

April 7, 2023

Human Resources Administration's ACCESS HRA
Client Portal Enhancements

This Alert is to inform Providers, Client Representatives, Community-Based Organizations, Hospitals, Homecare Agencies, Advocates, Managed Care Plans, and agencies assisting Medicaid consumers of the exciting upgrades and enhancements to the Human Resources Administration's (HRA) ACCESS HRA client portal. As of April 4, 2023, Medicaid-only consumers will be able to submit their Medicaid renewal online using ACCESS HRA as an alternative to returning the paper forms. Consumers that are Disabled Aged and Blind (DAB) or non-MAGI, including those in the Medicaid Excess Income or Surplus program and those that receive homecare services through a Managed Long Term Care (MLTC) plan) can **now use ACCESS HRA to submit their renewal** by logging in or creating an account at www.nyc.gov/accesshra.

Medicaid-only cases with authorization ending June 30, 2023 or later, began receiving their renewal packet beginning in March 2023; this population can alternatively submit their renewal on ACCESS HRA. These cases will be processed under regular Medicaid eligibility rules (i.e. pre-pandemic), including the requirement to request documentation **only** when eligibility criteria cannot be otherwise verified by existing processes, and from consumers renewing Medicaid coverage of nursing home care.

All active Medicaid-only cases with authorization end dates March 31, 2020 through May 31, 2023, will continue to be systemically extended for 12 months and individuals will **not** be required to renew their Medicaid eligibility during the emergency period.

In addition to other case information, consumers will be able to access Medicaid e-notices. AHRA will also display the next recertification date, which is the date the consumer must submit their annual renewal to avoid discontinuation of Medicaid eligibility. A screenshot of the **Case Details** page, which displays the next recertification date and other case information available on ACCESS HRA is below. Also below is a review of the Medicaid-related enhancements made to the ACCESS HRA client portal in Summer 2022.

Case Details

Medicaid

Case Number
00012345678A

Case Status
Active


Eligibility End Date
10/10/2023

Renewal Due Date
Label change forthcoming

You may be able to get all services and supplies covered by Medicaid. You are not enrolled in a health care plan.

Your renewal is due soon.
Submit this form to keep your benefits.

[Complete Renewal](#)

 Have you moved since your last application or renewal?

Make sure your mailing address and phone number are current with the Medicaid program. For help updating your information call us at 718-557-1399.

Contact Information

Medicaid has the following information on file.

| | | | |
|-------------------|---------------------------------------|--------------------|--|
| Head of Case | John R Percival | Date of Birth | 6/3/1948 |
| Residence Address | 281 E 143rd St, 3D Bronx, NY 10451 | Mailing Address | 281 E 143rd St, 3D Bronx, NY 10451 |
| Phone | 111-111-1111 | Associated Address | Albus Dumbledore 111 E 11th St, 1D Bronx, NY 10451 |

I Need To...

[Make a Payment](#)

[Request a Coverage Letter](#)

Need More Help?

Call Infoline at 718-557-1399 to:

- Update your Contact Information
- Update Household Members
- Answer questions about your benefits
- Close your case

Case Members

Coverage Start and End Dates

| Name | Date of Birth | Status | ID Number (CIN) | Coverage Start | Coverage End |
|-------------------|---------------|----------|-----------------|----------------|--------------|
| John R Percival | 6/3/1948 | Active | AA12345A | 01/01/2023 | 12/31/2023 |
| Denise R Percival | 3/1/1948 | Inactive | AA12345B | 01/01/2023 | 12/31/2023 |

Definitions

Eligibility End Date marks the expected end date of approval for your Medicaid benefits. This date is used to determine when you need to renew your benefits. This date is subject to change if you request changes to your case details or we require additional documentation during the renewal process.

Enhancements within ACCESS HRA Client Portal as of August 2022

Updated User Dashboard, Benefits and Document pages

- User dashboard now has a call-out for key milestones such as recert due dates and saved application/recertification drafts
- The **Benefits** page has an applications page for users to connect to related benefits programs

View Medicaid Benefits on ACCESS HRA Client Portal

Consumers can view their Medicaid case information including:

- Case Number, Case Status, Recert Due Date (currently named Eligibility End Date) Coverage Dates, Household Members, CIN and Address Information
- Surplus coverage status, Surplus amount
 - The “Make a Payment” button in the right navigation links to CityPay portal which allows Surplus clients to pay their Surplus
 - Consumers that have never submitted a payment through the Division of Accounts Receivable & Billing (DARB), must contact DARB to be registered prior to submitting an online payment at 718-557-1399.

Enhancements within the ACCESS HRA Mobile App

Medicaid Benefits on ACCESS HRA Mobile App

- Clients can view their Medicaid case status within the ACCESS HRA mobile app
- Consumers can now submit documents in connection with their renewal.

The ACCESS HRA client portal can be accessed at www.nyc.gov/accesshra

PLEASE SHARE THIS ALERT WITH ALL APPROPRIATE STAFF