

ACCESS HRA Release Notes

Release 7.5.11.02 — May 19, 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

Fixed E-Notices Download Failure

Some clients encountered an error when attempting to download certain e-notices. This has been fixed so e-notices can now be downloaded successfully.

Fixed Medicaid Duplicate Social Security Number Error

Editing the Head of Household's Social Security Number to match a second household member's resulted in an error. This has been fixed for combined Medicaid/MSP applications.

Fixed Document Download Error for Provider Portal Users

Organizations using the ACCESS HRA Provider Portal saw an error when trying to view older documents. This has been fixed so older documents can now be downloaded successfully.