



Date: _____

Case Number: _____

Case Name: _____

WE STILL NEED INFORMATION FROM YOU

We were unable to make a decision on the application/recertification that you filed on _____. This may be because:

- we could not read what you gave us; or
- what you gave us was incomplete, or
- we need more or different documents to support the information you gave us.

Please submit the documents or information listed on the next page by:

If we do not receive the updated information/documentation or you do not contact us by this date, your application for benefits may be denied or your benefits may be lowered.

WHAT ARE MY NEXT STEPS?

1. **COLLECT** the new documents or additional information listed in this letter.
2. **UPLOAD** your documents using the ACCESS HRA mobile app. See the last page of this notice for other ways to give us your documents.

Don't already have an ACCESS HRA account or need to link it to your HRA case? The ACCESS HRA User Guide has instructions on how to do this. You can find it on the www.nyc.gov/accesshra website.

(Turn page)

WE STILL NEED INFORMATION FROM YOU *(continued)*

CLIENT NAME	WHAT YOU GAVE US	WHY WE CANNOT USE IT

HOW CAN I SUBMIT THE DOCUMENTS?

UPLOAD (*easiest!!*) — use your mobile phone or tablet with our *ACCESS HRA* mobile app at: www.nyc.gov/accesshramobile



IN PERSON — bring copies of the documents to:

- any Center. Visit www.nyc.gov/hra to find a location.
- a neighborhood organization that can help you. Visit www.nyc.gov/dss-partners or call 311 to find a location.



FAX documents to _____



MAIL copies using envelope provided

Do you have a medical or mental health condition or disability? Does this condition make it hard for you to understand this notice or to do what this notice is asking? Does this condition make it hard for you to get other services at HRA? **We can help you.** Call us at 718-557-1399. You can also ask for help when you visit an HRA office. You have a right to ask for this kind of help under the law.