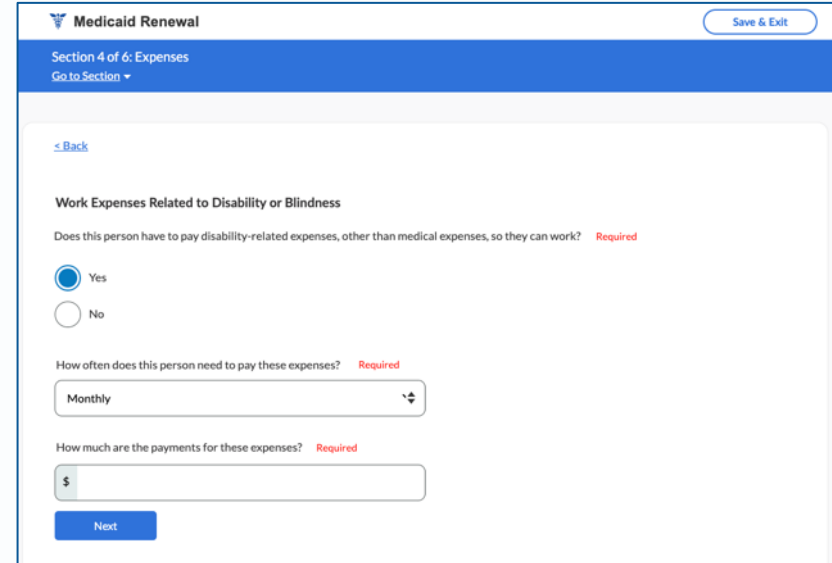
Email

We will send you an email confirmation when you submit this renewal.

Next

Submit your Medicaid Renewal Online

- Answer questions about your household, income, expenses, and other health insurance policies you may have.
- Review a summary of your answers and add, edit, or remove any, if needed.
- Electronically sign and submit your renewal before providing any necessary documents.



Medicaid Renewal

Section 4 of 6: Expenses

Go to Section

< Back

Work Expenses Related to Disability or Blindness

Does this person have to pay disability-related expenses, other than medical expenses, so they can work? Required

☒ Yes

☐ No

How often does this person need to pay these expenses? Required

Monthly

How much are the payments for these expenses? Required

\$

Next

Disabled, Aged, and Blind Individuals

If you have a disability and normally fill out the MAP-909E paper renewal form, you will have to answer a few additional questions.

- Answer all the same questions as the other renewal, but also provide any resources and/or additional expenses related to the case member with a disability.
- Provide any newly disabled or chronically ill case members since your previous renewal.
- Electronically sign and submit your renewal before providing any necessary documents.

Medicaid Renewal

Save & Exit


Go to Section ▾

[< Back](#)

You have now completed step 1 of 2 of the online renewal.

Submitted on 5/9/2022 at 10:42AM

Confirmation Number: 1004509




You're not done yet! Submit documents by 11/1/2022.


Submit Documents

Reminder: Your renewal is not complete until you submit the documents below.

Already have some of these documents with you and want to upload them on our mobile app?

Here's how:



 Download on the App Store

 GET IT ON Google Play

Step 1: Download the free ACCESS HRA Mobile App.

Step 2: Upload your documents.

Other ways to return documents can be found [here](#).

Proof Of	For	Suggested Documents	Status
 Other Health Insurance	John (03/01/1990)	<ul style="list-style-type: none">Insurance policy, ORCertificate of insurance, ORInsurance card, OROther proof of private insurance	Not Yet Uploaded
 Disability-Related Work (Non-Medical) Expenses	John (03/01/1990)	<ul style="list-style-type: none">DOH-517A: Access NY Supplement A	Not Yet Uploaded

Go to Home Page

The Confirmation Page is shown after you submit your online Medicaid application or renewal and provides your confirmation number as well as next steps.

Confirmation Number

Don't Forget to Submit your Documents!


Submitting the application or renewal online is step 1 of 2. If you do not submit all your documents, your renewal will most likely be deferred.


A list of the documents you may need to upload is provided on the confirmation page. We need these to confirm your answers.


This document list can also be accessed on the Document tab and the AHRA Mobile App, where you can upload these documents.

New! CityFHEPS Renewal

Active Cases & Applications In Progress (1)

 CityFHEPS 018245145A Active

 Expiring Soon

 Documents Due

Renewal Status: Ready for Renewal

Next Renewal Due: June - October 2023

Renew

Past Cases (0)

CityFHEPS Renewal!

CityFHEPS has joined the ACCESS HRA family of New York City benefit programs. Clients with CityFHEPS cases can now complete their annual renewal online via AHRA.

Clients who are in their renewal window can launch the AHRA renewal application via the new CityFHEPS case card found on the User Homepage. Simply click 'Renew' when the time comes to begin your renewal.

A Snapshot of your Case Information

You can find key information regarding your CityFHEPS case and renewal on the AHRA homepage and the CityFHEPS Benefits page.

On this case card you can view a summary of your case status, document status, renewal status, and renewal due date.

CityFHEPS will let you know here if your renewal window is open, if it is being reviewed, or if no action is needed.



CityFHEPS Renewal Save & Exit

Step 2 of 5: Case Details (People in your Household)
[Go to Section](#)

[< Back](#)

Head of Case Information

Your Household

 John  May

Age 48 Age 73

Important: The Head of Case cannot be changed online.

Head of Case

First Name

Middle Name

Last Name

Date of Birth
MM/DD/YYYY

Gender

Social Security Number

Next

Renew your CityFHEPS Benefits

Through ACCESS HRA you can also submit your renewal for CityFHEPS online.

Your existing information will be pre-filled into the online form for you, saving you time while completing your renewal.

Prepare for your Online Renewal

For your CityFHEPS renewal, you will answer questions about your household, income, and rent expenses you may have.

During the renewal, you can review a summary of your answers and add, edit, or remove any, if needed.

You will then electronically sign and submit your renewal before providing any necessary documents.

CityFHEPS Renewal


Save & Exit


Step 2 of 5: Case Details (People in your Household)
[Go to Section](#)

[< Back](#)

Application for an Additional Year of CityFHEPS

Your Household


 **John**
Age 48

 **May**
Age 73

You are completing your fifth year in a City rental assistance program (LINC, SEPS, CITYFHEPS, or CityFHEPS). Your rental assistance program will end on **<CaseEndDate>** unless you let us know that you have a good cause reason for HRA to approve an additional year of rental assistance and meet all eligibility requirements for CityFHEPS.

If you want to apply for an additional year of rental assistance, you must submit this form with your renewal application and:

- You must continue to meet all CityFHEPS eligibility requirements, including having household income at or below 80% of the area median income
- Inform HRA of the reasons you need to continue to receive CityFHEPS by selecting a good cause reason that applies to you and your household below.



If this is not your fifth year in City rental assistance or you have any additional questions, please call 718-557-1399.

Good Cause Reasons

Required

Please review the following potential good cause reasons for HRA to approve an additional year of CityFHEPS after your fifth year in a City rental assistance program pursuant to 68 R.C.N.Y. §10-08(c)(3).

Select **all** reasons that apply to you and your household for **exemption** below

☐ Household includes a member who is 60+ years old

☐ Household includes a member who is disabled and on the SSI track

Select **all** reasons that apply to you and your household for a Good Cause Extension below

☐ Health challenges for you or someone in your household that make it difficult for you to find suitable housing

☐ Mental health issues for you or someone in your household that make it difficult for you to find suitable housing

☐ Loss of employment

☐ Changes in household composition that has led to loss of income

☐ Your income is not high enough to be able to pay the entire rent

☐ You have a fixed income that cannot cover the rent

☐ No other housing options are available to you if you lose your current housing

Next

Clients who are completing their fifth year of CityFHEPS benefits at the time of renewal will have an opportunity to apply for an additional year of rental assistance with proper justification.

Choose Potential Good Cause Reasons

Clients have the option to select a reason why their case should be **exempt** from the five-year rule. They will also be able to select from a list of justifications on why they need to apply for a good cause **extension**.

Exemption Reasons Include:

- The household includes a member who is 60+ years old
- Household includes a member who is disabled and on the SSI track

Extension Reasons Include:

- Health challenges for you or someone in your household that make it difficult for you to find suitable housing
- Mental health issues for you or someone in your household that make it difficult for you to find suitable housing
- Loss of employment
- Changes in household composition that has led to loss of income
- Your income is not high enough to be able to pay the entire rent
- You have a fixed income that cannot cover the rent
- No other housing options are available to you if you lose your current housing

CityFHEPS Renewal - Next Steps

1

2

Renewal Submitted

Return Documents

1

Success! Submitted on 6/19/2023 at 10:42AM

Confirmation Number: 7098653762

✓

View a copy of your submitted form [here](#). We've sent a copy of this confirmation page to your email address if you gave us one.

2

You're not done yet! You must return the documents below.

We may need you to give us more documents after we review your application. We will send you a notice with the full list of documents we need you to give us. This notice will tell you when you need to give us these documents. If you do not give us all these documents by that date, we may deny your application.

For assistance, call the Rental Assistance Call Center at 718-557-1399

Proof Of	For	Suggested Documents
Income from Employment	Jon (2/1/1975)	<ul style="list-style-type: none">• Pay stubs from the last four (4) weeks• Letter from Employer with Earnings• Tax records or current income tax return
Unearned Income	Jon (2/1/1975)	<ul style="list-style-type: none">• Current SSA/SSI Benefits Statement• Child Support/Alimony Check Stub• Unemployment Insurance Statement• Award Letter/Certificate• Benefit Check• Letter from Agency Administering Grant
Arrears	Jon (2/1/1975)	<ul style="list-style-type: none">• Court Judgement or Stipulation• Legal Aid/Advocate request for arrears payment• Rental History Payment Breakdown*

Already have some of these documents with you? UPLOAD them now.

Here's how:



Download the free ACCESS HRA Mobile App. Upload your documents. Other ways to return documents can be found [here](#).



Download on the App Store



GET IT ON Google Play

Help us serve you better! Please complete this optional survey.

[Click here to provide additional information about sexual orientation and gender identity.](#) This information will be kept confidential.

Please note: If you want to apply for help paying your back rent, please apply separately for Cash Assistance emergency assistance (a one-shot deal or special grant).

⚠

Complete both steps or you may lose your benefits.

Do you need help completing these steps? Find a [Partner Organization](#) for assistance.

Go to Home Page

This Confirmation Page is shown after you submit your online CityFHEPS renewal. It provides your confirmation number as well as next steps.

Confirmation Number

Don't Forget to Submit your Documents!

Much like other AHRA programs, submitting online renewal is only step 1 of 2 toward receiving your benefit. If you do not submit all your documents, you may not receive your rental assistance.

On this page you'll find a list of the documents you may need to upload. These will be used to provide proof to the answers you gave during the online renewal.

This document list can also be accessed on the Document tab and the AHRA Mobile App, where you can upload these documents.

You can view and print a PDF summary of your renewal by clicking the link above this documents table.

Get Assistance!

If you need help submitting your documents, click this link to find a community based organization who can work with you.

ACCESS HRA **Fair Fares NYC**



Accessing the Fair Fares Portal

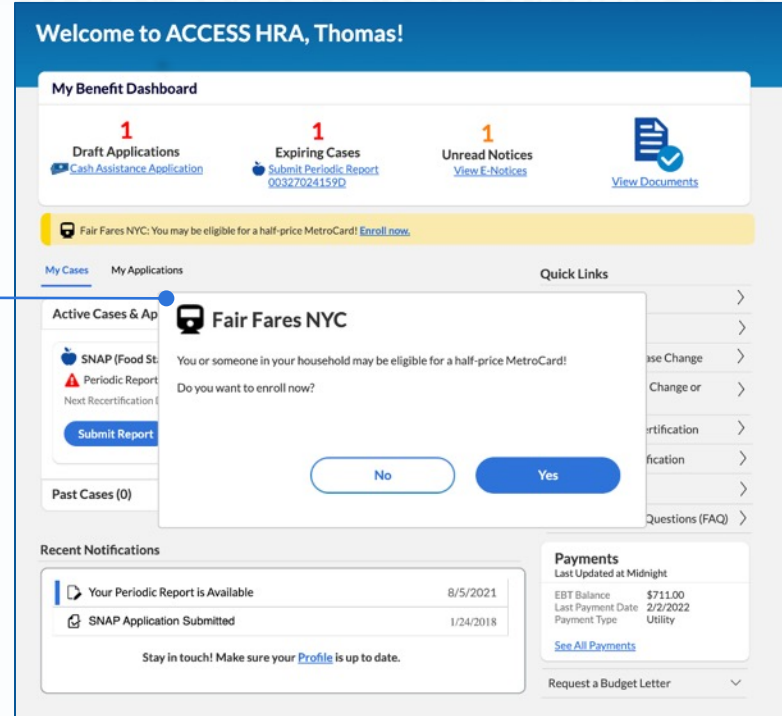
Enroll in Fair Fares NYC!

As a user who is connected to their HRA case profile, you will be prompted to enroll in Fair Fares NYC if you are eligible to do so. By answering “Yes” in the pop up, you will be directed to the Fair Fares side of the portal where you can begin the Fair Fares enrollment.

If you answer “No” in the pop up, you can still start a new Fair Fares enrollment by selecting “Enroll now” in the yellow alert.

Why should apply for Fair Fares NYC?

The Fair Fares NYC program allows eligible New York City residents to receive a 50% discount on subway and eligible bus fares. Pay-per-Ride, weekly unlimited, and monthly unlimited options are all available. Fair Fares can also provide 50% off MTA Access-A-Ride paratransit trips, too. If you need transportation assistance, apply today!



The screenshot shows the 'Welcome to ACCESS HRA, Thomas!' page. The 'My Benefit Dashboard' includes sections for Draft Applications (1), Expiring Cases (1), and Unread Notices (1). A yellow alert banner states: 'Fair Fares NYC: You may be eligible for a half-price MetroCard! [Enroll now.](#)'. A pop-up window titled 'Fair Fares NYC' asks: 'You or someone in your household may be eligible for a half-price MetroCard! Do you want to enroll now?' with 'No' and 'Yes' buttons. The 'Yes' button is highlighted. The background shows the 'Active Cases & Applications' section with a 'Submit Report' button and the 'Recent Notifications' section.



