Apply Now
Apply / Recertify online for these programs:
- Supplemental Nutrition Assistance Program (SNAP)
- Cash Assistance (CA)
- Medicaid Renewals

Get Information
Find out how to apply and which documents you need, search for office locations, and view and print forms.

Contact Us
Submit questions to ACCESS HRA help.

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 Help
Click the question mark icon (?) for answers to frequently asked questions about ACCESS HRA.
Why should I create an ACCESS HRA account? Creating an account allows you to apply or recertify online for certain programs, such as SNAP or Cash Assistance, as well as print your online Medicaid Renewal form through ACCESS HRA.

Can I update my Account Information? Yes. From ACCESS HRA you can select the ‘My Account’ option at any time, and then ‘Edit Username/Password’ to change any of your ACCESS HRA account details.

Your upcoming recertifications will display on your home page.

DUE 7/15/2016 SNAP (Food Stamps): Your recertification due date is approaching. If you do not complete the recertification process, your benefits will end on 7/15/2016.

Your home page will also keep a record of recently submitted applications.

Submitted Applications

1


View Applications
Your HRA Case Profile

**View your cases**
Lets you track your case information, such as Application Status, upcoming Benefit Payments and Appointments. You can even update Contact Information, such as the Mailing Address that HRA currently has on file for you.

**View your documents**
Lets you view electronic notices HRA posted to your case as well as recently submitted documents that HRA received for your application or case.

**Connect to your HRA case profile**
If you are currently receiving SNAP or CA benefits, have received benefits in the past year, or have applied for benefits, you can connect to your online HRA case profile to view your case information in ACCESS HRA.

**Entering Information for Payees**
If you are a Payee, and currently receiving SNAP or CA benefits on behalf of children in your home, enter the oldest child’s information to connect to your HRA case profile.

**Why connect to your HRA case profile?**
You can connect to your HRA case profile at any time. Go to ACCESS HRA and select the ‘My Account/My Organizations’ icon. Once you connect to your HRA case online, you will have access to Link to a Partner Organization, as well as to your ‘My Cases’ and ‘My Documents’ pages.
Connect to your HRA case profile to link to a Partner Organization

If you are working with a partner organization and would like to grant them access to view your case information and assist with case updates, you must first connect to your online HRA case profile. You will not be able to link to a Partner Organization until you connect your case to HRA online by completing the 'Connect to My Case' page (refer to prior 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 the mailing address
- Read Notices posted to your account
- Be notified of activity on your case, such as when a budget letter is issued

Link to a Partner Organization

In order to work with an organization that helps you with your SNAP or Cash Assistance benefits, you need to be connected to your case. Please click 'Connect to HRA' above.

Once you are connected to HRA, you will be able to give an organization access to your case information through this site.

What does it mean to give access to a Partner Organization?

✔️ Assist with interviews ✔️ Assist with submitting documents ✔️ View Account Details

Return to Home Page
Once you have connected to your HRA case profile online, this button will become available. Click on the 'Link to a Partner Organization' button to begin the process.

How do I know if my HRA case profile is connected?
Once you connect to your HRA case profile online, the 'My Account/My Organizations' page will show a disconnect option. This means that your case is currently connected online.

Link to a Partner Organization
Once you have connected to your HRA case profile online, this button will become available. Click on the 'Link to a Partner Organization' button to begin the process.
Your HRA Case Profile – Link to a Partner Organization

My ACCESS HRA Account

Link to Organization

If you are working with an organization to assist you with your benefits, you can give them ACCESS HRA. These organizations can assist you with interviews, document submission, etc.

Search for the Organization below:

Enter Organization ID: 1234

Search Results

<table>
<thead>
<tr>
<th>Community Provider ABC</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>212-555-1212</td>
<td>Continue with this organization</td>
</tr>
<tr>
<td><a href="mailto:help@communityabc.com">help@communityabc.com</a></td>
<td></td>
</tr>
<tr>
<td><a href="http://www.communityabc.com">www.communityabc.com</a></td>
<td></td>
</tr>
</tbody>
</table>

Confirm Organization

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

Enter Organization ID

Organizations enrolled in the 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’.

Continue with this 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.
Your HRA Case Profile – Link to a Partner Organization

Authorize Access - Details
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.

Authorize Access - 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 the your initials; then read the ‘Authorize Access to Medicaid Information’ disclaimer, check the checkbox, and enter the your initials.

