

# ACCESS HRA Release Notes

Release R7.5.6

October 19, 2024

With ACCESS HRA, you can apply for HRA benefits, submit documents for your application, manage your case, and much more!

AHRA 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](https://www.nyc.gov/accesshra). To go directly to the Fair Fares NYC application or home page, go here: [www.nyc.gov/accessfairfares](https://www.nyc.gov/accessfairfares).



The NYC Department of Social Services – Human Resources Administration (DSS HRA) is pleased to announce the following ACCESS HRA updates will go live in the client portal on **Saturday, October 19, 2024:**

- Introduced auto-indexing of SNAP documents sent from the AHRA Mobile App allowing for quicker review by SNAP case workers
- Created new email, text, and push notifications to notify SNAP clients of upcoming application and recertification interviews as well as case status updates on the Client Portal and Mobile App
- Improved visibility for paperless opt-in on CA and SNAP applications and recertifications
- Created new Fair Fares ‘Duplicate Account’ functionality for users who received multiple MetroCards directing them to unlink and reconnect to their correct Fair Fares ID before performing any case actions
- New error messaging to prevent stuck Medicaid applications stemming from users submitting renewals outside their window and/or during EDITS system downtime
- New alert informing clients that Medicaid E-Notices will be temporarily unavailable from 12:00am – 2:30am ET each night for daily system maintenance
- Added new ‘SNAP Match’ alert for select clients. This specifically notifies Medicaid clients who are also receiving SNAP benefits that their case will be automatically renewed for 1 year of additional coverage and that no action is required. These clients may not receive a Medicaid renewal due to the SNAP match and will not be able to use ACCESS HRA to renew online or reprint a paper renewal
- Added alert to the Payments page to inform CityFHEPS clients to expect a few-day delay in final payment once checks have been issued
- Implemented new text on CA Initial Application Introduction page explaining that clients who apply for Cash Assistance will also have their Medicaid and SNAP eligibility determined