

## **BUREAU OF ELIGIBILITY VERIFICATION (BEV) INTERVIEWS FREQUENTLY ASKED QUESTIONS**

**Q. How can I reschedule my appointment?**

A. Applicants who wish to reschedule their appointments are asked to call the DSS OneNumber (718-557-1399), which will reroute them to the BEV Telephone Bank to process rescheduled appointments. Appointments are rescheduled via the MAPPER Appointment Maintenance System. Applicants are permitted to reschedule their BEV appointments up to three times.

**Q. What is the latest time that I can be interviewed?**

A. Applicants are expected to appear/be available at the time of their scheduled appointments. Applicants may be interviewed until 5pm each business day.

**Q. Why do I have to bring my spouse, who is also applying for assistance, with me?**

A. Both spouses and all adults are part of the application package and must be available to be interviewed.

**Q. I am a victim of Domestic Violence; Brooklyn is not safe for me. Can I go to another borough for my interview?**

A. Yes, BEV will conduct interviews at other BEV locations throughout the five boroughs.

**Q. I am having trouble contacting my BAC (Benefits Access Center), do you have a telephone number for them?**

A. Yes. Please call the DSS OneNumber at 718-557-1399 to be routed to your BAC.

**Q. Can I check the status of my case?**

A. You can check via ACCESS HRA or you can contact the DSS One Number at 718-557-1399.

**Q. I received checks from the center; do I still have to come to BEV?**

A. Yes, the checks issued while the application is pending are usually for emergency situations, but the BEV interview is still a requirement.

**Q. What documents do I need to bring?**

A. The required documents generally are birth certificates, leases, unemployment benefit letters, social security award letters, if applicable. The BEV appointment letter lists the required documents.

**Q. I don't have all my documents; will I still be interviewed?**

A. Yes, you may be asked by the Agency to provide additional documents.

**Q. Why do I have to come to BEV?**

A. A BEV interview is required for some cash assistance applicants as part of the application process. It does not imply wrongdoing or any issues.