



ACCESS HRA Release History

Past and future releases for the ACCESS HRA solution



Release 1.0: April 2015

- Cúram V6 Upgrade
- Redesigned SNAP Application
- SNAP Recertification
- SAML NYC.ID Integration
- Address Validation
- Upgraded Screening
- CBO Site ID Tracking

Release 1.2: July 2015

- Reprint Medicaid Renewals

HRA Uploads 1.0: October 2015

- HRA Document Upload Mobile App

Release 2.0: July 2016

- Cash Assistance Application
- Cash Assistance Recertification
- Account Functions – Cases, Appointments, Payments, Required Documents, Budget Letter Generation
- Contact Info Updates
- User Notifications – Email / SMS

Release 3.0: February 2017

- Medicaid Renewals – DAB
- My Documents, E-Notices
- LexisNexis
- Tier 1 Assessment

ACCESS HRA Mobile Phase 1: March 2017

- Appointments
- Payments
- Cases
- Messages / Push Notifications

Release 3.2: March 2017

- ACCESS HRA Rebranding

ACCESS HRA Mobile Phase 1.1: July 2017

- Contact / Profile Updates
- Additional Push Notifications

Release 4.0: September 2017

- Cúram v7 Upgrade
- Provider Portal

Release 5.0: December 2018

- Cúram Upgrade / Mobile Optimization

Release 5.1: March 2019

- Cash Assistance Special Grants
- SNAP Case Changes
- Fair Fares Online Enrollment

Release 5.1.1: July 2019

- Cash Assistance Special Grants

Release 5.2: September 2019

- Cash Assistance Special Grants
- Tier 1 Assessment

Release 5.3: January 2020

- Fair Fares Application

Release 5.4: February 2020

- Fair Fares Renewals

Release 5.4.X: March-May 2020

- COVID Releases: Citywide Cash Assistance Application;
- CA App - Substance Use & DV Screening

Release 5.5: September 2020

- IDNYC Integration
- AHRA/FF Mobile App
- Access-A-Ride
- Report Lost Stolen MetroCard

Release 5.6: December 2020

- CA Case Changes

Release 5.6.1: April/June 2021

- Emergency Rental Assistance Program (ERAP) Updates

Release 5.6.2: July 2021

- CA Case Closing Request
- CA Recert - Substance Use & DV Screening

Release 5.6.4: November 2021

- Cash Assistance App/Recert - Grants

Release 5.7: January 2022

- AHRA/Child Support Mobile App
- Recovery email for client accounts (MFA)

Release 6.0: April 2022

- HEAP Cooling Application
- HEAP Benefit Details
- Request Childcare on CA Cases
- A LexisNexis integration to enhance address verifications
- Fair Fares Document Completion
- Fair Fares Access-A-Ride Request
- Fair Fares Access-A-Ride and MetroCard Question
- HEAP Benefits on ACCESS HRA Mobile App

Release 6.0.2: June 2022

- SNAP On Demand messaging



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Release 7.0: August 2022

- Redesigned User Dashboard, Benefits, and Documents pages
- View Medicaid Benefits
- Statement of Benefits for Closed and Rejected Cases
- Statement of Benefits available on the Provider Portal
- SNAP/CA applicants can connect to cases using SSN of oldest child with an SSN
- New alert to opt-in to paperless notices
- Fair Fares – Tracking Site ID
- Fair Fares – Improved messaging
- Medicaid Benefits on Mobile App
- Elderly Simplified Application Process (ESAP) submission on Mobile App
- New forms available on Child Support Mobile App
- Update Contact Info for Child Support case
- CA client can view Child Support Appointments and Notice in Child Support Mobile App

Release 7.1: December 2022

- Additional info added for Medicaid Benefits
- Recovery Phone Number for client accounts (MFA)

Release 7.1.0.1: January 2023

- Child Support Payments for Noncustodial parents in Child Support Mobile App

Release 7.1.0.3: February 2023

- HEAP Regular Application

Release 7.1.1: April 2023

- Renew Medicaid benefits on ACCESS HRA Client Portal
- Submit Medicaid renewal documents on ACCESS HRA mobile app

Release 7.2: April 2023

- Cash Assistance On Demand phone number added
- View Medicaid Notices on E-Notices page

Release 7.2.0.3: May 2023

- HEAP Cooling Application

Release 7.4: August 2023

- Medicaid & MSP Applications
- Medicaid Coverage Letter
- Medicaid Notifications
- Fair Fares Notifications
- SNAP Late Recertification on Client Portal and Provider Portal
- CA/SNAP App/Recertification School Enrollment Verification Consent
- 311 Assistance

Release 7.5: December 2023

- CityFHEPS Case Details
- CityFHEPS Renewals
- CityFHEPS Good Cause
- CityFHEPS and FHEPS Case Change forms
- Medicaid and MSP Benefits title update
- NYCHA Consent for CA & SNAP
- Updated CBO/311 Assistance messaging
- HEAP Regular Updates for 2023-24, including an 'X' option added to the Sex field

Release 7.5.2: March 2024

- New 'X' option added to the "Sex" field for CA, SNAP, and Medicaid applications

Release 7.5.4: April 2024

- Updated HEAP Cooling Application
- New "X" option added to the "Gender" field for CityFHEPS
- Updated Child Support appointment language

Release 7.5.4.2: May 2024

- Updated language and external link for 'Check EBT Balance' button popup on Payments page
- Added Department for the Aging service finder link to AHRA Landing Page
- Removed Affordable Connectivity Program (ACP) card from 'Other Benefits' page
- Removed COVID-related alert from CA Case Change and Emergency Grant page

Release 7.5.6: October 2024

- Introduced auto-indexing of SNAP documents
- Created new email, text, and push notifications for SNAP clients
- Improved visibility for paperless opt-in on CA and SNAP applications and recertifications
- Created new Fair Fares 'Duplicate Account' functionality for users who received multiple MetroCards
- New error messaging to prevent stuck Medicaid applications
- New alert informing clients when Medicaid E-Notices will be temporarily unavailable
- Added new 'SNAP Match' alert for select clients
- Added alert to the Payments page to inform CityFHEPS clients to expect a few day delay in final payment once checks have been issued
- Implemented new text on CA Initial Application Introduction page explaining that clients who apply for Cash Assistance will also have their Medicaid and SNAP eligibility determined
- Removed expired CBO partnership messaging from relevant CA pages



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Release 7.5.8: February 2025

- Introduction of OMNY fare payment system to Fair Fares – clients to exclusively receive OMNY cards for subways and eligible buses discount type