ACCESS HRA Provider Portal Frequently Asked Questions (FAQs)

1. How can a client grant access to an organization?

a. In order for an organization to get access:
   1. A client must log into their ACCESS HRA account or create a new account by going to nyc.gov/accesshra
   2. Go to the 'My Account' page
   3. Click the 'Link to a Partner Organization' button
   4. Enter the Organization ID
   5. Find the provider on the screen
   6. Click the 'Continue with this organization' link
   7. Provide consent in the Authorize Access to SNAP and Cash Assistance Information and Authorize Access to Medicaid Information sections

2. Can clients grant access to multiple organizations?

a. Yes, clients can provide access to a total of 5 organizations at the same time.

3. What is the timeline for a client/organization to renew consent?

a. The duration of consent is 24 months from the date the client granted access to the partner organization. The client must renew access to the partner organization before the 24 months is complete (Authorization End Date). The client will have the ability to renew access to the partner organization after 18 months from the date the client granted access to the partner organization. Once in the renewal period, a client can go to My Account/My Organizations and click the 'renew access' link under Organizations with Account Access.

4. Are organization employees able to unlink from clients when the clients are no longer with the organization?

a. Yes, organization employees can unlink clients from the partner organization within the Provider Portal. Please see the user guide for more information. Clients can also unlink from the partner organization at anytime by clicking Remove Access in the My Account/My Organizations section in their ACCESS HRA account.

5. If a client provides consent to a partner organization for the Provider Portal, can this partner organization/organization employee discuss case information with Constituent Affairs or Infoline on behalf of the client (e.g.: without the client being present)?

a. A separate client authorization is needed to allow HRA to speak with the partner organization. This form can be found here: http://www1.nyc.gov/site/hra/help/snap-benefits-food-program.page

6. **If a client does not apply for benefits using the ACCESS HRA website, can they still be linked to a partner organization in the Provider Portal?**
   Yes, the client can give access to a partner organization even if they didn't apply using the ACCESS HRA website. They just need to have an ACCESS HRA account or create a new account to give access. Follow the steps from, 'How can a client grant access to an organization?' above.

7. **For CBOs that currently use master ACCESS HRA accounts to assist their clients, will their clients now have to create individual ACCESS HRA accounts?**
   a. Yes, clients must create their own ACCESS HRA account in order to give the partner organization access.

8. **On the partner organization side, will each organization employee using the Provider Portal have to create their own account in the Provider Portal or can they share a login with other organization employees?**
   a. Organization employees cannot share login credentials with other organization employees. Each organization employee must have an individual account.

9. **Can organization employees see the other partner organizations that their clients have linked to?**
   a. No, organization employees will not be able to see the other partner organizations that the clients they are working with have linked to.

10. **Will the partner organization's entire caseload of clients be available to organization employees?**
    a. Client caseload will be available based on how the partner organization chose to identify the site or sites.
       1. If a partner organization has chosen to identify as a single site, each organization employee will be tied to a single organization, and will have access to all clients at that organization. If your employees need access to clients across multiple sites, consider having those sites be rolled up into a single organization.
       2. If a partner organization has chosen to identify as multiple sites or programs, clients will link to the organization that they work with. Organization employees will have access to clients only at their Site- so a Site B employee would not be able to see information for a client at Site A. If employees at each site share clients, do not list the sites separately.

11. **Will organization employees be notified if the client changes any information, such as contact information?**
    a. Organization employees will not be notified when a client makes a change to information within their ACCESS HRA account. If the employee logs-in to the Provider Portal, they will be able to see the change reflected in the client's ACCESS HRA account.

12. **What will organization employees do if the client does not want to link to a partner organization?**
    a. HRA and Organization employees cannot require clients to link to partner organizations. It is up to the client who they want to be linked to.

13. **Will organization employees receive reminders for clients to renew access to their partner organization?**
    a. Organization employees will not receive notifications for clients to renew their access to the partner organization.

14. **What are the next steps for partner organizations if they are interested in signing up for Provider Portal access?**
    a. Email HRA at dssoutreach@dss.nyc.gov to request access to the ACCESS HRA Provider Portal
    b. Organization employees must sign a MOU
    c. Identify an organization administrator
    d. Identify site distinction
    e. Receive an organization ID, issued by HRA

15. **What is an Organization ID?**
    a. The organization ID is the 4-digit code that clients will use to link to a partner organization. It is also used to track activity for reporting purposes.

16. **Will organization employees be able to filter clients by case status?**
    a. Organization employees can sort by case type in the client's 'Client Home Page', but not by case status.

17. **Will organization administrators have access to the partner organization's client list?**
    a. Yes, organization administrators will have the same access to the client list, as well an extra tab where the organization administrator can grant access to organization employees pending approval and update the organization's contact information.

18. **Will the organization administrator be notified when an organization employee requests access to the partner organization?**
    a. Organization administrators will not be notified when an organization employee requests access to the partner organization within the ACCESS HRA Provider Portal. Organization employees should inform the organization administrators when a request for access has been sent for their approval.