Home Benefits Appointments Documents Payments E-Notices Partners Fair Fares NYC

Log Out jsmith@gmail.com

Profile

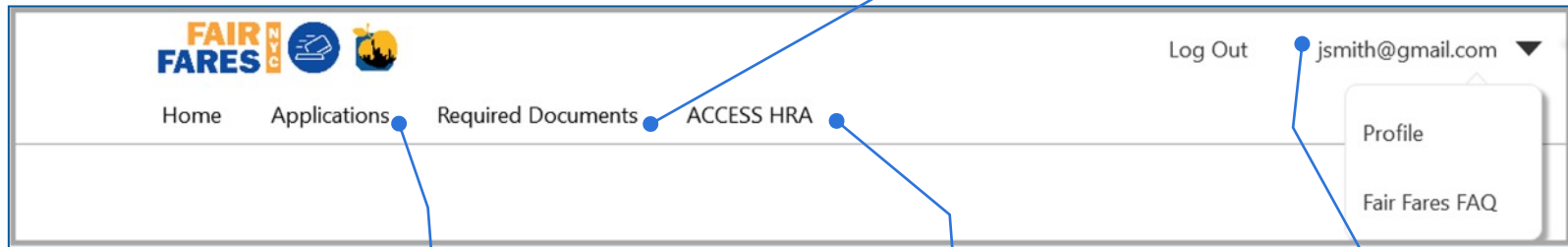
Help

Fair Fares NYC

You can also navigate to the Fair Fares portal by clicking this link at the top of your ACCESS HRA profile.

Fair Fares NYC Navigation

Fair Fares NYC Header



Required Documents

The 'Required Documents' page is only available to clients who have submitted a Fair Fares NYC application. You will be able to view which documents are needed for your application.

Applications

In the 'Applications' tab, you will be able to view any submitted or draft Fair Fares applications.

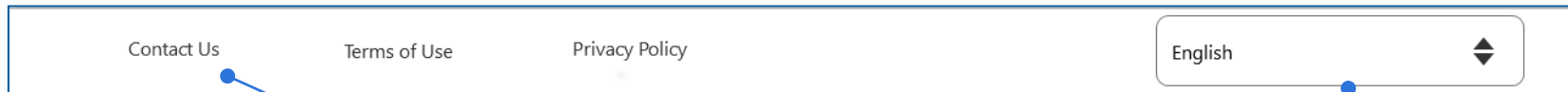
ACCESS HRA

Click this link at any time to navigate to your ACCESS HRA homepage.

Your Menu

Expand this menu and click on "Profile" to go to your Profile page to see/update your contact information. Click on "Help" for answers to frequently asked questions about Fair Fares NYC.

Fair Fares NYC Footer



Contact Us

Submit application issues and/or questions to ACCESS HRA help.

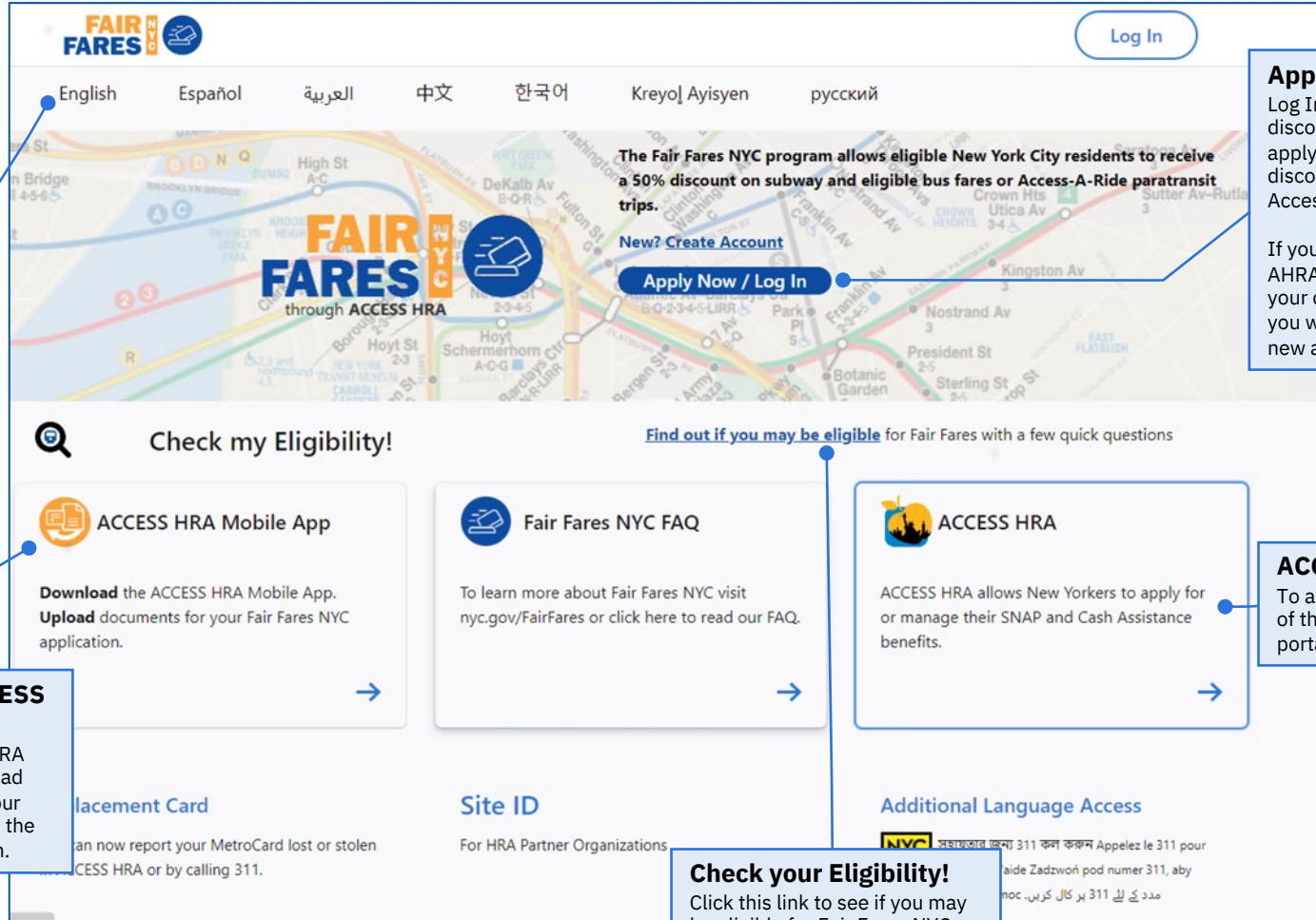
Select a Language

You can update your language using this dropdown at any time.

Fair Fares NYC Landing Page

Select a Language

ACCESS HRA is available in seven languages, including English, Spanish, Arabic, Chinese, Haitian Creole, Korean, and Russian and is formatted for text-to-speech screen readers.



The screenshot shows the Fair Fares NYC landing page. At the top, there's a navigation bar with the 'FAIR FARES NYC' logo and a 'Log In' button. Below the logo, there's a language selection menu with options: English, Español, العربية, 中文, 한국어, Kreyòl Ayisyen, and русский. The main content area features a map of New York City with the 'FAIR FARES NYC through ACCESS HRA' logo overlaid. A text box on the map states: 'The Fair Fares NYC program allows eligible New York City residents to receive a 50% discount on subway and eligible bus fares or Access-A-Ride paratransit trips.' Below the map, there's a 'New? Create Account' link and an 'Apply Now / Log In' button. A 'Check my Eligibility!' section with a magnifying glass icon contains three cards: 'ACCESS HRA Mobile App' (with a download icon), 'Fair Fares NYC FAQ' (with a document icon), and 'ACCESS HRA' (with a person icon). Each card has a brief description and a right-pointing arrow. At the bottom, there are links for 'Replacement Card', 'Site ID', and 'Additional Language Access'.

Apply Now / Log In

Log In to apply for a discounted MetroCard or to apply the Fair Fares NYC discount towards your Access-A-Ride trips!!

If you have an existing AHRA account, you can use your credentials here and you will not need to create a new account.

Download the ACCESS HRA Mobile app!

Download the ACCESS HRA Mobile app to easily upload documents to support your application and check on the status of your application.

ACCESS HRA

To access the benefits side of the ACCESS HRA client portal, click here!

Check your Eligibility!

Click this link to see if you may be eligible for Fair Fares NYC.

Getting Started

How do I create an account?

From the Home page or the Log In page, click **“Create Account”** to create your Fair Fares NYC account if you do not already have an existing ACCESS HRA account.

How do I log in to my account?

If you already have an ACCESS HRA account, enter your credentials on the Log In screen.

Why should I create an ACCESS HRA account?

You need an account to apply for the Fair Fares NYC discount.

If you already have an existing ACCESS HRA account, you should not create a new account and should use your existing account to log in! If you do not have an account already, create one. With your account you can also see which documents you need to return and can update your contact information on file with the agency.

Can I update my Account Information?

Yes. You can navigate to your ‘Profile’ and click **“Update”** to change any of your ACCESS HRA Account information at any time.

Create Account & Log In



Getting Started

Find your HRA Case

If you are currently receiving SNAP or CA benefits or receive the Fair Fares NYC discount, have received benefits or applied for benefits in the **past year**, please answer “Yes” and enter your information here. This information is important and can help speed up your Fair Fares application or renewal.

If you haven’t been enrolled in these programs recently, that’s okay! Answer “No” to this question and then you can apply for the Fair Fares NYC program.

Enter your Information

Enter any of the Social Security Number, CIN, or Fair Fares ID Number for the Head of Case to connect to your cases. If you are a Payee, and currently receiving SNAP or CA benefits on behalf of children in your home, you can enter the oldest child’s SSN and Date of Birth to connect to your HRA case profile.

Skip

If you have never applied for benefits, please click “Skip” so that you can access the applications without connecting to an HRA case profile.

Connect Your Account

Let's get started

If you've worked with the agency before, we may be able to speed up your application process by using information on file.

Have you ever applied for or been in any of the following HRA programs? Required


- Fair Fares NYC program
- SNAP (Food Stamps) program in the last year
- Cash Assistance program in the last year


☒ Yes


☐ No

Next

Questions?

 **Fair Fares NYC FAQ**
To learn more about Fair Fares NYC visit nyc.gov/fairfares or click here to

 **CALL 311**

Log Out j.smith@gmail.com

Home Applications Required Documents ACCESS HRA

Complete Account Setup

Have you applied for or received any of the following in the last year? Required


- Cash Assistance
- SNAP (Food Stamps)
- Fair Fares NYC
- Home Energy Assistance Program (HEAP) benefits
- Medicaid

☒ Yes

☐ No

In order to find your cases, we need to know who you are. Please enter the information of the person who you listed to be the head of your case.

[Need Help with Identity?](#)

 Adults under the age of 65 on a SNAP or Cash Assistance case may be eligible to enroll or apply for Fair Fares by using their CIN and Date of Birth below.

Social Security Number (SSN) (?)

ID Number (CIN) (?)

Fair Fares ID Number (?)

Date of Birth Required

MM/DD/YYYY

Next Skip

Fair Fares NYC Home

Information related to your application will be shown on this page. You can find information such as your enrollment status, MetroCard status, MetroCard expiration date, Fair Fares ID, and if your Fair Fares NYC discount is being applied to subways and eligible buses OR Access-A-Ride trips.

About Eligibility

In order to be eligible for the Fair Fares NYC program, applicants must be between aged 18 through 64, live in New York City, and have a pre-tax annual household income that is at or below 100% of the Federal Poverty Level.

You qualify for this discount if you are not receiving (or are not eligible for) full carefare from the Department of Social Services/Human Resources Administration (DSS/HRA) or any other NYC agency; and if you choose the Fair Fares NYC subway and bus discount, you are not currently participating or eligible to participate in any other transportation discount program.

If you choose the Access-A-Ride discount, you may still be eligible for the Fair Fares NYC discount even if you receive a discount (or free rides) on subways and buses from the Metropolitan Transit Authority (MTA).

Enroll in Fair Fares NYC

If you are a SNAP or CA benefits recipient and you have been determined eligible for the Fair Fares NYC program, you will see this alert at the top of your User Home page. Click on the “Enroll Now” button to initiate the Fair Fares enrollment.

nyc.gov/accessfairfares

[illegible]

Applying for Fair Fares NYC

Fair Fares Application



Applying for Fair Fares has two steps- you're about to start the online application, which is Step 1.

After you finish your online application, we'll give you more information about what's next.

1

Submit Online Application

We'll capture some quick information from you online. This includes information about your household and your income.

Having your tax return from last year ready will make applying easier! If you do not have your tax return, you can still apply.

2

Submit Documents

You can use the ACCESS HRA Mobile App to return your documents. We'll provide you a link and the list of documents you will need to submit for us to verify your eligibility at the end of this application.

Your application is not complete until you finish both steps!

We can not review your application until all documents are returned.

Next

Apply for Fair Fares NYC

In order to be eligible for the Fair Fares NYC program, applicants must be between aged 18 through 64, live in New York City, and have a pre-tax annual household income that is at or below 100% of the Federal Poverty Level.

This application will ask you questions about the following:

- Age
- Residence Address
- Mailing Address
- Family Income

Confirm Your Information

We can use the information you have provided so far to confirm your identity and address with a verification check. This will assist us in processing the application faster and save you from having to return documents. Please read the below and select an option.

You authorize your wireless carrier (AT&T, Sprint, T-Mobile, US Cellular, Verizon, or any other branded wireless operator) to disclose to the Department of Social Services and its third party service providers your mobile number, network status, customer type, customers role, billing type, mobile device identifiers (IMEI and IMEI) and other subscriber status and device details, if available, solely to verify your identity and prevent fraud for the duration of the relationship. See our Privacy Policy to how we treat your data.

☒ Yes, confirm information for faster processing

☐ No, skip this step, provide documents later

Do you have an NYC Identification Card?

Required

☒ Yes

☐ No

What is your ID Number?

Required



Confirm Your Information

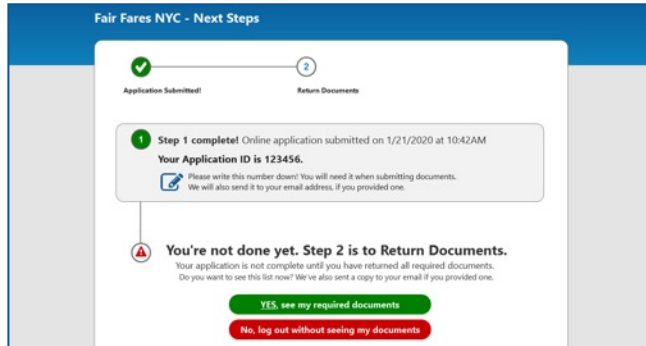
During your application, you will be asked if you would like to use an authentication service to verify your identity, age and address. By answering "Yes", you are opting into this external verification and you will not need to submit documentation to the agency to verify these categories, if successful.