Once this is complete, click ‘Next’.
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 Details” 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.
Organizations with Account Access
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 ‘Agency Notices about your Case’ section of the ‘My Documents’ page.

Renew link to Partner Organization
After 18 months of being linked to a partner organization, the ‘Renew’ link will become available for you to renew access to the partner organization. Upon click of the “Renew” link, 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.
Your HRA Case Profile - My Documents

View your Documents
Let you to view notices or documents that HRA has on file for your case(s) or application.

View Agency Notices about your Case
Lists the notices that were posted to your case over the last 60 days. Click on the ‘Read’ link to view a PDF of the notice.

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

Read your Notice
Even if an organization employee reads a notice in the Provider Portal, you must also read the notice here in order to not be opted-out of paperless notices.

See more Notices...
Click on the ‘See more Notices…’ link to change the notices you can view from 60 days to the last 3 months, last 6 months, or last year.
Your HRA Case Profile - My Documents

My Documents

HRA notices and documents from your case(s) are listed below. Important information can be found in "More Info".

Questions?
Call HRA Infoline at 718-557-1393

Recent Documents for your Case

The following documents have been added to your case in the last 60 days.

Documents must be reviewed and accepted by an agency worker before eligibility requirements can be met.

<table>
<thead>
<tr>
<th>Case Member</th>
<th>Documents for your Case</th>
<th>Case Number</th>
<th>Date on File</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jon Smith</td>
<td>Biopsychosocial Evaluation</td>
<td>000123456789A</td>
<td>12/22/2016</td>
</tr>
<tr>
<td>Jon Smith</td>
<td>Supplemental Security Income Check</td>
<td>000123456789A</td>
<td>12/22/2016</td>
</tr>
<tr>
<td>Jon Smith</td>
<td>Bank Account Statement</td>
<td>000123456789A</td>
<td>12/22/2016</td>
</tr>
<tr>
<td>Mary Smith</td>
<td>Life Insurance Policy</td>
<td>000123456789A</td>
<td>12/22/2016</td>
</tr>
<tr>
<td>Mary Smith</td>
<td>Statement of Rental Income Received</td>
<td>000123456789A</td>
<td>12/22/2016</td>
</tr>
</tbody>
</table>

View Recent Documents for your Case

Lists the documents that you recently submitted to HRA that were received. Documents from within the last 60 days will appear here within your account. This includes documents that you have:

- Uploaded through the HRA Document Upload Mobile app
- Dropped off at an HRA center
- Sent to HRA via mail or fax

Showing 5 of 12  Show all Documents
Your HRA Case Profile - My Cases

My Cases
Lets you view a list of all HRA cases related to you along with the current status of each case. If one of your cases is "Closed" or "Rejected", a reason is displayed next to the status. Also, if you have a recertification coming up, the date when you can start that recertification is displayed in the 'Next Recertification' column.

<table>
<thead>
<tr>
<th>Case Number</th>
<th>Benefit</th>
<th>Case Status</th>
<th>Next Recertification</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>00012345678A</td>
<td>Cash Assistance</td>
<td>Application Received</td>
<td>--</td>
<td>Show Info</td>
</tr>
<tr>
<td>00012345678B</td>
<td>Food Stamps / SNAP</td>
<td>Active</td>
<td>February 2017</td>
<td>Show Info</td>
</tr>
<tr>
<td>00012345678C</td>
<td>Cash Assistance - Emergency Benefit</td>
<td>Closed - Excess Earned income</td>
<td>--</td>
<td>Show Info</td>
</tr>
<tr>
<td>00012345678D</td>
<td>Cash Assistance</td>
<td>Rejected - Unable to Locate</td>
<td>--</td>
<td>Show Info</td>
</tr>
</tbody>
</table>

Show Info - Case Details
Click on the 'Show Info' link to access the 'Case Details' page for the selected case.
Paperless Status
Your current status for paperless notices is displayed at the top of the ‘Case Details’ page. Click the ‘here’ link to navigate to the section where your Paperless Status can be updated.

View Documents You Need to Submit
Lets you view a list of documents that HRA still needs for your application or case.

