

March 12, 2026

**Medicaid Renewal Reprint and E-Notices ACCESS HRA**

This Alert is to inform Medicaid Providers, Hospitals, Community Based Organizations (CBO), Advocates and entities assisting consumers in renewing or recertifying their Medicaid case of the various actions that can be taken by a consumer who has an ACCESS HRA (AHRA) account to print a Medicaid Renewal form and utilize the E-Notice feature.

The public health emergency and unwind period, which was extended to June 30, 2025, has ended, consumers must respond to their renewal or their cases may be closed.

A consumer who has or creates an AHRA account can view their case details, view notices sent by HRA, and submit their Medicaid renewal. For a consumer who missed the respond by date, the e-notice feature can assist the consumer in getting the renewal notice as a downloadable PDF, completing the renewal, and submitting it manually.

**Reprint Medicaid Renewal Form Feature**

Most HRA Medicaid consumers who have an active case and are within their renewal period can use AHRA to generate a pre-populated Medicaid Renewal pdf that can then be printed and submitted to the Medical Assistance Program (MAP). There are some situations where AHRA cannot generate a pdf. See the [When Consumers Cannot Use the Reprint Renewal Feature](#) section for details.

**This feature can only be used if the consumer has an AHRA account.** If a consumer needs help to create an AHRA account, providers and entities can assist them with this process. The [ACCESS HRA User Guide](#) provides details on how to set up an account in the “Create Account & Log In” section.

AHRA can currently only generate one of the two renewal forms listed below.

- **MAP-909E** for Disabled, Aged, or Blind (DAB) cases
- **Or MAP-2096F** for MAGI cases

Other renewal forms (including DOH-5798/LDSS-4411, MAP-909F, MAP-3021, and MAP-3074) cannot be reprinted through this function, even if they are viewable in the **E-Notice** section of AHRA.

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The information below illustrates how a consumer can reprint the renewal form from AHRA. AHRA uses a real-time EDITS service call to validate the information.

- Go to the ACCESS HRA website ([nyc.gov/accesshra](http://nyc.gov/accesshra))
- Scroll down on the homepage and select “Print Medicaid Renewal Form”
- After the client is logged into their AHRA account, they must provide the following information:
  - Date of Birth
  - Social Security Number
  - Medicaid Case Number
- Select the “Print Medicaid Renewal Form” button

This will open the MAGI or DAB version of the Medicaid Renewal Form in PDF (opens in a separate window), generated using the case data retrieved from EDITS. The forms are only available in English and Spanish. If the user clicks the link in any language other than English or Spanish, the form will be generated in English.

### **When Consumers Cannot Use the Reprint Renewal Feature**

Consumers will not be able to print their renewal form if any of the following occurs:

- There is an unexpected error when ACCESS HRA tries to connect to an internal system.
- The web service is unavailable and ACCESS HRA cannot connect to internal systems.
- The information entered (DOB, SSN, case number) does not match an eligible case.
- The renewal has already been submitted.
- The case has been deferred.
- The coverage has already been renewed.
- The case cannot be found because it is closed, inactive, or outside of the renewal window.

**NOTE:** If it is outside of the renewal window or within 90 days after the case was closed, the consumer may still be able to print their renewal form from their AHRA account. See the [E-Notice Feature](#) section below for details.

- The renewal notice is not an **MAP-2096F** or **MAP-909E** form.

If consumers encounter any of the situations above, they should first check the **E-Notice** tab in ACCESS HRA to see if their renewal form is posted there. If they don't see it there, they can call the **Medicaid Helpline** (888-692-6116) and speak with an agent who can ask the program to mail the consumer a copy of the renewal form. Please note that they cannot use the DSS OneNumber self-service option to reprint their renewal form if any of the situations above occurred.

## **Barcode Bug**

We are aware that the current “Print Medicaid Renewal” function in AHRA sometimes generates an outdated version of the MAP-909E form with an obsolete 2018 barcode rather than the updated 2024/2025 version. A fix is planned, but we do not yet have a deployment timeline.

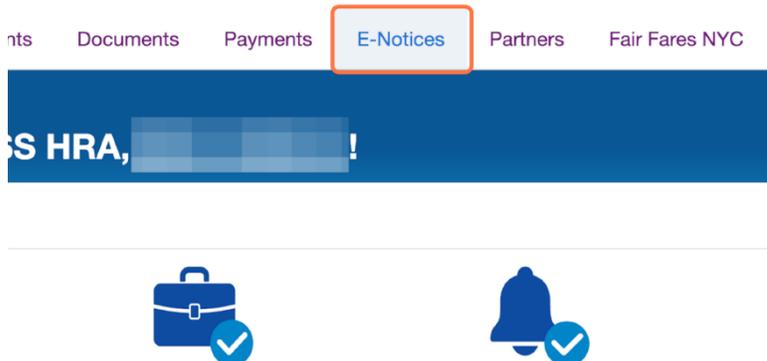
In the meantime, please advise consumers that the **correct version of their renewal form** is always available in the **E-Notices tab** within their AHRA account. It is the same version that Vanguard originally mailed.