If you are an IDNYC cardholder, you can enter your IDNYC card number which will be used to confirm your information. If you are not an IDNYC cardholder, we can use your mobile phone number to authenticate and verify you.

Fair Fares Application Next Steps

Fair Fares NYC Confirmation Page

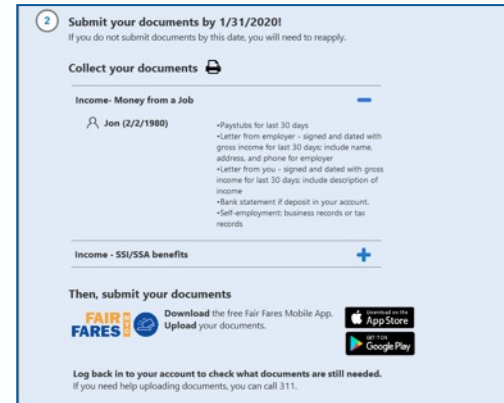
After submitting your application, you may need to submit documents. You **MUST** use the ACCESS HRA Mobile app to upload your documents. The Fair Fares NYC Confirmation page is only shown after you submit your application, it provides your Application ID as well as the next steps in the application process. You will have the option to see all of your next steps at that time or log out and see this information later.



The screenshot shows the 'Fair Fares NYC - Next Steps' page. It features a progress bar with two steps: 'Application Submitted' (marked with a green checkmark) and 'Return Documents' (marked with a blue circle and the number 2). Below the progress bar, a box for 'Step 1 completed' states: 'Online application submitted on 1/21/2020 at 10:42AM. Your Application ID is 123456. Please write this number down! You will need it when submitting documents. We will also send it to your email address, if you provided one.' Below this, a warning icon and text state: 'You're not done yet. Step 2 is to Return Documents. Your application is not complete until you have returned all required documents. Do you want to see this list now? We've also sent a copy to your email if you provided one.' At the bottom, there are two buttons: a green 'YES, see my required documents' button and a red 'No, log out without seeing my documents' button.

Next Steps

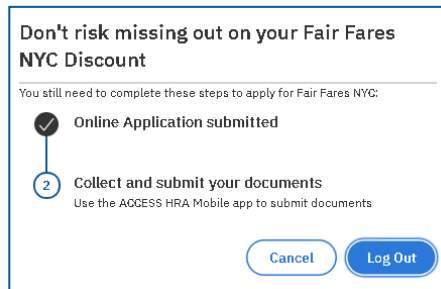
If you answer “YES, see my required documents”, your full next steps will be displayed. Please note that you can always return to this page via the submission alert on your User Home page. The deadline to submit documents is listed here!



The screenshot shows the 'Next Steps' page. At the top, it says '2 Submit your documents by 1/31/2020! If you do not submit documents by this date, you will need to reapply.' Below this is a section titled 'Collect your documents' with a document icon. It lists 'Income - Money from a Job' for 'Jon (2/2/1980)' and provides a list of required documents: 'Paystubs for last 30 days', 'Letter from employer - signed and dated with gross income for last 30 days; include name, address, and phone for employer', 'Letter from you - signed and dated with gross income for last 30 days; include description of income', and 'Bank statement if deposit in your account'. It also lists 'Income - SSI/SSA benefits' with a plus icon. Below this, it says 'Then, submit your documents' and provides links to 'Download the free Fair Fares Mobile App' and 'Upload your documents.' with icons for the App Store and Google Play. At the bottom, it says 'Log back in to your account to check what documents are still needed. If you need help uploading documents, you can call 311.'

Submit Required Documents

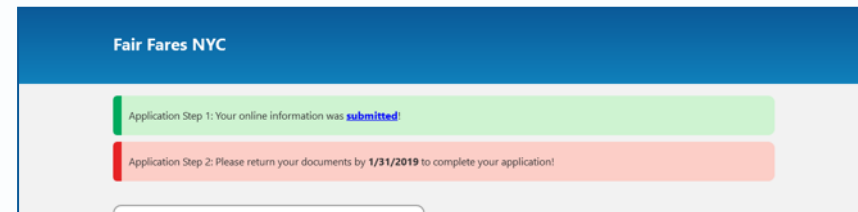
Be sure to use the ACCESS HRA Mobile app to upload your documents. If you answer “No, log out without seeing my documents”, a popup will be displayed which gives you a short summary of your next steps.



The screenshot shows a popup titled 'Don't risk missing out on your Fair Fares NYC Discount'. It states 'You still need to complete these steps to apply for Fair Fares NYC:' and lists two steps: '1 Online Application submitted' (marked with a green checkmark) and '2 Collect and submit your documents' (marked with a blue circle and the number 2). Below the list, it says 'Use the ACCESS HRA Mobile app to submit documents'. At the bottom, there are two buttons: a blue 'Cancel' button and a blue 'Log Out' button.

Fair Fares NYC Alerts

As your application is reviewed, you will see different alerts at the top of your User Home page which will inform you of next steps to take for your application. Once a decision has been made on your application, you will see the outcome here.



The screenshot shows the 'Fair Fares NYC' alerts section. It features two horizontal bars: a green bar for 'Application Step 1: Your online information was submitted!' and a red bar for 'Application Step 2: Please return your documents by 1/31/2019 to complete your application!'.

Fair Fares - Required Documents

After you submit your Fair Fares NYC online application, you can come to this page to view the documents needed to complete the application process.

Submit your Documents!

You **MUST** use the ACCESS HRA Mobile app to upload your documents.

When you submit an application, the documents you will need to submit to the agency to support your application will be listed on your Confirmation page.

You will have 10 calendar days from your application submission date to return the requested documents.

Finished Submitting


When you have uploaded all the documents needed for your application, you can let us know by clicking this button



Submit Now

If you see the “Submit Now” button, this means that the Agency is still waiting for documents from you for a specific category.

If you do not see the “Submit Now” button and only see a status (ex: “Document Received”) within the card, this means that the agency has received documents for this specific category.

Required Documents

**Download** the free ACCESS HRA Mobile App.
Upload your documents.



Log in to the ACCESS HRA Mobile App to return your documents. Please return your documents by **<date>** to complete your application!

Please upload documents to verify 30 days history for Money From a Job. These documents should match the information provided in your application.

- If your pay is **Monthly**, please upload one payment document
- If your pay is **Every Two Weeks** or **Twice a Month**, please upload two payment documents
- If your pay is **Weekly**, please upload four payment documents

Application ID: 12345678

You have submitted documents for every document category. Are you finished uploading documents and ready for HRA to review your application?

Yes, I'm finished with my documents

Category	Status	Details	Action
Identity & Age	E-Verified	Verified in the application	
Income - Pay stubs or Proof of self employment	Document Received	What you have returned: <ul style="list-style-type: none">• Income - Pay stub within past 30 days• Income - Pay stub within past 30 days	Submit Now
NYC Residency	Document Received	What you have returned: <ul style="list-style-type: none">• NYC Residency - Bill or official correspondence within 90 days	Submit Now

Submissions

Any Fair Fares NYC applications submitted via this user account will be listed here along with the associated application status.

Draft Applications

In the event that you save a draft of your application, you can access your draft via this alert and will be taken to the last page you completed. Drafts will be saved in your account for 60 days.

Fair Fares Applications

Your draft application was last saved on **2/15/2020**. This will be discarded after 60 days.

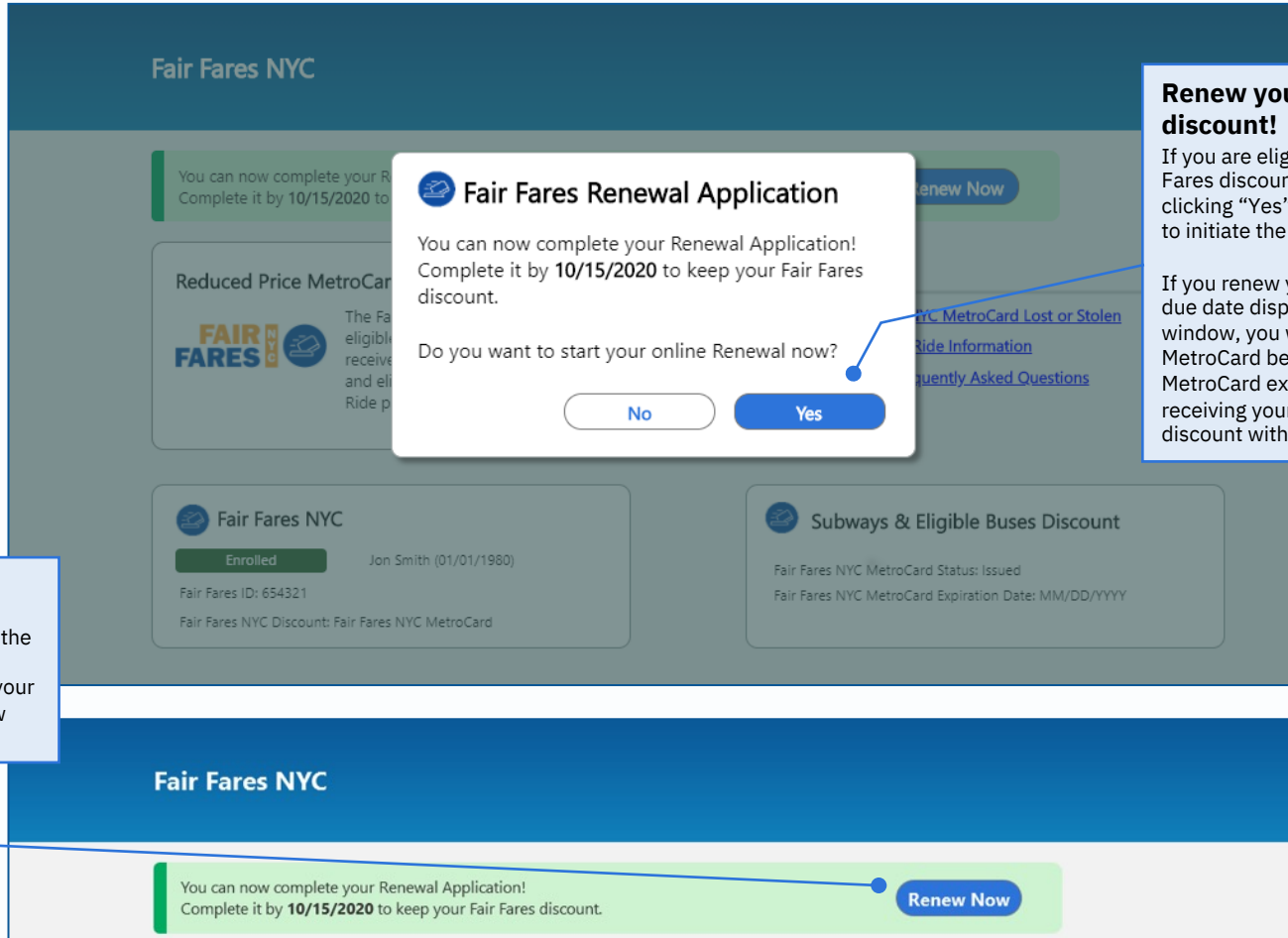
[Continue](#)

[Delete](#)

Submitted Applications

SUBMISSION DATE	APPLICATION TYPE	APPLICATION ID	STATUS
8/6/2019	Initial	12345678	Application Expired
8/12/2019	Renewal	23456789	Application Pending Documents View Required Documents

Fair Fares NYC Renewal



The screenshot shows the 'Fair Fares NYC' web interface. A central pop-up window titled 'Fair Fares Renewal Application' is displayed, containing the text: 'You can now complete your Renewal Application! Complete it by 10/15/2020 to keep your Fair Fares discount.' Below this text are two buttons: 'No' and 'Yes'. The background page features a green banner at the top with the text 'You can now complete your Renewal Application! Complete it by 10/15/2020 to keep your Fair Fares discount.' and a 'Renew Now' button. Below the banner, there is a section for 'Reduced Price MetroCard' with the 'FAIR FARES' logo and a description of the discount. Further down, there are two main sections: 'Fair Fares NYC' and 'Subways & Eligible Buses Discount'. The 'Fair Fares NYC' section shows a user profile for 'Jon Smith (01/01/1980)' with a 'Renewed' status, a 'Fair Fares ID: 654321', and a 'Fair Fares NYC Discount: Fair Fares NYC MetroCard'. The 'Subways & Eligible Buses Discount' section shows the 'Fair Fares NYC MetroCard Status: Issued' and the 'Fair Fares NYC MetroCard Expiration Date: MM/DD/YYYY'. At the bottom of the page, there is another green banner with the text 'You can now complete your Renewal Application! Complete it by 10/15/2020 to keep your Fair Fares discount.' and a 'Renew Now' button.

Renewal Alert

If you dismiss the pop up window, you can click on the “Renew Now” button displayed in the alert on your User Home page to renew your Fair Fares discount.

Renew your Fair Fares discount!

If you are eligible to renew your Fair Fares discount, you can do so by clicking “Yes” in this pop up window to initiate the renewal application.

If you renew your discount by the due date displayed in the pop up window, you will receive a new MetroCard before your existing MetroCard expires or continue receiving your Access-A-Ride discount without interruption.

Other Actions

Report Fair Fares NYC MetroCard Lost or Stolen

If you have lost your Fair Fares NYC MetroCard, you can click on the “Report Fair Fares NYC MetroCard Lost or Stolen” quick link to report it as well as request a replacement, if you are eligible to receive one.

Report Issue

You can report one of the following issues with your Fair Fares NYC MetroCard:

- Lost
- Stolen
- Never Received
- Lost in Machine

If you report your MetroCard as ‘Lost in Machine,’ you will be asked to provide the borough and station where this occurred.

Request Replacement

You can let us know how you would like to receive your replacement Fair Fares NYC MetroCard by selecting your mailing address on file or visiting us at an office to pick it up yourself.

You can only receive two replacement MetroCard per calendar year if you have reported your MetroCard as “Lost” or “Stolen”.

Once you have requested a replacement, a new Fair Fares NYC MetroCard will be issued.

