

ACCESS HRA Release Notes

Release 7.5.11 — April 11, 2026

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

ACCESS HRA benefits include:

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

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.



What's Changing

Employment Records Now Display Automatically

During SNAP renewals, employment records sometimes didn't display right away, even though ACCESS HRA showed they were on file. This has been fixed so employment records now display automatically when the page loads.

New! Duplicate Social Security Number Check for Medicaid Applications

ACCESS HRA now checks for duplicate Social Security Numbers when you apply for Medicaid. If the same SSN is entered for more than one household member, you'll see a message asking you to correct it before continuing.

Fixed Medicaid E-Notice Downloads

Some clients weren't able to download certain Medicaid e-notices. This has been fixed so Medicaid notices can now be opened and downloaded successfully.

Fixed Fair Fares “View Details” Button

Some clients saw an error message when selecting “View Details” on their Fair Fares card. This has been fixed so clients can now successfully view their Fair Fares details.

Fixed ACCESS HRA Tab Loading Issue

Some clients saw a continuous loading message when selecting the ACCESS HRA tab from the Fair Fares portal. This has been fixed so the page now loads successfully.

Fixed Medicaid Renewal Button

After submitting a Medicaid renewal, some clients continued to see the Renew button on their home page. This has been fixed so the button no longer displays once a renewal has been submitted.

Fixed CityFHEPS Application Submission Issue

Some CityFHEPS applications failed to submit when an existing employment record didn't include an income amount. This has been fixed so applications can now be submitted successfully.

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New! Reminders to Report Changes in Income or Household Size

New reminders are rolling out to help active SNAP and Cash Assistance clients stay on top of reporting changes in income or household size, delivered by push notification, text message, and in your ACCESS HRA account. These reminders are meant to help keep your benefits accurate.

Fixed Document Upload Issue

Some clients uploaded documents that didn't show as received. This has been fixed so uploaded documents are now properly recorded and displayed.

Fixed Child Support Appointment Notifications

Some Child Support appointment notifications displayed incorrect or incomplete information. This has been fixed so appointment notifications now display correctly.

Fixed Child Support Payments Page

Some clients saw an error when trying to view their Child Support payment history. This has been fixed so the Payments page now loads successfully.