View Upcoming Appointments
Lets you view upcoming appointments that have been scheduled for your case.
Your HRA Case Profile - My Cases

Case Details - 00012345678A

Scroll down to view case information or jump to a specific section using these links:

- My Benefits
- My Payments
- Budget Letter
- My Household
- Contact Me

My Benefits

- Cash Assistance (CA) - ACTIVE
  - As of 7/20/2016
  - EBT Balance: $200.99

- Food Stamps (SNAP) - ACTIVE
  - As of 7/20/2016
  - EBT Balance: $100.50

- Medicaid (MA) - ACTIVE

View Benefit Details

Lets you view current EBT balance as well as a list of past benefit payments and upcoming benefit payments.

My Payments

- Benefit Type: Recurring Semi-Monthly Cash Assistance Benefit
- Paid To: EBT Card
- Payment Made: 12/30/2016
  - $212.00

- Benefit Type: Shelter Payment to Landlord
- Paid To: ABC Landlord
  - 17 Battery Place
  - New York, NY 10004
- Payment Made: 12/28/2016
  - $175.00

Show all 6 payments

Paperless Status: ENROLLED
Update your paperless status here

Questions?
Call HRA Infoline at 718-557-1399
Request Budget Letter

Lets you request a budget letter online. It is sent to the mailing address that HRA has on file for your case. It is also available on the 'My Documents' page the next business day.

View your Household

Lets you see a list of the people on your case and their current status. You can also view the Residence and Mailing Address that HRA has on file for your case.
Your HRA Case Profile - My Cases

Case Details - 00012345678A

My Cases

Scroll down to view case information or jump to a specific section using these links:

- My Benefits
- My Payments
- Budget Letter
- My Household
- Contact Me

Click on the ‘Edit or Enroll’ button to see and request changes to the contact information for your application or case, such as:
- Mailing Address
- Language for Notices
- Email Address
- Primary Phone Number

Sign up for Email and Text Messages

Lets us know how you would like to receive information about your case. Options include:
- Email and Text Message (paperless)
- Email only (paperless)
- No electronic notifications

How would you like to stay informed about your case?

- Email and Text Message (paperless)
- Email only (paperless)
- No electronic notifications

Language for Notices:

- English

Email Address on file:

jondoe@gmail.com

Confirm Email Address:

jondoe@gmail.com

Primary Phone Number:

212-555-7777 Cell

Alternate Phone Number:

212-555-6666 Work

Send Text Messages to this phone number:

Primary Phone Number

Current Mailing Address

We have the following mailing address on file for your current case:

c/o Jim Doe
4 Metrotech Center
Brooklyn, NY 11201

Check here if your mailing address has changed.
E-Notices – Go Paperless!

Lets you see notices for your case on the ACCESS HRA ‘My Documents’ page.

You can enroll in paperless notices while completing a SNAP Application (shown below) or Recertification, or Cash Assistance Application or Recertification. Your ACCESS HRA account must be connected to your HRA case profile before you start the application or recertification. You must also sign up for email notifications and provide an email address to enroll in paperless notices.

Edit Contact Information

You can edit your Paperless Status preference at anytime on the ‘Case Details’ page using either option below:
- Click on the Edit or Enroll button in the Contact Me section
- Click the ‘Update your paperless status here’ link
Apply for SNAP or 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.

Confirmation Page
Shows you your confirmation number and the next steps in the application process. The "Confirmation Page" is only shown if you submit your application.
Identity Questions
A service called LexisNexis uses certain information that was given in the application to create three multiple choice questions about the head of the case. The answers to the questions can confirm their identity.

Confirm Your Identity
This new feature lets the head of case confirm their identity online for SNAP and CA application submissions. If the online identity confirmation is successful, the head of case does not have to give documents to prove identity.

This is an optional set of questions. Select the “No, skip this step, provide documents later” radio button if you do not want to use the online identification option.
Re-use Documents for Identity, Age, or U.S. Citizenship

Lets you select documents that HRA already has on file for the head of case to accompany your SNAP or Cash Assistance 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.

If the user receives a passing score on the ‘Confirm Your Identity’ questions, the “Identity” category will already be met and not appear here.

Choose Documents to Re-use

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.
Recertify your SNAP or Cash Assistance Benefits

Through ACCESS HRA you can also submit your recertification for SNAP or 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!
ACCESS HRA Mobile App – Login
nyc.gov/accesshramobile

**Download the ACCESS HRA App**
On your Google Play or iTunes Store type ‘ACCESS HRA’ to me prompted to download ACCESS HRA Mobile on your Android or iOS phone.