Report Lost or Stolen MetroCard



Fair Fares NYC

Reduced Fares

FAIR FARES

The Fair Fares NYC program allows eligible New York City residents to receive a 50% discount on subway and eligible bus fares or Access-A-Ride paratransit trips.

Quick Links

- [Report FF NYC MetroCard Lost or Stolen](#)
- [Update Access-A-Ride Information](#)
- [Fair Fares NYC Frequently Asked Questions](#)

Report MetroCard Lost or Stolen

You can only receive one replacement MetroCard per calendar year. Call the MTA at 511 to request a refund for monthly passes purchased with credit, debit or EBT cards. [You can find more information here.](#)

Step 1: Confirm the address we have on file is correct

4 Metrotech, 4a, Brooklyn, NY 11211

Need to make an update? Go to your [Profile](#).

Step 2: Tell us what happened to your MetroCard

What issue are you reporting? *Required*

How would you like to receive your new MetroCard? *Required*

Send to my Mailing Address on file

Your MetroCard will be sent to the mailing address we have on file.

[Cancel](#) [Submit](#)

Other Actions

Updating Access-A-Ride Information

If you are enrolled in Access-A-Ride, you can now request to apply the Fair Fares NYC discount to your Access-A-Ride trips by providing your Access-A-Ride ID in ACCESS HRA. If you request to apply this discount towards your Access-A-Ride trips, you will be verified by the MTA prior to the discount being applied.

Adding Access-A-Ride Information

You can update your Access-A-Ride information within your Fair Fares NYC application, enrollment, or renewal or by clicking on the quick link on your 'Fair Fares NYC User Home' page after you are enrolled.

If you request to switch your discount to your Access-A-Ride trips and are verified by MTA, then your existing Fair Fares NYC MetroCard for subways & eligible buses will be deactivated.

Removing AAR Information


If you do not want to apply your Fair Fares NYC discount towards your Access-A-Ride trips, you can use your Fair Fares NYC discount for subways and eligible buses.

Access-A-Ride with Fair Fares



Fair Fares NYC

Reduced Fares



The Fair Fares NYC program allows eligible New York City residents to receive a 50% discount on subway and eligible bus fares or Access-A-Ride paratransit trips.

Quick Links

[Report FF NYC MetroCard Lost or Stolen](#)

[Update Access-A-Ride Information](#)

[Fair Fares NYC Frequently Asked Questions](#)

Fair Fares NYC - Access-A-Ride

☒ If you are enrolled in Access-A-Ride, check here. Required

Enter your Access-A-Ride ID.

The information you submit will be provided to New York City Transit in order to verify your participation in Access-A-Ride. If your participation is verified by MTA and you have a Fair Fares NYC MetroCard for subways & eligible buses, then your existing Fair Fares NYC MetroCard will be deactivated.

Access-A-Ride ID: Required
This number is on the front of your Access-A-Ride card or letter.

Fair Fares NYC - Access-A-Ride

Your Fair Fares NYC discount is currently being applied to your Access-A-Ride trips. If you would like to change this and use your Fair Fares NYC discount for subways and eligible buses, let us know below.

We have the following **Access-A-Ride** information on file for you:

Access-A-Ride ID: 123456

☒ I would like to apply the Fair Fares NYC discount to a MetroCard for subways and eligible buses instead of my Access-A-Ride trips. Required

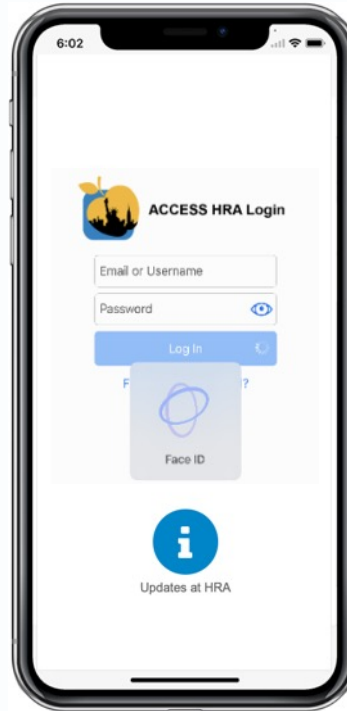
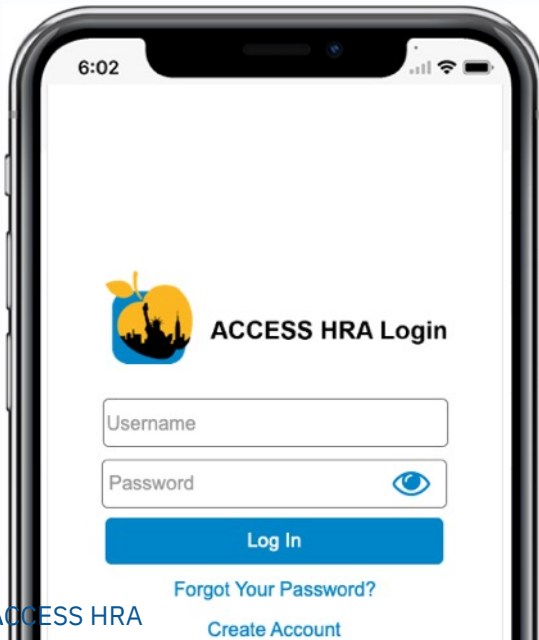
ACCESS HRA **Mobile Applications**



Logging In to the ACCESS HRA Self-Service Mobile App

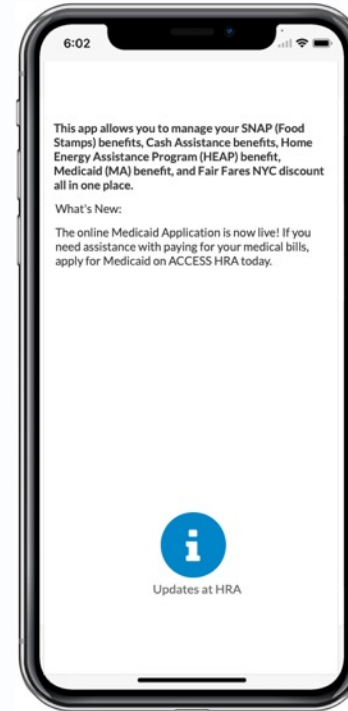
If you have an existing ACCESS HRA or FAIR FARES online account, you do not need to create a new account. Use the same email or username and password that you use to login online.

If you do not have an existing ACCESS HRA or FAIR FARES online account, you should create a new account. This account can be used for both the mobile app and ACCESS HRA client portal.



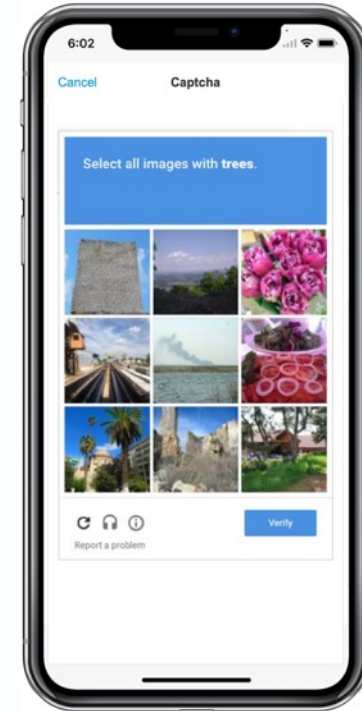
Log in with Face ID

If you are using an iPhone 10 or newer model, you can log into the app using facial recognition. Please go to Settings on your device to make sure that 'Log in with Face ID' is on.



Updates at HRA

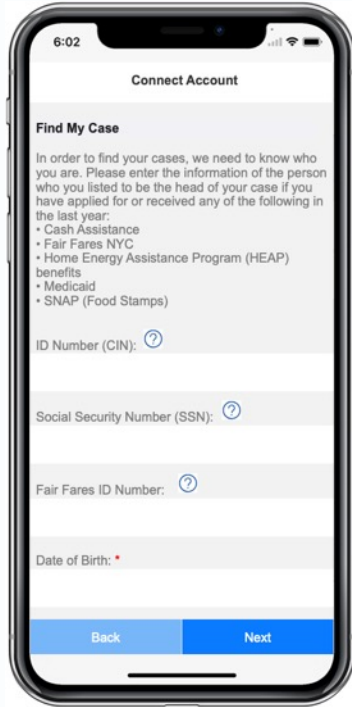
Press and hold the "Updates at HRA" image to see announcements from the agency.



Captcha

You will have to complete a Captcha. Follow the instructions.

Connect Account & Multi-Factor Authentication



6:02

Connect Account

Find My Case

In order to find your cases, we need to know who you are. Please enter the information of the person who you listed to be the head of your case if you have applied for or received any of the following in the last year:

- Cash Assistance
- Fair Fares NYC
- Home Energy Assistance Program (HEAP) benefits
- Medicaid
- SNAP (Food Stamps)

ID Number (CIN): ?

Social Security Number (SSN): ?

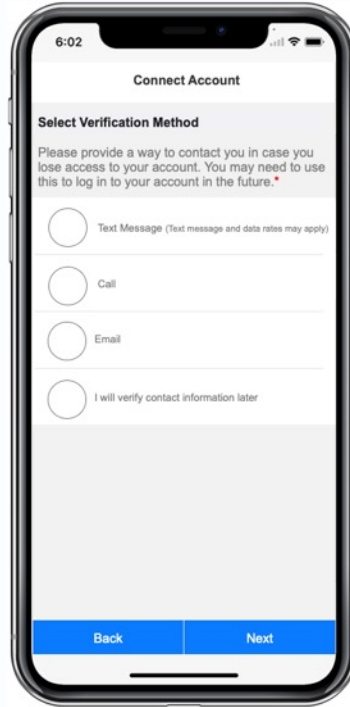
Fair Fares ID Number: ?

Date of Birth: *

Back Next

Connect to Your HRA Case Profile

If you currently receive SNAP, CA, Fair Fares, Medicaid, CityFHEPS or HEAP, have received these benefits in the past year, or applied for benefits, you can connect to your HRA profile by entering your date of birth and SSN, CIN, or FF ID.



6:02

Connect Account

Select Verification Method

Please provide a way to contact you in case you lose access to your account. You may need to use this to log in to your account in the future. *

☐ Text Message (Text message and data rates may apply)

☐ Call


☐ Email

☐ I will verify contact information later

Back Next

Add Phone Number/ Email Address

You can add a phone number or email while setting up your account. If you lose access to your account or need to create a new account, this phone number or email will help protect your data.



6:02

Connect Account

Verify Phone Number

A security code has been sent to (***) ***-2300. Please provide that code below.

If you asked for a phone call to get your security code, we will call you from 929-221-0095 shortly. Answer the phone call and follow the spoken instructions to get your code.

Code: *

☐ I will verify my phone number later
You can verify a phone number or email from the Dashboard.

Back Next

One Time Code

ACCESS HRA will send a security code to the phone number or email you provide. This same phone number or email will be used to receive a code if you need to connect to your benefits from a new account in the future.



6:02

Connect Account [Connect](#)

Ready to Connect!

Tap 'Connect' to link your account to your benefits.*

Back Next

Connect

Click "Connect" to link to your benefits.

ACCESS HRA Self-Service App – Homepage

This screen provides a quick overview of the information that is available within ACCESS HRA for your SNAP, CA, HEAP, or Medicaid case or for your Fair Fares NYC discount. It includes details about your cases, required documents, upcoming appointments, recent alerts, payments made on your behalf, and EBT balances information, if applicable.

Alerts

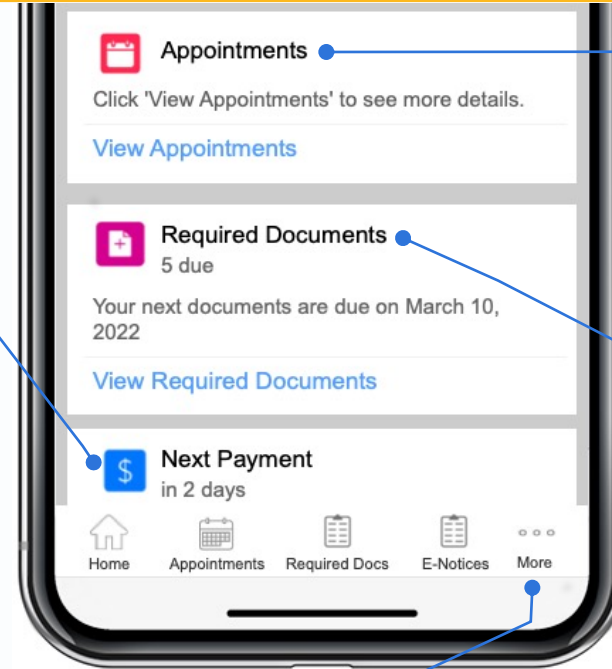
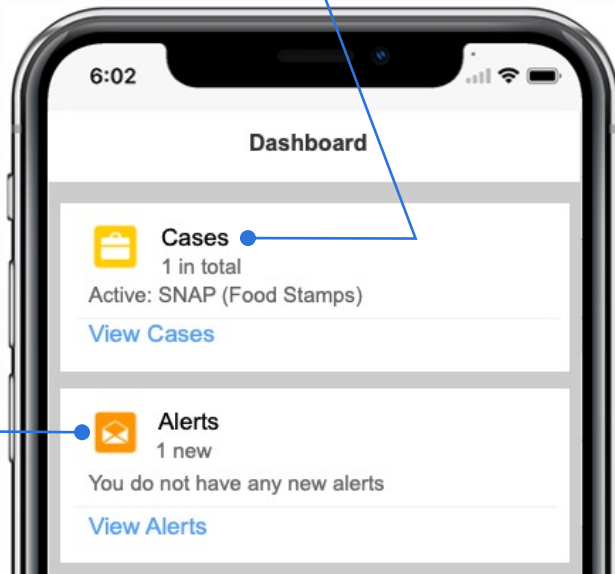
Displays your most recent unread alert. HRA will send push notifications to your phone regarding recertification dates, submitted applications, upcoming appointments, e-notices, and more. Click “View Alerts” to view these important alerts from HRA.

Cases

Displays your SNAP, CA, HEAP, Medicaid, or CityFHEPS case as well as your Fair Fares NYC discount and their corresponding statuses. Click “View Cases” for more information.

Payments

Displays the details for your next upcoming payment for your SNAP, CA, or HEAP case. Click “View Payments” for more information about past and upcoming payments.



