



FAMILY INDEPENDENCE ADMINISTRATION

Matthew Brune, Executive Deputy Commissioner




James K. Whelan, Deputy Commissioner
Policy, Procedures, and Training

Stephen Fisher, Assistant Deputy Commissioner
Office of Procedures

POLICY BULLETIN #11-109-SYS

MYBENEFITS ONLINE TOOLS FOR INFORMATION ON NEW YORK STATE PROGRAMS AND BENEFITS

Date: November 22, 2011	Subtopic(s): Electronic Applications
<p> This procedure can now be accessed on the FIAweb.</p> <p>“Am I Eligible?”</p>	<p>The purpose of this policy bulletin is to introduce Family Independence Administration (FIA) staff to the myBenefits web site, located at www.mybenefits.ny.gov.</p> <p>myBenefits provides prospective applicants with information on New York State’s benefit programs. It also allows Food Stamp (FS) participants to view account balances and case details online, reducing the volume of visits and calls to Non-Cash Assistance (NCA) FS locations.</p> <p>The “Am I Eligible?” pre-screening tool asks questions regarding the user’s household members, income, resources, expenses, employment, and housing information. Based on the information provided, myBenefits suggests a list of benefits for which the household/individual <i>may</i> be eligible, including:</p> <ul style="list-style-type: none"> • Food Stamps • Temporary Assistance (TA) • Special tax credits • Home Energy Assistance Program (HEAP) • Weatherization Assistance Program (WAP) • Various Health Insurance programs for individuals, families, children, and sole proprietors • WIC - Women, Infants and Children • Prescription drug insurance coverage for seniors • HIV Uninsured Care Program <p>The “Am I Eligible?” pre-screening tool does not determine final eligibility, but provides valuable information to users regarding potential eligibility and the various application processes.</p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 3 at the prompt followed by 1 or
send an e-mail to *FIA Call Center Fax* or fax to: (917) 639-0298

“Apply for Benefits”

For information about processing online FS applications, refer to [PB #10-100-SYS](#).

For information about the process for mailed/faxed applications, refer to [PD #09-28-ELI](#).

“Check My Account”

The “Apply For Benefits” tool asks users for information about where they live, and determines whether the user is eligible to apply for FS online. If eligible for the online application process, the user can choose to complete and submit an application through the myBenefits website. Applications submitted via myBenefits are uploaded to the Paperless Office System (POS) and processed according to the procedure for mailed/faxed applications.

Users submitting a FS application online will have the option of creating a User ID and password, which will allow them to log in and check the status of their application after it is submitted.

The “Check My Account” section allows participants with Electronic Benefits Transfer (EBT) FS accounts to register with the site and access up-to-date FS account information in English and Spanish. Online functions include:

- Viewing FS Account Balances
- Viewing FS Account Activity
- Changing a Personal Identification Number (PIN) for an EBT Card
- NYC Message Center
- Customer Service Message Center
- Chase ATM Locator Service

Effective Immediately

Related Items:

[PB #10-100-SYS](#)

[PD #09-28-ELI](#)

Attachment:

Attachment A Screenshot of myBenefits Homepage

Welcome to myBenefits!

The fast and easy way to find out about many health and human services programs and how to apply for them - anytime and anywhere.



Click here [to learn more about myBenefits.](#)

Get Started

[Am I Eligible?](#)

[Apply for Benefits](#)



MyBenefits Users

If you already have a myBenefits account click **Login**; If not, click **Create Account**.

[Login](#)

[Create Account](#)

myBenefits Alerts:

To find out the best way for you to apply for food stamp benefits, click the Apply for Benefits button.

To view information about your current Food Stamp case, please create a myBenefits account or login to your existing myBenefits account. To check your Food Stamps and Temporary Assistance EBT account balance, please click on **Check your Electronic Benefits Transfer (EBT) Account Balance**, located under **Additional Resources** on the bottom right hand side of this screen.

Resources

Information on programs you may be eligible for:

Assistance Programs

- [Food Stamps](#)
- [Nutrition Education \(Eat Smart New York\)](#)
- [Temporary Assistance HEAP](#)
- [WIC](#)
- [School Meals](#)

Health Insurance

- [Medicaid](#)
- [Child Health Plus \(CHP\)](#)
- [Family Health Plus \(FHP\)](#)
- [Healthy New York EPIC](#)
- [Prescription Saver](#)

Tax Credits

- [Earned Income](#)
- [Child/Dependent Care](#)
- [Noncustodial Parent](#)

Other Programs

- [Veteran's Affairs](#)

Additional Resources:

[Resources for Working Families](#)
Additional help to make ends meet.

Fair Hearings

Request a State Fair Hearing, postpone or cancel a hearing, get compliance with a Fair Hearing decision, look at Fair Hearing decisions that have been issued, or learn more about the Fair Hearing process.

[New York State Department of Labor](#)
Lost your job? Looking for work?

[New York State Consumer Protection Board](#)

Learn about financial life skills.

New York State Office of Victim Services

Crime victims may be eligible for assistance. [Check your Electronic Benefits Transfer \(EBT\) Account Balance](#)

[EBT Training Brochure](#)