







ACCESS HRA Release Notes

Release R7.4

August 26, 2023

With ACCESS HRA, you can apply for HRA benefits, submit documents for your application, manage your case, and much more!

AHRA benefits include:

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

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.



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 26th, 2023**:

Featured updates in the client portal:

- **Medicaid & MSP Applications:** Eligible clients can now submit Medicaid and Medicare Savings Program applications. A screener identifies client eligibility to apply with ACCESS HRA.
- **Medicaid Coverage Letter:** Coverage letters can be requested on the Medicaid case details page.
- **Medicaid Notifications:** Clients can receive new SMS and mobile push notifications about their case, as well as alerts for benefits they may qualify for.
- **Fair Fares Notifications:** Updated alert messaging for SNAP/CA clients that are eligible for FF when finding their HRA case.
- **SNAP Late Recertification:** AHRA will allow clients to submit a SNAP Recertification if they are 30-days past their recertification authorization date or have a Closed case. The Expedited Screening results will be available in the PDF Summary.
- **CA/SNAP App/Recertification:** School Enrollment Verification Consent added.
- **311 Assistance:** New messaging shows how to get assistance from a provider organization.

Featured updates in the provider portal:

- **SNAP Late Recertification:** AHRA will allow providers to view SNAP Recertification even if client is past their recertification authorization date or has a Closed case.