Appointments

Displays the details for your next upcoming appointment for your SNAP or CA case. Click “View Appointments” for more information.

Required Documents

Displays the number of documents required to be returned to the agency to support your case or application. The date by when these documents are due will also be displayed. Click on “View Required Documents” to see a full list of documents you need to return.

Menu

Click here to view more menu items including “My Uploads” and “Applications.”

Available in 7 Languages

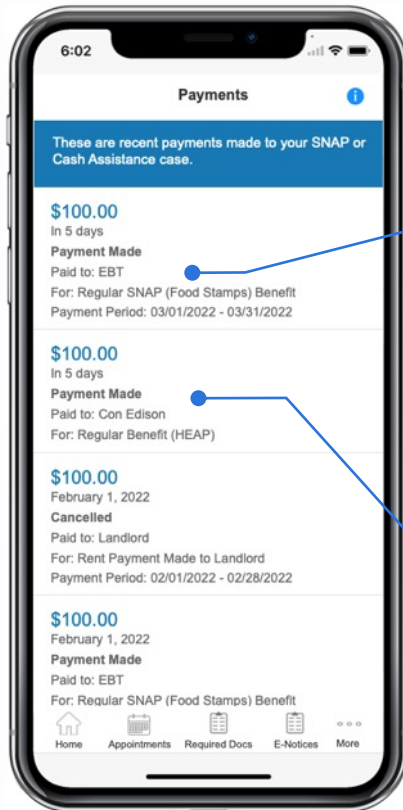
ACCESS HRA Mobile is available in seven languages, including English, Spanish, Arabic, Traditional Chinese, French, Korean, and Russian and is formatted for text-to-speech screen readers. If your phone is set up in any of these 7 languages, ACCESS HRA Mobile will display in that language.

ACCESS HRA Self-Service App - Payments & Appointments

Payments

This screen displays information related to payments made for your SNAP, HEAP, or CA case.

Fair Fares NYC and Medicaid do not issue payments.



Payments

The screen lets you see any upcoming payments, past payments, and/or any cancelled payments.

Payment Details

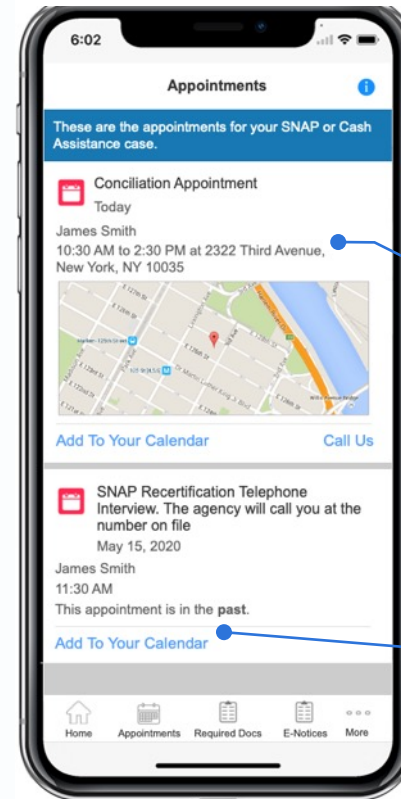
This screen also lets you view information such as:

- Payment amount
- Payment type,
- Payment period
- Payee

Appointments

This screen displays information related to your upcoming or past appointments for your SNAP or CA case.

Fair Fares NYC, HEAP, Medicaid, and CityFHEPS do not have appointments.



View Appointment Details

Lets you view your detailed appointment information such as appointment type, date, time and location. When available, a map will be displayed with the appointment location.

All upcoming appointments will be displayed. Kept or missed interviews for SNAP will also be displayed.

Add to Your Calendar

You can click "Add to Your Calendar" to add the appointment details to your phone's calendar app.

ACCESS HRA Self-Service App - Required Documents

View Required Documents

A list of required document categories related to your application will be displayed on the “Required Documents” tab.

Your Case Number or Application ID, document category, case member for whom the document is required, and the due date will be displayed for each document that needs to be returned to support your application.

Some documents also display help text.

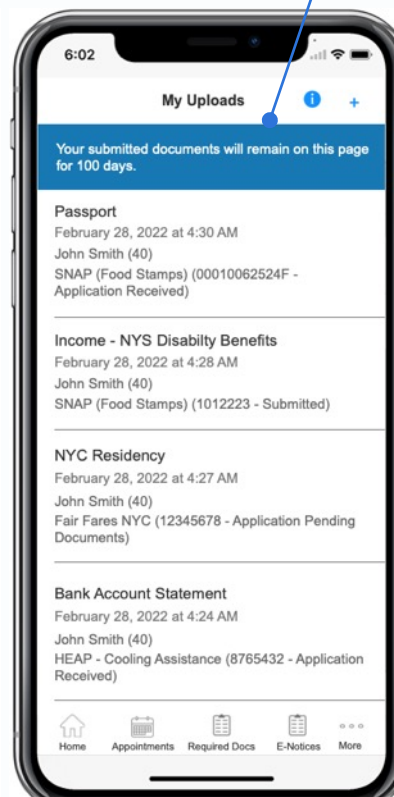
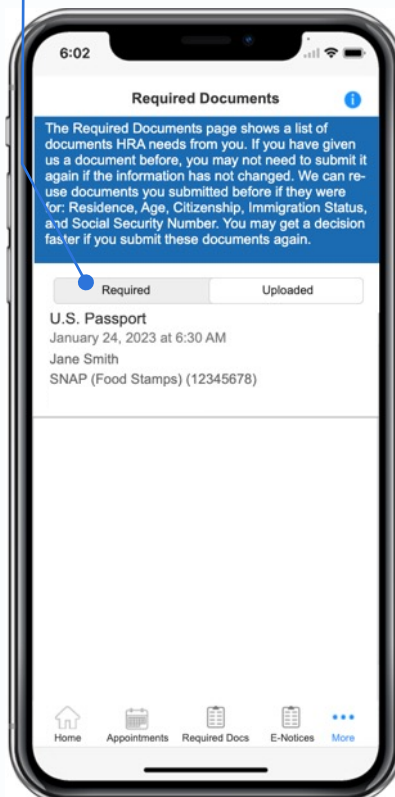
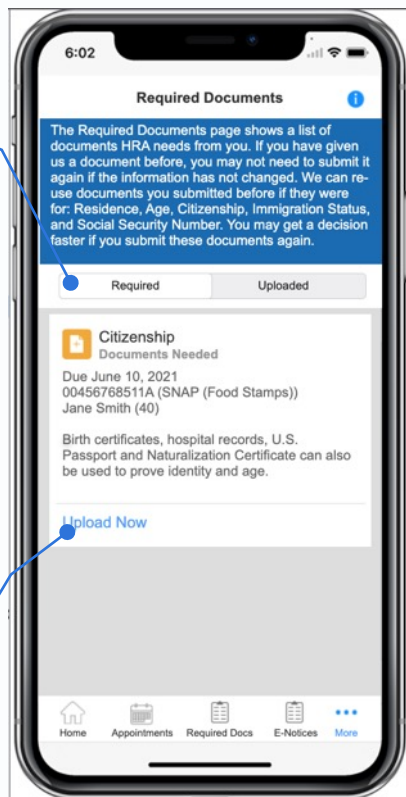
Upload Now

Click “Upload Now” to upload a document for the displayed category. All you need is the document or image you are uploading!

Once you have uploaded a document for the displayed required document category, it will show on the ‘My Uploads’ page and “Uploaded” tab. The icon will also turn green.

Uploads

Click to toggle between your Required Documents and Uploaded Documents



Uploaded Documents

The documents listed on this screen are documents that you have uploaded from this page or the ‘Required Documents’ page. Your submitted documents will remain on this screen for 100 days.

For SNAP, CA, HEAP, MA, and CityFHEPS cases, check your ‘Documents’ page in ACCESS HRA in 3-7 business days.

For Fair Fares NYC applications, you can log into the website to see the status of your document and application at any time.

ACCESS HRA Self-Service App - Cases

This screen displays details related to your SNAP, CA, HEAP, Medicaid, or CityFHEPS cases and to your Fair Fares NYC discount. Depending on the status of your case or application, you may see different actions such as “Apply”, “Enroll”, “Renew”, “Budget Letter”, etc. Choosing one of these options would direct you to the ACCESS HRA website to perform the associated action.

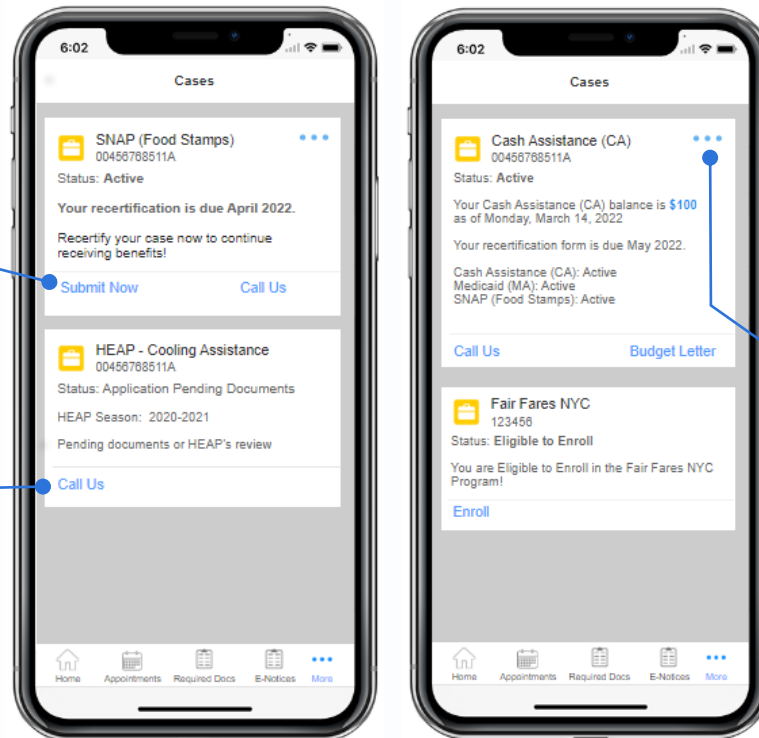
Case

Your case number, case status and other functions associated to your case will be displayed.

If you are in your recertification/renewal window, the link to launch the associated application will appear here.

Call Us

You can click “Call Us” for your SNAP, CA, HEAP, Medicaid, or CityFHEPS case to easily dial the HRA SNAP On Demand, Cash Assistance On Demand or Infoline phone numbers.



Other functions

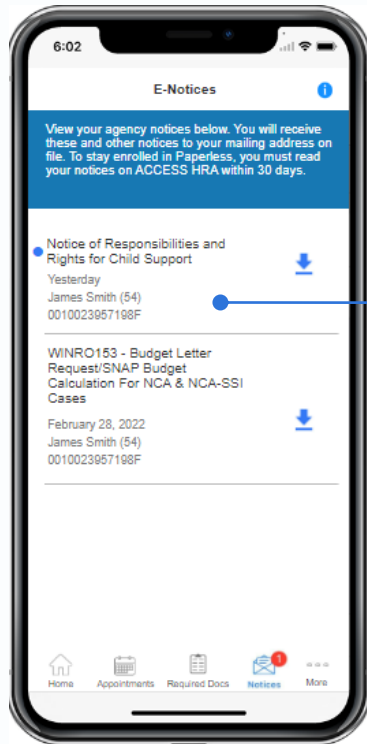
By clicking on the links at the bottom of the cards or on the ellipsis, you can perform other functions such as:

- For SNAP cases, you can request a budget letter, close your case, or request a change to your case if you are not within your recertification or periodic reporting window.
- For CA cases, you can request a budget letter or request a Case Change or Emergency Grant if you are not within your recertification window.
- For Fair Fares NYC discount, you can report your MetroCard lost or stolen or update your Access-A-Ride information.

ACCESS HRA Self-Service App– E-Notices & Alerts

E-Notices

This screen displays information related to your agency notices. You will receive these and other notices to your mailing address on file.

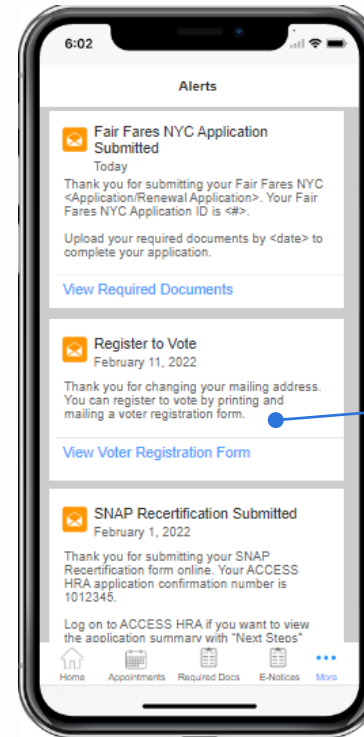


View E-Notice Details

Lets you view agency notices recently sent to you. Click “Download” to view your notice.

Alerts

This screen displays information related to the push notifications sent to your device.



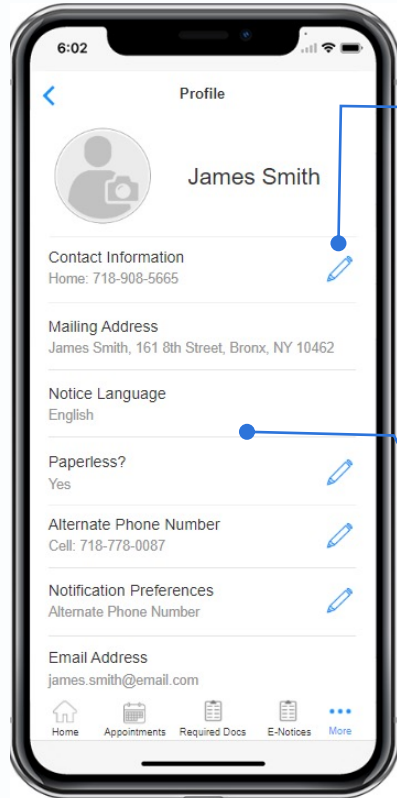
View Alerts

You will get a push notification on your device to inform you of new:

- Upcoming appointments
- Requested Documents
- E-Notices
- Budget Letter generated
- Submitted applications

Once you receive this notification, you can review related information on this screen.

ACCESS HRA Self-Service App – Profile



View/Edit your Information

View your information on file with the agency. If you would like to make an update, click the pencil icon next to each field.

