



ACCESS HRA Release Communication

Release 7.1

Release:

R7.1

Date:

December 10th,
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, December 10th, 2022**:

Featured updates within ACCESS HRA client portal:

- **Additional information about your Medicaid Benefits is available on ACCESS HRA**
 - Clients will now be able to view their Medicaid:
 - coverage details
 - surplus amount
 - individual status
 - coverage start/end dates
- **Additional security features to gather a recovery phone number for client accounts**
 - User will now be able to optionally provide a phone number and elect to receive a text message or voice call to enable multi-factor authentication on their account.

Featured updates within Child Support mobile app:

- **Child Support Payments for noncustodial parents can now be made through the mobile app! (Coming soon - Estimated 12/15)**
 - Credit card, debit card, PayPal, and Venmo payments are accepted.

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.

NEW Training on ACCESS HRA is now available for public service organizations!

Sign-up here: <https://booknow.appointment-plus.com/9z3xxln8/>

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