NYC
Human Resources
Administration
Department of
Social Services

MEDICAL ASSISTANCE
PROGRAM

Find Your Medicaid Renewal Status Online or by Phone

ACCESS HRA
nyc.gov/accesshra

888-692-6116

*Instructions
on the reverse.*

PALM-69 (E)

1. Dial 888-692-6116.

2. Select your language.

3. Select 2 for the client Medicaid menu.

4. Select 1 to hear information about your Medicaid case.

5. Follow the instructions to enter your information.*

6. You will hear the status of your Medicaid case.
Press 1 to hear more information about your case.

7. Press 1 to hear the status of your Medicaid renewal.

*You should have your date of birth, case number, and/or your Social Security Number ready. You will need to enter these to hear information about your case.