Program Restrictions

If you are a Fair Fares NYC only client, you can update this information as often as you need.

If you are a CA or SNAP client, you can only update your profile every 24 hours.

If you are a Medicaid client, contact information is saved on your Medicaid case details page. Unless you are submitting an application, contact information must be changed by calling the HRA Medicaid Helpline at 888-692-6116 or Infoline at 718-557-1399.

If you are a CityFHEPS-only or HEAP-only client, call Infoline at 718-557-1399 to change your contact information.

Paperless

For SNAP and CA only clients, you can enroll in Paperless to receive certain notices electronically only. Other benefits may receive E-Notices in addition to mail.

Notification Preferences

Update your preferred Text Message Phone or Email Address and set your email notification preferences,

[Cancel](#) **Paperless?** [Save](#)

If you have a CA or SNAP case, you can only update your profile every 24 hours. If you are only a Fair Fares NYC client, you can update your profile as often as you need. Click 'Save' to continue.

Going paperless allows you to receive some agency notices electronically rather than by mail. You will also need to allow electronic notifications, by email and/or text.

E-Notice Opt-in Status ☐

[Cancel](#) **Notification Preferences** [Save](#)

If you have a CA or SNAP case, you can only update your profile every 24 hours. If you are only a Fair Fares NYC client, you can update your profile as often as you need. Click 'Save' to continue.

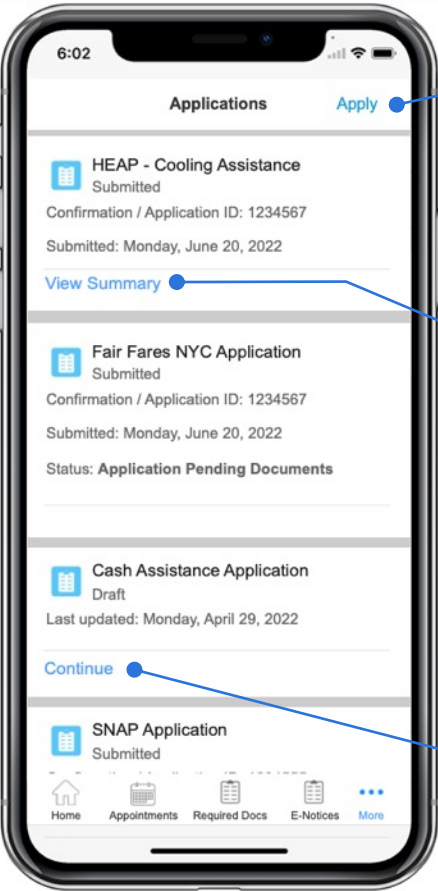
Text Message... No text message notifications >

Email Address Test@test.com

Send Email Notifications ☐

ACCESS HRA Self-Service App – Applications

This screen displays a list of SNAP, CA, HEAP, MA, CityFHEPS or Fair Fares NYC applications you have recently submitted in ACCESS HRA or have as current drafts.



Apply

Apply will take you to the AHRA website.

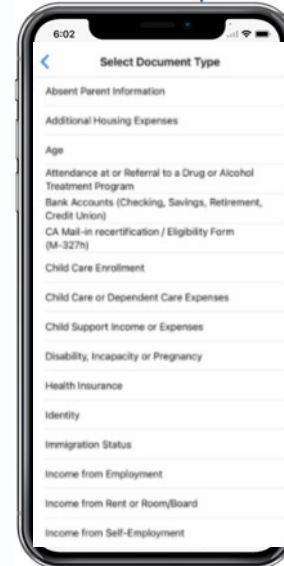
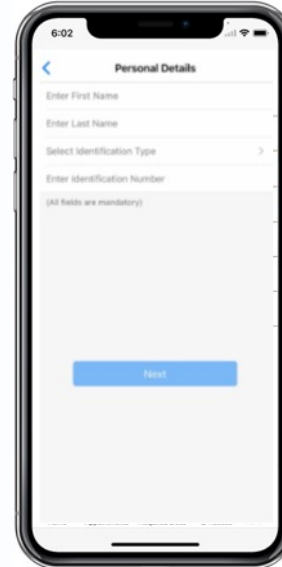
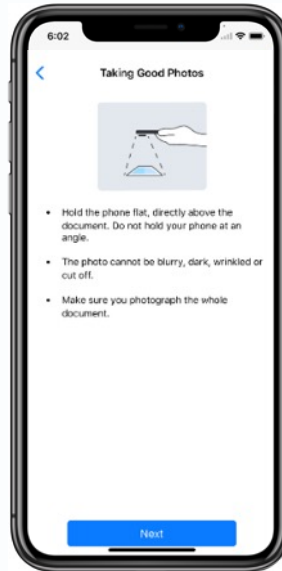
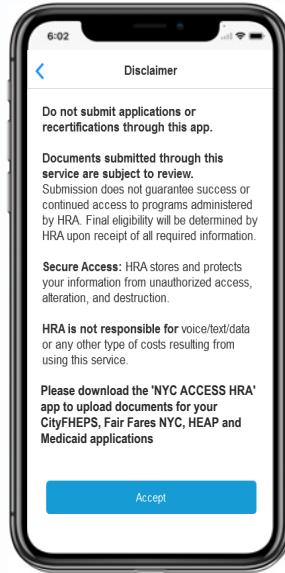
View Summary

If you have a submitted an online application, click “View Summary” to view your generated PDF Summary Form.

Continue

If you have a draft application, click “Continue” to resume your application on the website.

NYC HRA Document Upload App



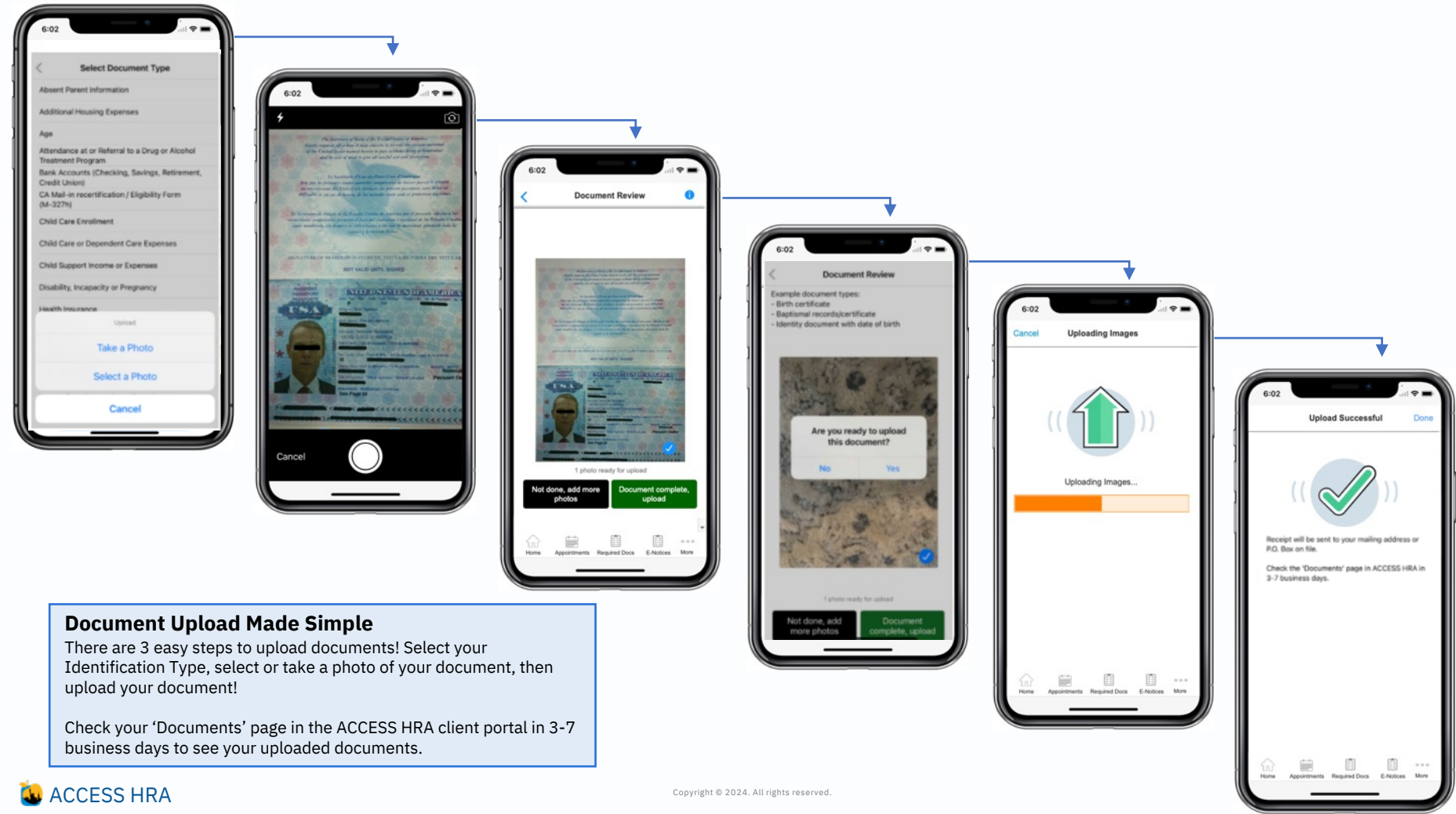
Download the NYC HRA Document Upload App

SNAP and Cash Assistance cases can also use the NYC HRA Document Upload app. In your Google Play or iTunes Store, search for "HRA" to download the NYC HRA Document Upload app on your Android or iOS phone.

Upload Documents

Once you have downloaded this app to your phone, you will be able to upload documents to support your SNAP or CA applications to the agency. You do not need an account to log in, you just need your CIN, Case Number or ACCESS HRA Confirmation Number.

NYC HRA Document Upload App Continued



ACCESS HRA **Child Support Mobile App**



Logging In to the Child Support App

Download the NYC ACCESS HRA Child Support App

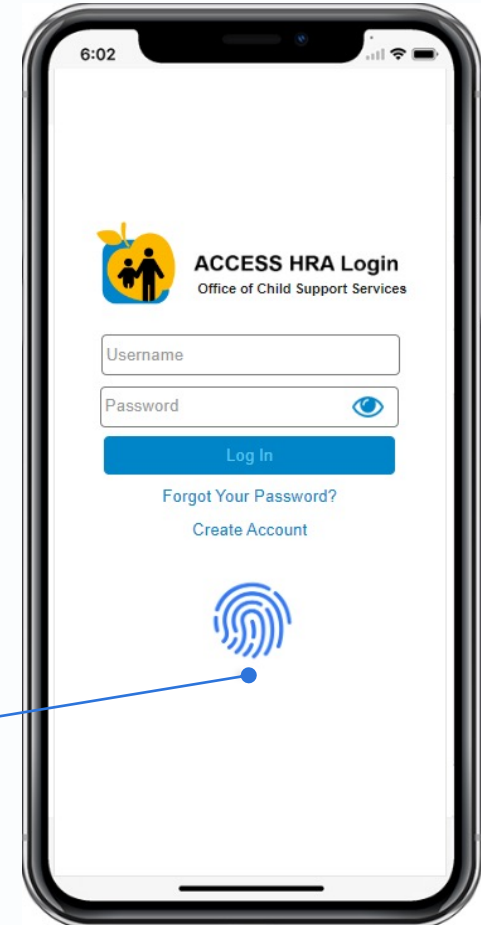
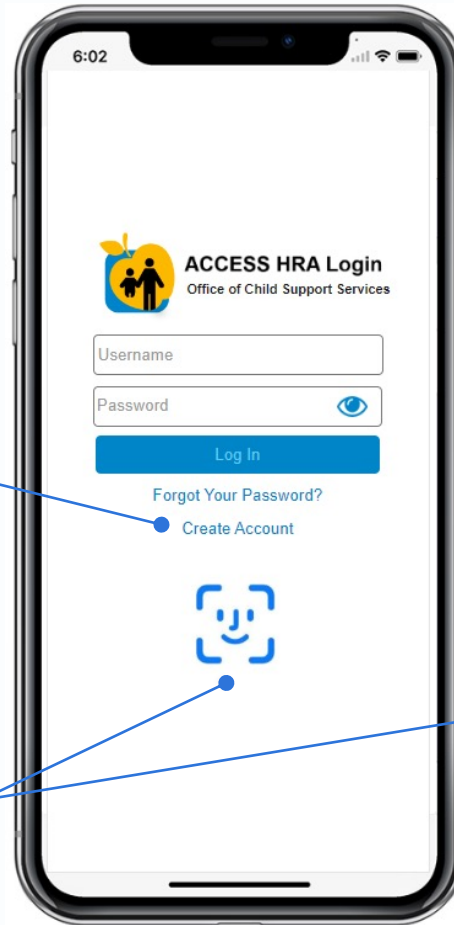
In your Google Play or iTunes store, search for "Access HRA Child Support" to download the ACCESS HRA Child Support App on your Android or iPhone.

Should I create a new account?

If you have an existing ACCESS HRA online account, you do not need to create a new account. You should use the same email or username and password that you use to login online. If you do not have an existing ACCESS HRA online account, you should create a new account. This account can be used for both the Child Support mobile app and ACCESS HRA client portal.

