ACCESS HRA Release Communication
Release 7.0

Release:
R7.0

Date:
August 20th, 2022

The **NYC Department of Social Services - Human Resources Administration** (DSS HRA) is pleased to announce the following ACCESS HRA updates will go live on **Saturday, August 20th, 2022:**

✅ **Featured updates within ACCESS HRA client portal:**

- **Updated User Dashboard, Benefits, and Documents pages**
  - User dashboard will now call-out key milestones such as recertification due dates and saved drafts.
  - The benefits page will now have a new additional applications page for users to be connected to related benefit programs such as the Affordable Connectivity Program.
- **View Medicaid Benefits on ACCESS HRA**
  - Clients will now be able to view their Medicaid case information such as:
    - Case Status, Coverage Dates, Eligibility End Dates, Household Members
    - Surplus case status, link to surplus payments portal
- **Statement of Benefits**
  - The Statement of Benefits will now be available for Closed and Rejected cases
  - In addition to being accessed from the client portal, the Statement of Benefits will now also be available on the Provider Portal
- **Applicants for SNAP or Cash Assistance who do not have an SSN will be able to connect to their case on ACCESS HRA using the SSN of the oldest child on their application with an SSN.**
- **New alert for clients to opt-in for paperless notices on the profile page**
- **Fair Fares – Tracking Site ID for Reporting Purposes**
- **Fair Fares – Improved messaging for client experience**

✅ **Featured updates within ACCESS HRA mobile app:**

- **Medicaid Benefits on ACCESS HRA Mobile App**
  - Clients will be able to view their Medicaid case status within the ACCESS HRA mobile app
- **Elderly Simplified Application Process (ESAP)**
  - Seniors and people with disabilities will be able to use the NYC HRA Document Upload app for submission of the ESAP application (LDSS-5166) and supporting documents

✅ **Featured updates within Child Support Mobile app:**

- **New forms available to submit for your Child Support case**
  - Challenge Forms
  - OCSS programs such as Arrears Credit Program, Arrears Cap Program
  - Share information with Partner Agency
- **Update Contact information for your Child Support case**
- **View Child Support Appointments and Notices in the app (CA clients)**

The ACCESS HRA client portal can be found here: **www.nyc.gov/accesshra**. To go directly to the Fair Fares NYC application or home page, go here: **www.nyc.gov/accessfairfares.**