## **E-Notice Feature**

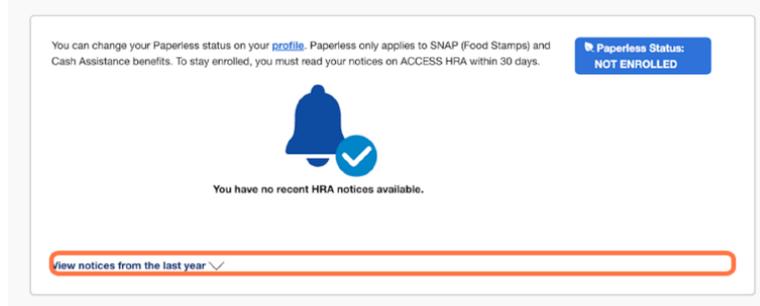
If the respond by date has passed or it is within 90 days after the case was closed, the consumer can access and print their renewal form from the **E-Notices tab** in their AHRA account.

After the consumer is logged into their AHRA account:

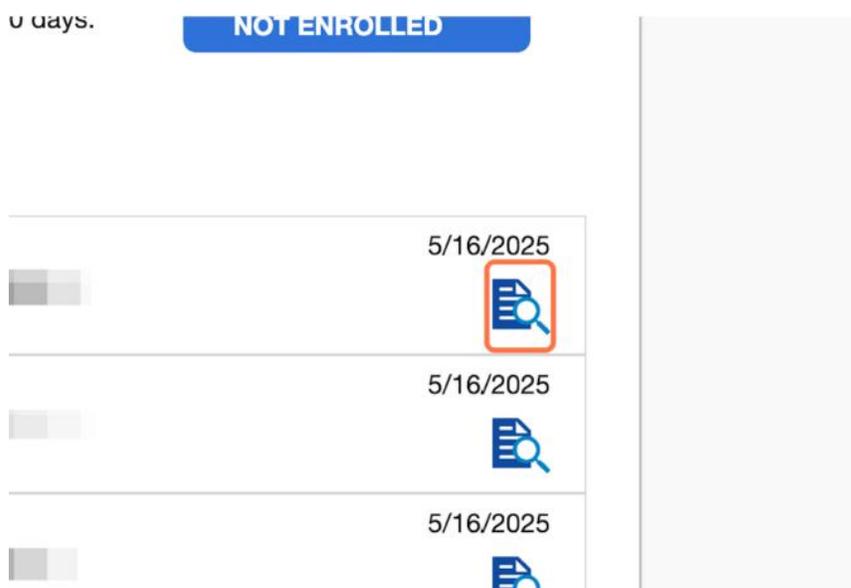
- Click on “E-Notices”



- Click on “View notices from the last year”



- Scroll down to the document you want to print and click on the button to view the document details as a PDF.



The PDF file can then be printed. The consumer or the representative can submit the print out of the E-Notice renewal to the program by fax, in person, or by mail.

Currently, the following forms can be printed from the E-Notices section:

- MAP 2096F MA/FHP Recertification/Renewal Notification (for MAGI consumers)
- MAP 909E DAB Renewal Notification including Medicaid Managed Long Term Care
- MAP-909F – Medicare Savings Program Renewal Notification
- MAP-3021 – Nursing Home Renewal Cover Letter
- MAP-3074 – Medicaid Recertification for SSI consumer's whose benefit stopped

### Online Trainings

The DSS Office of Community Outreach offers training and presentations tailored for staff, advocates, and volunteers working across community-based organizations, elected officials' offices, and municipal agencies.

The Medicaid Renewal Process webinar offers a comprehensive overview of the Medicaid renewal process. Participants will engage in a hands-on simulation of completing a **mock renewal on ACCESS HRA** and via paper form.

The session will provide a clear understanding of the renewal requirements for HRA clients, enabling providers to effectively guide clients through their renewals and prevent case closures due to non-compliance. Please note that this training will specifically address the Medicaid renewal process.

The full list of available webinars, including the Medicaid Renewal Process webinar, can be found by clicking on the link below:

<https://outlook.office365.com/book/NYCDSSOfficeofCommunityOutreachTrainingSchedulingSystem@nychra.onmicrosoft.com/?ismsaljsauthenbled>

Organizations interested in requesting a training, specifically for their staff (10 or more), should complete and submit the dedicated request form (see link below) and someone will be in touch to schedule a training session.

<https://forms.office.com/pages/responsepage.aspx?id=ycqcNj0dW0OyFMhvOjgCNmQirwZjzWRGizlTceFhD39UNkJRMUs4WERBNkgwTjVXR1BJSkszR0ILMS4u>

If you have any questions regarding trainings or presentations, please contact [CommunityEducation@dss.nyc.gov](mailto:CommunityEducation@dss.nyc.gov).