Login with Face ID or Fingerprint

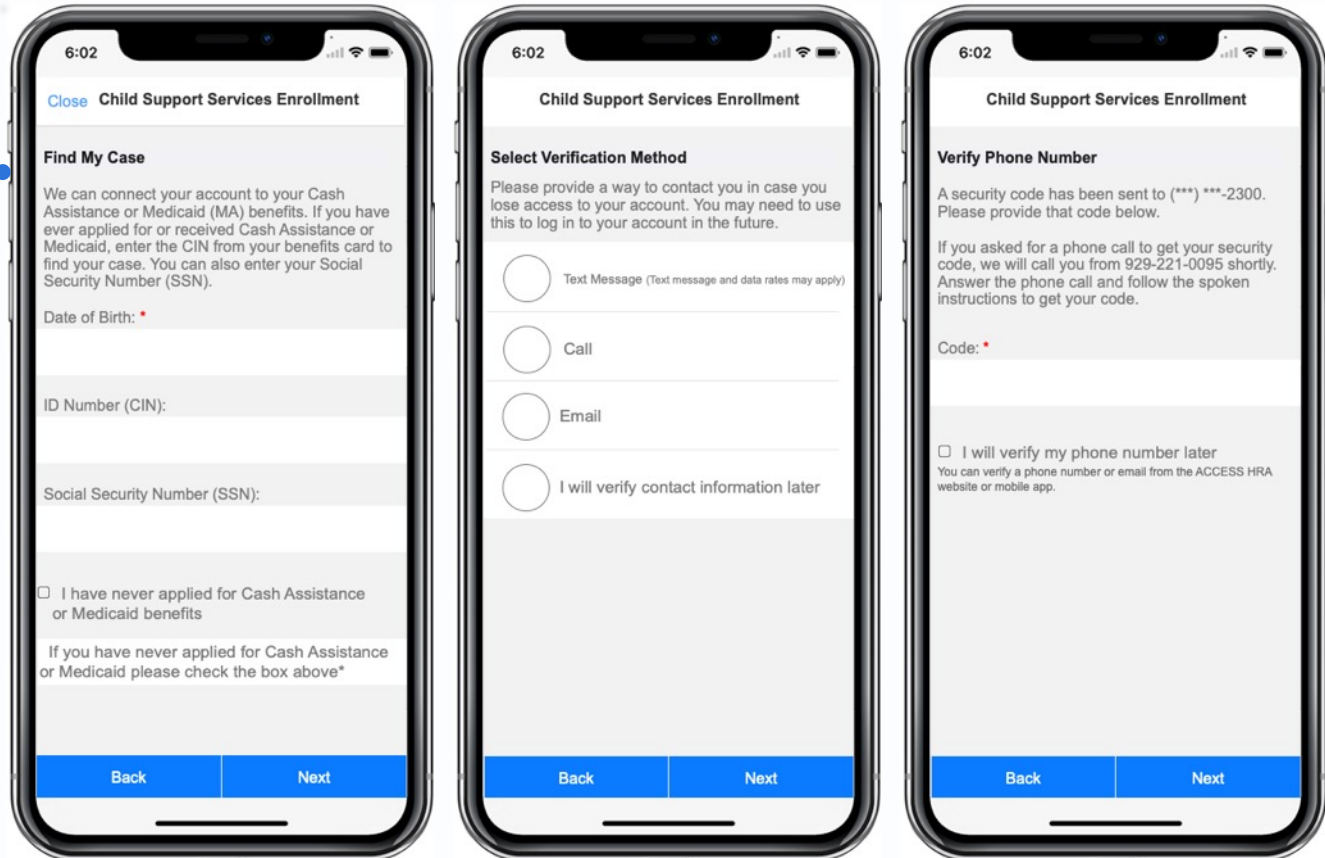
If you are using a supported device, you can log into the app using facial recognition or a fingerprint. Please go to Settings on your device to make sure that this option is turned on.



Connect Account & Multi-Factor Authentication

Connect to your HRA Case Profile

A user can connect to their case via Enroll Now or Find my Case from the Dashboard. Upon successful link, the user may be prompted to complete MFA.



Child Support Services Enrollment

Find My Case

We can connect your account to your Cash Assistance or Medicaid (MA) benefits. If you have ever applied for or received Cash Assistance or Medicaid, enter the CIN from your benefits card to find your case. You can also enter your Social Security Number (SSN).

Date of Birth: *

ID Number (CIN):

Social Security Number (SSN):

☐ I have never applied for Cash Assistance or Medicaid benefits

If you have never applied for Cash Assistance or Medicaid please check the box above*

Back **Next**

Child Support Services Enrollment

Select Verification Method

Please provide a way to contact you in case you lose access to your account. You may need to use this to log in to your account in the future.

☐ Text Message (Text message and data rates may apply)

☐ Call

☐ Email

☐ I will verify contact information later

Back **Next**

Child Support Services Enrollment

Verify Phone Number

A security code has been sent to (***-***-2300). Please provide that code below.

If you asked for a phone call to get your security code, we will call you from 929-221-0095 shortly. Answer the phone call and follow the spoken instructions to get your code.

Code: *

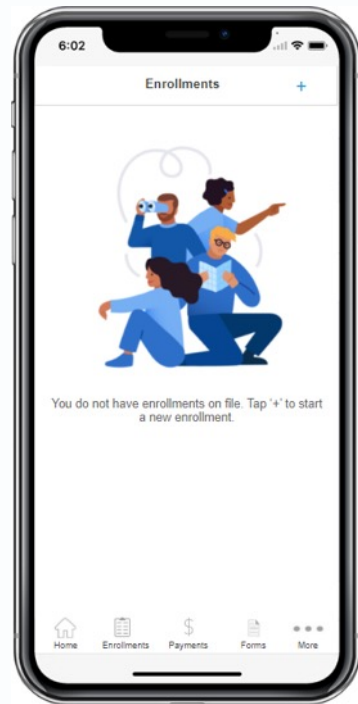
☐ I will verify my phone number later

You can verify a phone number or email from the ACCESS HRA website or mobile app.

Back **Next**

Child Support – Enrollments

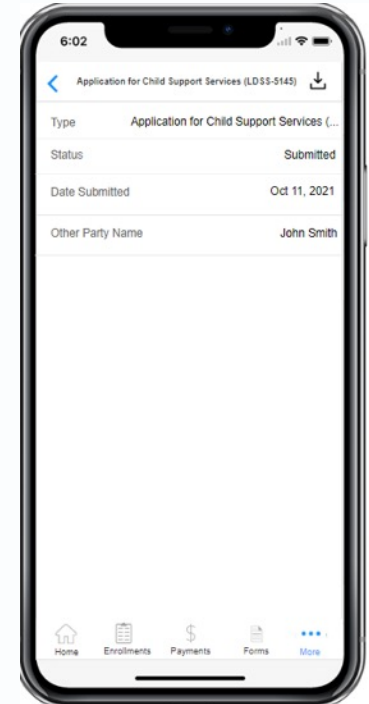
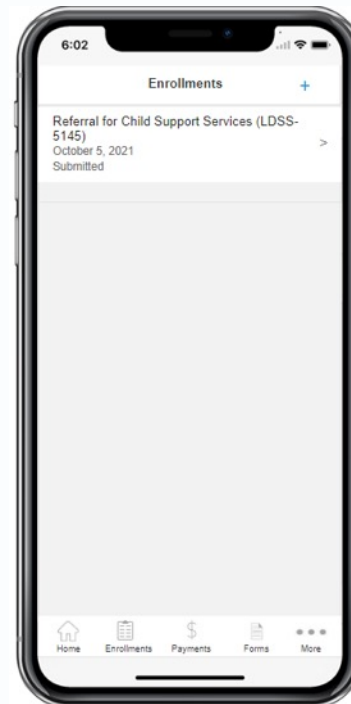
This screen displays a list of your submitted and in progress forms for Child Support Services submitted via the mobile app. Submit forms to the agency to challenge a decision or take other actions related to your Child Support case.



To initiate an enrollment, you can tap the “+” to begin.

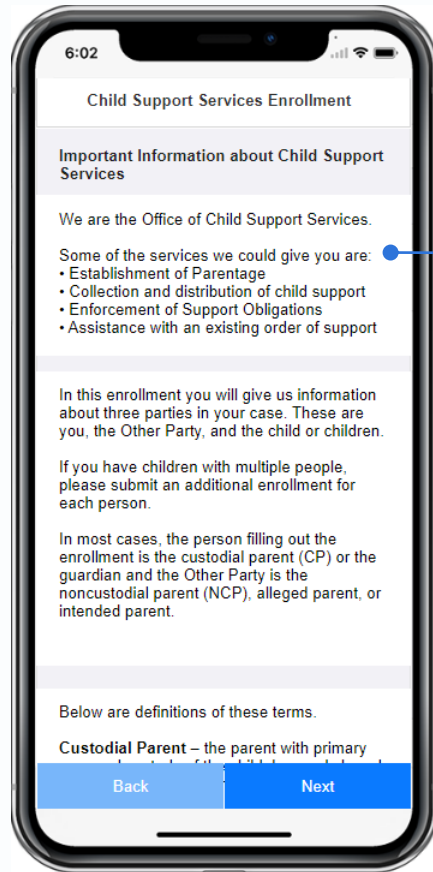


This screen displays a list of your submitted and in progress applications for Child Support Services submitted via the mobile app.



You can access submission details related to your enrollment as well as download a copy of the associated form from this page.

Child Support – Enrollments Continued

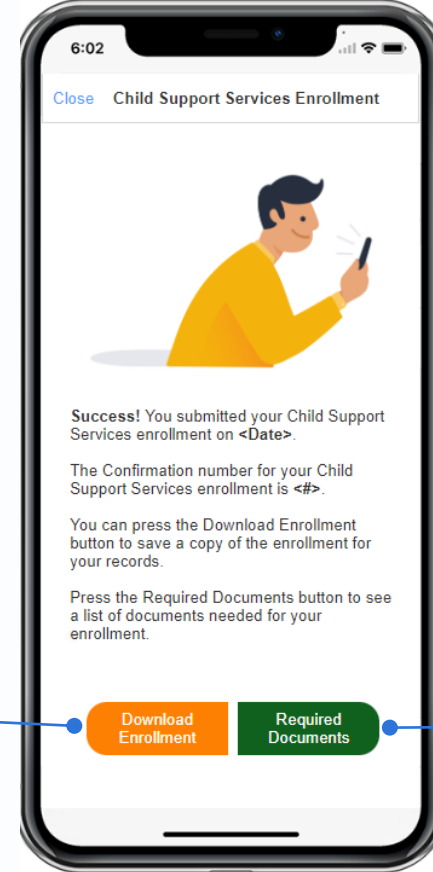


Start New Enrollment

Once you initiate an Enrollment for Child Support Services, we'll look for your Cash Assistance case if you have one to determine which form you need to submit (LDSS-5143, LDSS-5145, LDSS-4882). After you successfully submit your enrollment, we'll show you your submission details and allow you to download a copy of your submitted form and view the documents you need to either return to the agency or bring to court.

Download Enrollment

You can download a copy of your submitted form here or from the 'Enrollments' page.

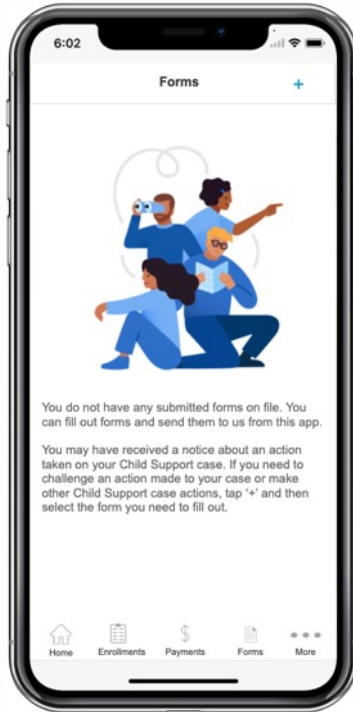


Required Documents

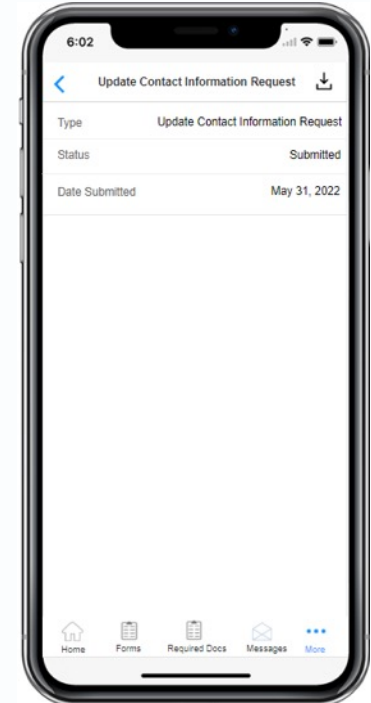
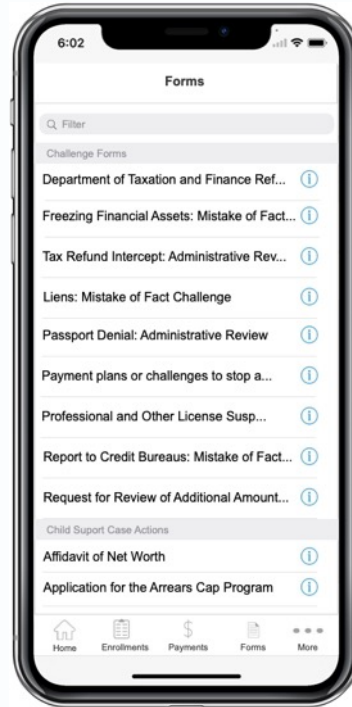
You can see which documents you need to return to the agency or bring to court here, or you can access this information on your 'Required Documents' page.

Child Support – Forms

This screen displays a list of your submitted and in progress forms for Child Support Services submitted via the mobile app. Submit forms to the agency to challenge a decision or take other actions related to your Child Support case.



To initiate a new form, you can tap the “+” to begin.

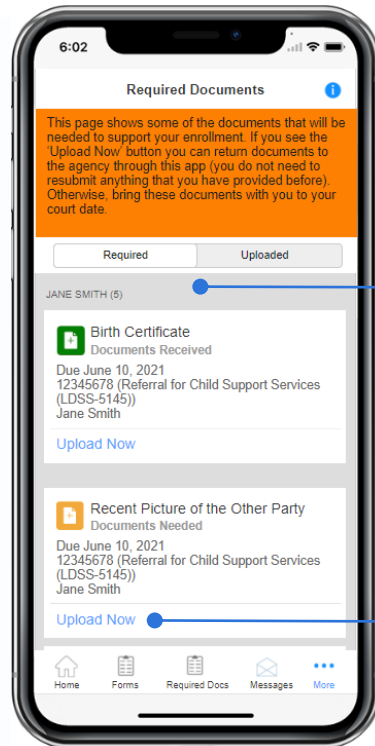


You can access submission details related to your form as well as download a copy of the form from this page.

Child Support – Required Documents

Once you have submitted your Enrollment or Form, we'll show you which documents you need to either return to the agency or bring with you to court. On this page, you can see the full list of documents, for whom the document applies, the status of the document, and the date by when the document is due.

- If you submitted a Referral for Child Support Services (LDSS-5145 or LDSS-4882), then you will need to return documents to the agency.
- If you submitted an Application for Child Support Services (LDSS-5143), then we will show you which documents you need to bring with you to your court date. You do not need to return these documents to us.

