

## **Name and Gender Change for Transgender Clients: Frequently Asked Questions (FAQ)**

### **1. How do I change my gender in HRA records?**

You must submit to HRA **one** of the following documents:

- a New York State Driver License or Non-Driver ID showing your corrected or changed gender,
- a passport or birth certificate showing your corrected or changed gender,
- a letter from Social Security confirming your gender, or
- a signed and dated statement from a licensed physician, nurse practitioner, or physician's assistant who has treated you or reviewed your gender-related medical history. The statement must include language that you have undergone "appropriate clinical treatment" for a person diagnosed with gender dysphoria.

You will also need to fill out and submit form **HRA-138, Request to Change Name and/or Gender in Human Resources Administration (HRA) Records**. Once we have the required documents, your gender will be updated in the Welfare Management System (WMS), which is a state system used to track case and benefits information for HRA clients.

**PLEASE NOTE: If you have health care through the New York State of Health, (a.k.a NYS Health Care Exchange or Marketplace) you will also need to change your gender there. It is a separate process. Please see section 4 below for more information.**

### **2. How do I change my name in HRA records?**

You must bring in **one** of the following documents:

- a Court Order showing your new name;
- a New York State Driver License or Non-Driver ID showing your new name;
- a passport or birth certificate showing your new name;
- a letter from Social Security showing your new name.

You will also need to fill out form **HRA-138, Request to Change Name and/or Gender in Human Resources Administration (HRA) Records**. We recommend that you change your name with the Social Security Administration *before* doing so with HRA, because a mismatch between the two agencies could result in a disruption of your services. Once we have the required documents, your legal name will be updated in the Welfare Management System (WMS), which is a state system used to track case and benefits information for HRA clients.

**PLEASE NOTE: If you have health care through the New York State of Health, you will also need to change your name there. It is a separate process. Please see section 4 below for more information.**

### 3. What is a Restriction/Exception code?

If you request a gender change, a “Restriction/Exception” code will be applied to your case. You may also request this code even if you do not change your gender, using form **HRA-138, Request to Change Name and/or Gender in Human Resources Administration (HRA) Records**.

Insurance plans such as Medicaid restrict certain services by gender. Even if you are coded with the correct gender in our systems, some services may not be covered. For example, a prostate exam might not automatically be covered for a transgender woman, or a visit to the gynecologist may not automatically be covered for a transgender man. Therefore, in order to avoid billing problems, a Restriction/Exception code will be entered into the state’s Medicaid billing system, eMedNY. The code “G1” is for transgender women, and the code “G2” is for transgender men. This code will ensure that your gender does not limit payments for necessary and otherwise covered health services.

**PLEASE NOTE: This code will be visible to any health care provider that accepts Medicaid. If you do not want the code applied to your case, please indicate this when requesting gender change. However, this may affect your services.**

### 4. How do I change my name and/or gender with my New York State of Health (a.k.a NYS Health Care Exchange or Marketplace) insurance plan?

HRA does not have access to the systems used to manage health plans through the New York State of Health (“NYSoH”) exchange. Therefore, if you have a plan through NYSoH, you will have to contact NYSoH directly. The same documents listed above can be used to change name or gender with your NYSoH insurance plan. New York State of Health will also apply the Restriction/Exception code for your case. You may request these changes in one of the three following ways:



Upload the required document yourself, through your online account;



Fax the required document to New York State of Health Customer Service at (855) 387-1363; or



Mail the document to:

New York State of Health  
PO Box 11726  
Albany, NY 12211

**Please include a note explaining that you are changing name and/or gender.**

### 5. How long will it take for HRA to process my request?

HRA makes every effort to complete this type of request within 14 days. Processing time with the New York State of Health may vary.

## 6. How do I get a new HRA benefit card?

A new Common Benefit Identification Card (CBIC) is generated whenever demographic information has changed, such as name or gender. However, as of May 1, 2015, benefit cards no longer display the cardholder's gender. All new cards will be issued without a gender on them. If you need to request a new card for any reason, please call HRA's Infoline at (718) 557-1399, request one online at [www.nyc.gov/311](http://www.nyc.gov/311) by searching "cbic" or visit one of the locations below:

<b>CBIC LOCATIONS</b>	
Manhattan: 109 East 16 <sup>th</sup> Street - Ground Floor	Brooklyn: 227 Schermerhorn Street - Ground Floor
<b>The CBIC sites are open Monday through Friday            from 8:30 am to 7:15 pm (excluding holidays)</b>	

## 7. Will my information be kept confidential?

All HRA staff members are required to maintain the confidentiality of the individuals they serve. Transgender or intersex status and information about a person's anatomy or medical history must be treated as confidential information. Any medical documentation submitted for the purposes of gender change or Restriction/Exception codes will be kept confidential, restricted to designated staff and disclosed only to the extent required to provide services. However, please note that the Restriction/Exception codes will be visible to medical providers and pharmacists who use the state billing system.

## 8. Will Medicaid cover gender-related surgeries for transgender people?

Yes. As of March 11, 2015, hormone treatments and certain other medically necessary gender reassignment procedures, including many surgical procedures, are covered by New York State Medicaid and Medicaid Managed Care plans. The full list of covered procedures and more information about the requirements for coverage can be found by going to <http://www.health.ny.gov/> or <http://www1.nyc.gov/>. If you are refused service by a Medicaid provider or have questions about Medicaid-covered medical procedures, please contact the New York State Department of Health's Medicaid Helpline at (800) 541-2831.

## 9. Who can I contact for more information?

- HRA's Office of Lesbian, Gay, Bisexual, Transgender, Questioning, and Intersex (LGBTQI) Affairs at [lgbtqi@hra.nyc.gov](mailto:lgbtqi@hra.nyc.gov) for questions about this publication or other HRA policies affecting LGBTQI people.
- Your Medicaid Managed Care Plan for questions about what is covered, how to request coverage, and how to challenge denials of coverage. If you do not know your plan information, please contact the New York State of Health Helpline or Medicaid Helpline, below.
- New York State of Health Helpline for more information about changing name or gender with health plans managed by the NYSoH Exchange. Please call (855) 355-5777 or (800) 662-1220 for TTY.
- New York State Medicaid Helpline at (800) 541-2831 for questions about transgender health care under New York State Medicaid.
- HRA's Infoline at (718) 557-1399 for general information about your case or to request a new CBIC card. You may also email [constituentaffairs@hra.nyc.gov](mailto:constituentaffairs@hra.nyc.gov), or contact 311.