

# Medical Assistance Program (MAP) MEDICAID ALERT

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 <u>www.nyc.gov/accesshra</u>.

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 <u>not</u> 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 Medicaidrelated enhancements made to the ACCESS HRA client portal in Summer 2022.

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#### 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

NYC Medicaid Alerts are a Periodic Service of the NYC Human Resources Administration Medical Assistance Program • Office of Eligibility Information Services • 785 Atlantic Avenue, Brooklyn, NY 11238 Molly Wasow Park, Acting Commissioner • Karen Lane, Executive Deputy Commissioner • Maria Ortiz-Quezada, Director of ElS 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