



ACCESS HRA Release Communication

Release 4.0

Release:

R4.0

Date:

**September 15,
2017**

The **NYC Human Resources Administration (HRA)** is pleased to announce that the following ACCESS HRA updates will go live on **Friday, September 15, 2017**:



Featured updates for Supplementation Nutrition Assistance Program (SNAP) and Cash Assistance (CA) clients as well as HRA Partners:

- **Introduction of the ACCESS HRA Provider Portal** – HRA is excited to announce the launch of the Provider Portal that will allow partner organizations to connect with the SNAP and CA clients they serve in New York City to help maintain access to HRA benefits by viewing real-time case and benefit information online.
 - **Client Consent:** In the existing *ACCESS HRA Client Portal*, clients who connect to their HRA case online will now also be able to enter an Organization ID to grant access to a partner organization to view their HRA case on ACCESS HRA Provider Portal.
 - Clients will have the ability to grant access to a maximum of 5 partner organizations.
 - Access can be revoked online at any time on ACCESS HRA, and will need to be renewed every 24-months.
 - **Partner Organizations:** Once a client has granted access to a partner organization, approved employees of that organization can go to the *ACCESS HRA Provider Portal* at nyc.gov/hrapartners and log-in with an ACCESS HRA account to access the following information for a client:
 - **Case Information** – Organization employees will be able to view My Cases, My Payments, as well as view and edit a client’s Mailing Address, Phone Number, Email Address, Contact Preferences, and request a Budget Letter for a case on behalf of the client.
 - **Case Notices** – Organization employees will be able to view the client’s ‘My Documents’ page to read Notices posted to the client’s account as well as see which Recent Documents have been added.
 - **Notifications of Case Activity:** Organization employees will have a dashboard to view the same notifications a client receives, such as upcoming appointments, when an e-notice is issued, or when the recertification period opens.
- **Additional new features within ACCESS HRA Client Portal:**
 - **New feature within SNAP and CA Recertification** – In the event that a member of the household has been identified as homebound, messaging has been added within the Recertification to inform the Head of Case.

For screen images of the features introduced in this release, please see the attached Quick Guide.

Please note that ACCESS HRA website is now found at: www.nyc.gov/accesshra.

NEW Training on ACCESS HRA is now available for public service organizations!

Sign-up here: <https://booknow.appointment-plus.com/9z3xxln8/>

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