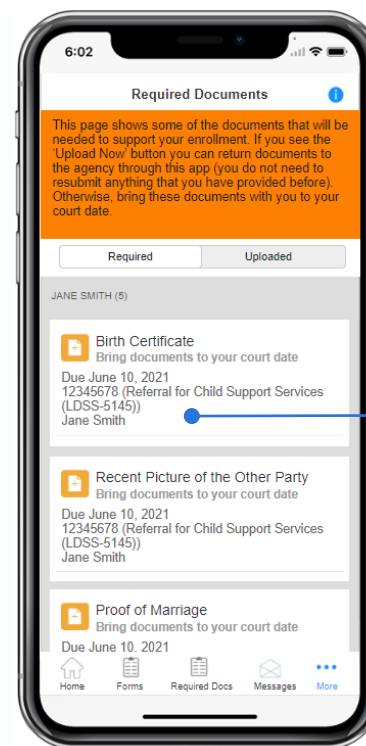


Required vs. Uploaded

You can also toggle between the “Required” and “Uploaded” buttons to see which documents you still need to give us as well as which ones you have already submitted via the mobile app.

Upload Documents

Tap “Upload Now” to take a picture, select a picture, or attach a file of the document to return.



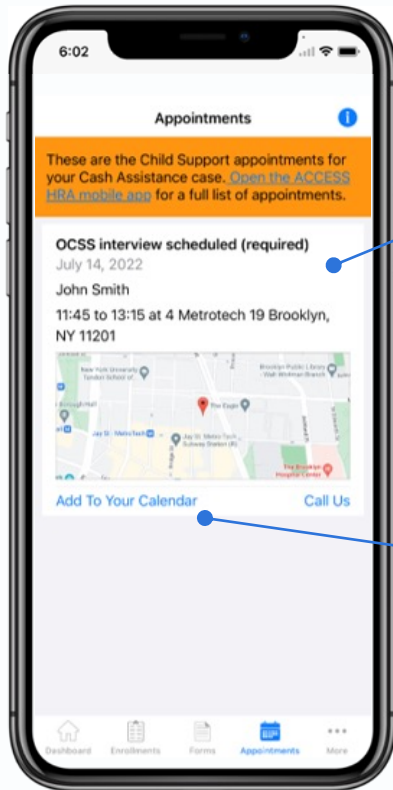
Bring Documents to your Court Date

If you submitted an Application for Child Support Services (LDSS-5143), then we will show you which documents you need to bring with you to your court date.

Child Support – Appointments & E-Notices

Appointments

This screen displays information related to your upcoming or past appointments related to Child Support Services. To view a complete list of your appointments, download the ACCESS HRA Mobile App.



View Appointment Details

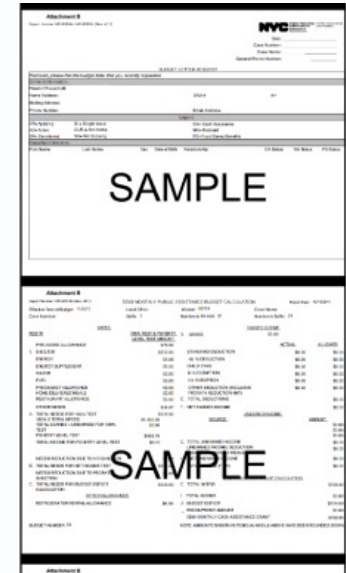
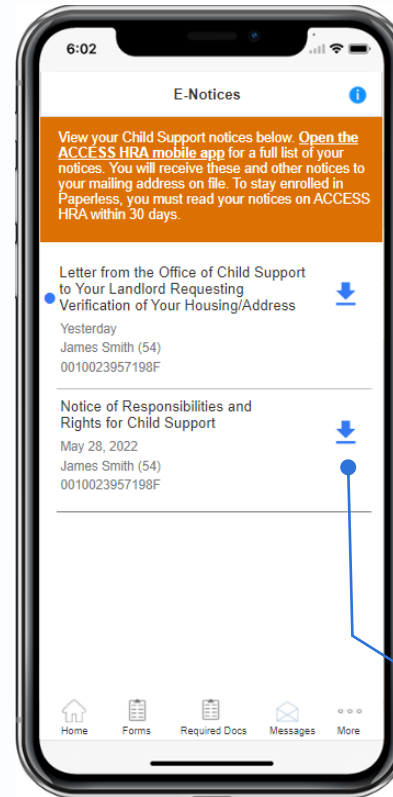
View your detailed appointment information such as appointment type, date, time and location. When available, a map will be displayed with the appointment location. All upcoming appointments will be displayed.

Add to Your Calendar

You can tap “Add to Your Calendar” to add the appointment details to your phone’s calendar app.

E-Notices

This screen displays information related to your agency notices for Child Support Services. You will receive these and other notices to your mailing address on file. To view a complete list of your agency notices, download the ACCESS HRA Mobile App.

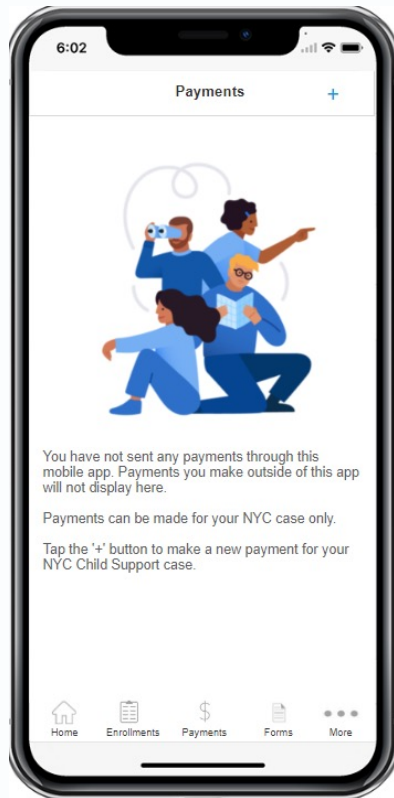


View E-Notice Details

View agency notices recently sent to you. Tap the download button to view your notice.

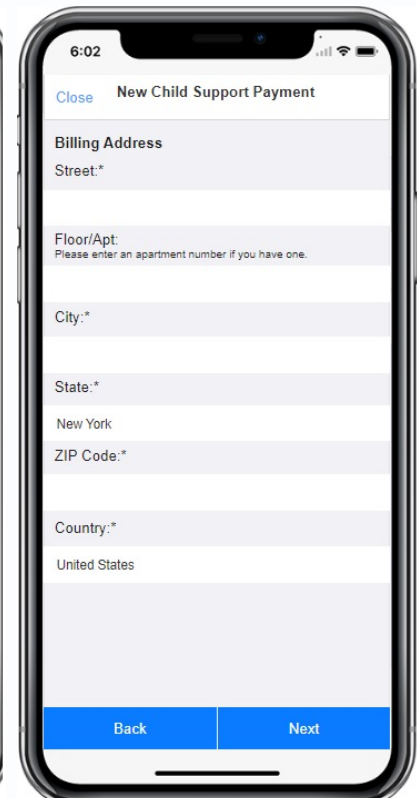
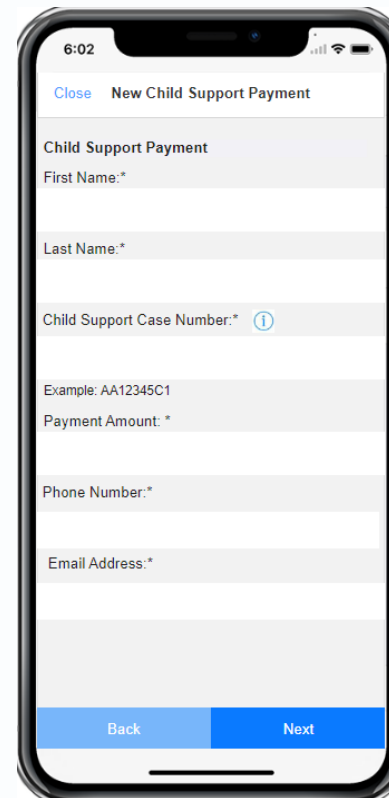
Child Support – Payments

On the first two pages of the New Child Support Payment form, the client will enter their name, Child Support case number, the payment amount, contact information, and billing address.



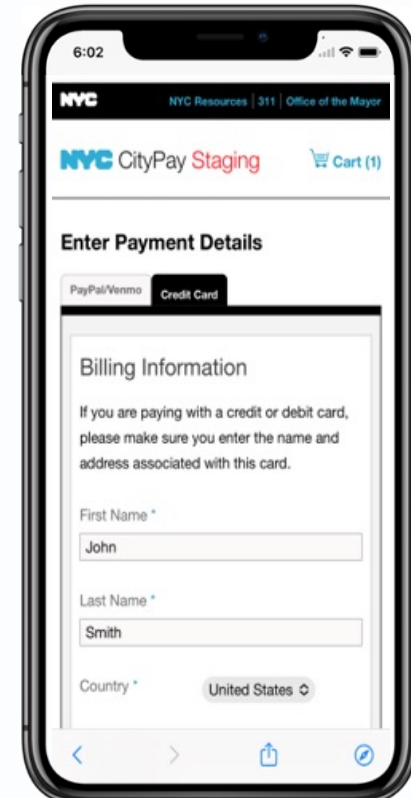
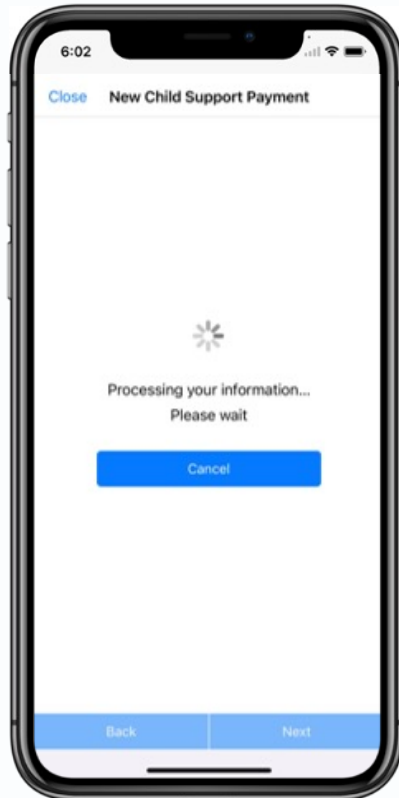
Make a New Payment

Noncustodial parents can make payments for their NYC Child Support case in the mobile app. To start a new payment, tap the '+' button in the top right corner on iPhones or the '+' button on the bottom right corner on Android devices.



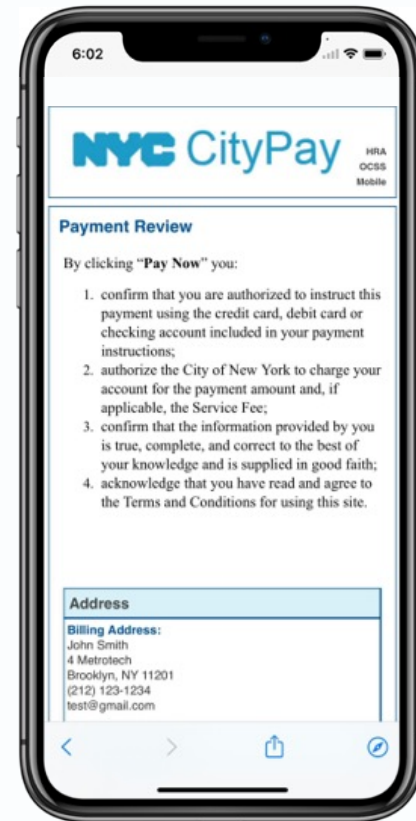
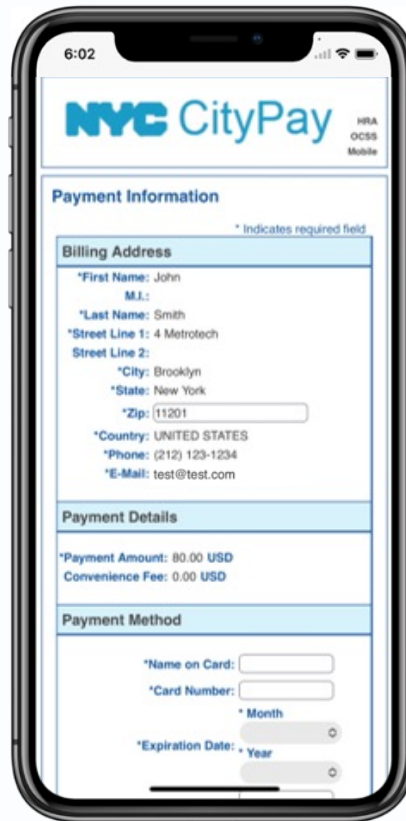
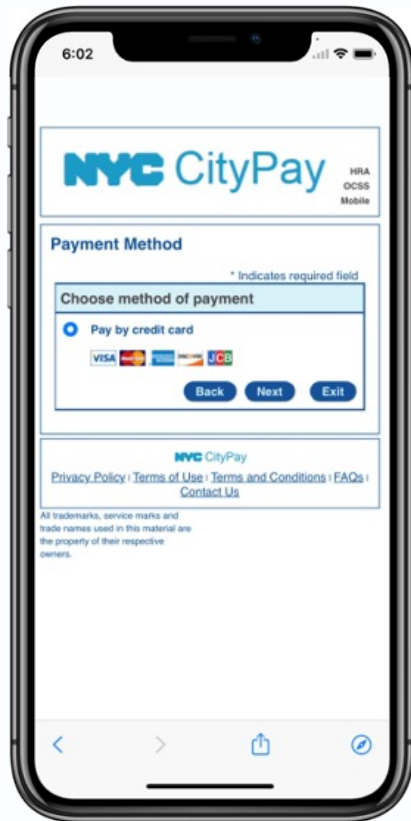
Child Support – NYC CityPay

Click the 'Make Payment' button to complete your payment with NYC CityPay. The NYC CityPay website will open in a browser embedded in the mobile app.



Child Support – Complete Payment

After selecting their payment method, clients will enter their payment details. Clients can then review their payment details before completing the payment. Once the client taps the 'Pay Now' button, they will be redirected to the mobile app while the payment processes.



Child Support – Payment Confirmation

After the payment is made, the client will be shown a confirmation page for their payment in the mobile app. Clients will be sent a confirmation email from the Department of Finance. The back arrow at the top left corner of the screen will navigate the client back to the Payments page where a list of their payments will display. Tapping a payment in the list will display the payment details.

