

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)

# INTERACTIVE VOICE RESPONSE SYSTEM (IVRS) TELEPHONE RECERTIFICATION

**FOR MORE INFORMATION**  
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# NYC

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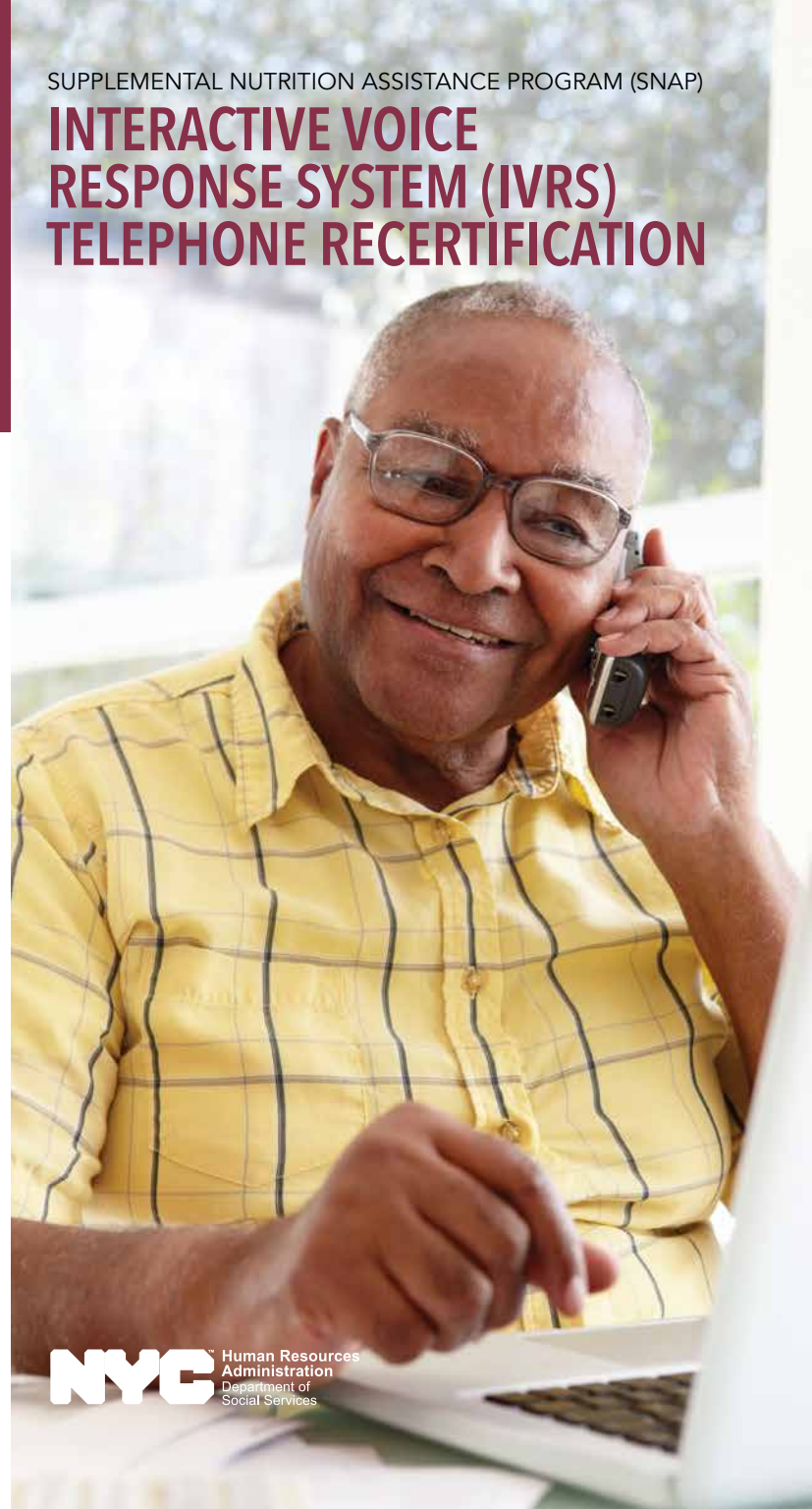
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### Q: What is the IVRS?

#### A: IVRS stands for Interactive Voice Response System.

It is a computerized phone system that is used by the Human Resources Administration (HRA) to allow certain **Supplemental Nutrition Assistance Program (SNAP)** participants to recertify for SNAP benefits through a shortened automated interview.

### Q: How will I know if I can recertify by telephone using the IVRS?

A: You can recertify using the IVRS if you receive the IVRS packet **AND** meet all of the following requirements:

- Disabled OR 60 years of age or older
- Receive no earned income (money from job or self-employment)
- No change in unearned income (SSI, Social Security, pension, etc.)
- No changes in who is in your household, your address, or amount of rent paid

### Q: What are the benefits of IVRS?

A: If you choose to use the IVRS:

- ✓ You can call from any touch-tone telephone, 24 hours a day, 7 days a week.
- ✓ You will be able to choose English, Spanish, or Chinese (Mandarin) options.
- ✓ You will **SAVE TIME** by not having to file a recertification application, submit documents, or have the full eligibility interview.
- ✓ You will receive a confirmation number once you complete the IVRS telephone process.
- ✓ You will receive a notice in the mail letting you know about your continuing SNAP benefits.

### Q: Is there a special telephone number I have to call to recertify via IVRS?

A: Yes. The telephone number is a toll-free number and is provided in the IVRS packet sent to you. The packet will also tell you the date you must call by to recertify through the IVRS.

### Q: What is the difference between the On Demand recertification interview and the IVRS process?

A: Calling the On Demand SNAP interview telephone number allows participants to contact HRA to conduct a full SNAP recertification interview, after they have submitted the recertification form.

Calling the IVRS allows you to recertify for SNAP benefits, in a shortened automated telephone interview. Only participants who receive the IVRS packet may use the IVRS. Participants who recertify by IVRS **do not** need to call for an On Demand interview.

Recertifying through IVRS is shorter and easier than On Demand.

### Q: If I successfully recertify by the IVRS, do I have to complete the recertification form and recertification interview?

A: No. If you successfully recertify using the IVRS, you will not have to complete the recertification application form, follow-up interview, or submit any additional documents.

### Q: What if I cannot or do not want to recertify by using the IVRS?

A: If you do not want to use the IVRS, or if you cannot successfully recertify using the IVRS, you must carefully follow the instructions included in the recertification package you receive in the mail so that your SNAP benefits are not stopped.