**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 mobile app and ACCESS HRA website.

**Connect to Your HRA Case Profile**
If you are currently receiving SNAP or CA benefits, have received benefits in the past year, or have applied for benefits, you can connect to your HRA case profile to view your case information in ACCESS HRA.

If you have already connected to your HRA case profile online, you will not need to do so via the mobile app if you use the same username or email and password.

**Entering Information for Payees**
If you are a Payee, and currently receiving SNAP or CA benefits on behalf of children in your home, enter information for the oldest child on your case.

Enter Information For*
Enter Date of Birth*
Enter SSN or CIN*

* indicates required field.

Enter information for the head of case or applicant.

If you receive benefits on behalf of children in your home, enter information for the oldest child on your case.
Overview of Case Information
This screen provides a quick overview of the information that is available within ACCESS HRA. It presents details about your cases, upcoming appointments, recent alerts, next payment and balances.

Menu
Click here to view more menu items including “My Documents”, “Upload” and “Online Applications”

Cases
Displays a list of your cases and their corresponding statuses. Click “View Cases” for more information.

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

Alerts
Displays a snippet of your most recent unread alert. HRA will send push notifications to your phone regarding recertification dates, submitted applications, upcoming appointments and E-Notices. Click “View Alerts” to view all alerts that you have received from HRA.

Payments
Displays the details for your next upcoming payment. Click “View Payments” for more information about past and upcoming payments.

Balances
Displays your SNAP and Cash Assistance balance information. Click “View Cases” for more information.

Available in 7 languages
ACCESS HRA Mobile is available in seven languages, including English, Spanish, Arabic, 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 set up.
ACCESS HRA – Cases and Appointments

**View Case Details**
Lets you view your detailed case information such as case status, SNAP or Cash Assistance balance and recertification due date.

If your case was closed or rejected, the reason will also be displayed if available.

My Benefits section displays the applicable programs and the status.

**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.

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

**Call Us**
You can click “Call Us” to easily dial the HRA Infoline phone number.
Documents You Need to Give Us
Lets you view the outstanding required documents for each of your case members.

Upload a New Document
Select a Case, Case Member and Document Category when uploading a new document.

View Documents That HRA Has On File for You
Lets you view documents that HRA has on file for your case(s) or application(s).

Documents that you have uploaded through ACCESS HRA will not appear on the My Documents page until they have been added to your electronic case file by an HRA case worker.

Uploaded Documents
The documents listed on the Uploads screen are documents that you have uploaded from your phone. These will remain on this screen for 100 days.

Check back in 5-7 days for uploaded documents to be added to your file and appear on the My Documents screen.
**Profile and Update Profile**

Lets you view your contact information and notification preferences and update this information once every 24 hours. When you click the “pencil” next to a field, you will be directed to the screen that allows you to update certain information.

**Contact Information**

- Allows you to view and update the information on file regarding your Primary Phone Number, Mailing Address and Notice Language. You are not able to update to your residential address via the app at this time.

**E-Notice Opt-In Status**

- You can Opt-In or Opt-Out from E-Notices on this screen.

**Alternate Phone Number**

- This section allows you to update your Alternate Phone Type, Number and Extension if there is one.

**Notification Preferences**

- This section allows you to update your preferred Text Message Phone, Email Address and set your email notification preferences.
ACCESS HRA – Notifications and E-Notices

Notifications
Users will be receiving Push Notifications on their Mobile devices that alert them when:
- Upcoming Appointment
- Requested Documents
- E-Notice
- Budget Letter
- Voter Registration
You can see current and past notifications on the Alert screen on the ACCESS HRA Mobile Application.

Required Document
When the Agency needs you to submit a document for your case, you will receive a notification to upload your document. You will be directed to Upload your document.

Appointments
You will receive a notification when you have an upcoming appointment. You will be able to add this to your device calendar by clicking “Add to Your Calendar” and call the Agency by clicking “Call Us”.

View E-Notice
You can download the e-notice and then be prompted to “Open Document” on your devise.

E-Notice
When an Electronic Notification is issued to your case, you will be able to download it and view it in your Mobile device. You download the document and then be prompted to “Open Document” on your devise.

Push Notification
You will get a notification on your lock screen. E-Notice Notifications will only be received by users who have enrolled in paperless notices.