

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)

ON DEMAND TELEPHONE RECERTIFICATION

FOR MORE INFORMATION

call Infoline at 718-557-1399
or visit www.nyc.gov

Client information booklets are available to provide you with information on what you should know:

About your Rights and Responsibilities when applying for or receiving Benefits

About Social Services Programs

If you have an Emergency

TO RECEIVE THE CLIENT INFORMATION BOOKLETS (LDSS-4148 A/B/C)
CALL 718-557-1399 OR 311



NYC ACCESS HRA mobile app
www.nyc.gov/hradocs

NYC

Bill de Blasio
Mayor

Human Resources
Administration
Department of
Social Services

Steven Banks
Commissioner



NYCHRA



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NYC Human Resources
Administration
Department of
Social Services



YOU CALL US WHEN YOU WANT TO HAVE YOUR INTERVIEW.

SNAP participants can call HRA to recertify their benefits, at a time they choose. With ON DEMAND there are no scheduled telephone interview appointments.

✓ EASIER

You no longer have to wait for us to call you.

✓ MORE CONVENIENT

Call from Home, Work, or ANYWHERE at a time that you choose, during our business hours.

HERE IS HOW YOU RECERTIFY

- 1 Send in your RECERTIFICATION form.
Now available online at www.nyc.gov/accesshra
- 2 Submit requested Documents
Use the NYC ACCESS HRA mobile app on your Smartphone or tablet. Go to www.nyc.gov/accesshramobile to download the app.
Call Infoline for more document return options.
- 3 Call us for your Interview at
718-SNAP-NOW (718-762-7669)
Monday – Friday 8:30 AM – 5:00 PM, except holidays.
Free interpretation services are available.

↓ TIME SAVING TIP

If you submit your recertification form online, you can submit your documents then call us during business hours at **718-SNAP-NOW (718-762-7669)** for your required interview.

FAQ's

FREQUENTLY ASKED QUESTIONS

How will I know the date to call to have my recertification interview?

A: You can call **718-SNAP-NOW (718-762-7669)** on or after the start date that is included in your recertification packet. Remember, you must first submit the recertification form before calling for your interview. There will also be a date by which you must have your interview in order to avoid an interruption of benefits.

During which hours and what days of the week can I call?

A: You can call **718-SNAP-NOW (718-762-7669)** from 8:30 AM to 5:00 PM, Monday thru Friday, except holidays.

Will I still have a scheduled telephone interview appointment?

A: No, recertification packets will not include a scheduled appointment. You will need to submit the recertification form and then call HRA to have your telephone interview. We encourage you to call promptly and renew your SNAP benefits to avoid an interruption in receiving them.

What if I want to have an in-person recertification interview?

A: You can still choose to have your recertification interview in person at your assigned SNAP Center if you do not want to interview over the phone. Instructions are included in your recertification packet.