

Recertify Supplemental Nutrition Assistance Program (Food Stamps) Benefits *by Telephone*



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Mayor

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NYCHRA

YouTube HRA NYC

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Interactive Voice
Response System
(IVRS)

NYC Human Resources
Administration
Department of Social Services

Q: What is IVRS?

A: IVRS stands for Interactive Voice Response System. It is a computerized phone system that is used by the Human Resources Administration (HRA) to allow certain **Supplemental Nutrition Assistance Program (SNAP)** participants to recertify for SNAP benefits by telephone.

Q: How will I know if I can recertify by telephone using the IVRS?

A: You are eligible to recertify using IVRS if you meet all of the following criteria:

- Disabled OR 60 years of age or older
- Not in receipt of earned income
- No changes in household composition, shelter information or unearned income

Q: What are the benefits of IVRS?

A: If you choose to use IVRS:

- You can call from any touch-tone telephone, 24 hours a day, 7 days a week.
- You will be able to choose English, Spanish, or Chinese (Mandarin) from the system options.
- You do not have to go to your local SNAP Center nor are you required to mail any documents.
- You will receive a confirmation number once you complete the telephone interview.
- You will receive a notice in the mail indicating your eligibility status for SNAP benefits.

Q: Is there a special telephone number I have to call to recertify via IVRS?

A: Yes. The telephone number is a toll-free number and will be provided in the IVRS packet sent to you. The IVRS recertification must be completed at least one day before your scheduled telephone interview/ in-office appointment.

Q: If I recertify by IVRS, do I have to keep my scheduled telephone interview/ in-office appointment?

A: No. If you recertify using IVRS, you do not have to keep your telephone interview/ in-person office appointment. Within two weeks of completing the IVRS interview, you will receive a notice in the mail about your continued eligibility for SNAP benefits.

Q: What happens if I'm not able to recertify by IVRS or I do not complete the interactive interview successfully?

A: If you cannot recertify by IVRS you must keep your scheduled telephone interview/ in-office appointment or call your SNAP Center to reschedule the telephone interview/ in-office appointment.



***For more information call 311
or visit www.nyc.gov/hra***