



# FAMILY INDEPENDENCE ADMINISTRATION


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## POLICY BULLETIN #15-33-OPE (This Policy Bulletin Replaces PB #12-99-OPE)

### REVISIONS TO THE INTERACTIVE VOICE RESPONSE SYSTEM (IVRS) FOR NON-CASH ASSISTANCE (NCA) SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) RECERTIFICATION

<b>Date:</b> April 7, 2015	<b>Subtopic(s):</b> ACCESS NYC, WMS, Recertification
<p> This procedure can now be accessed on the FIAweb.</p> <p>See <a href="#">PB #15-09-SYS</a> (Attachment A, Item #3; Attachment C, Item#3) for E-Recert.</p> <p>Selection of eligible cases for recertification via IVRS</p>	<p><b>Revisions to the Previous Policy Bulletin:</b></p> <p>Participants of the Supplemental Nutrition Assistance Program (SNAP) that are eligible to recertify for SNAP benefits using the Interactive Voice Response System (IVRS) Telephone Recertification System now have the option to recertify for SNAP benefits using the new electronic recertification (E-Recert) application via ACCESS NYC at <a href="http://www.nyc.gov/accessnyc">www.nyc.gov/accessnyc</a>, in addition to mail, fax, and in-person submissions.</p> <p>The Data Sheet (<b>W-908D</b>), Automated Telephone Recertification (<b>W-908E</b>), and the Automated Telephone Recertification (SNAP Center 15 IVRS) (<b>W-908EE</b>) forms have been revised to remove the note regarding the name change of the Food Stamp Program to the Supplemental Nutrition Assistance Program (SNAP). Additional changes that were made to the <b>W-908E</b> and <b>W-908EE</b> forms are detailed in this policy bulletin.</p> <p><b>Purpose:</b></p> <p>The purpose of this policy bulletin is to inform Non Cash Assistance (NCA) Supplemental Nutrition Assistance Program (SNAP) Center staff about the IVRS, which provides certain NCA SNAP households with the opportunity to recertify for SNAP benefits by use of an automated telephone response system.</p> <p>NCA SNAP participants who are aged/disabled and without earned income and NCA SNAP participants with active cases at SNAP Center 15 are offered the opportunity to recertify via IVRS.</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

**W-908D**, **W-908E**, and **W-908EE** were revised to inform participants not to mail the Data Sheet to their SNAP Center.

Forms **W-908D** and **W-908E/W-908EE** were developed for the IVRS process and are mailed to households that are offered the opportunity to recertify via IVRS.

Form **W-908D** lists some of the current data in WMS, such as household composition, shelter expense, and household income. It informs participants that if the information on the form is correct and has not changed, he/she can recertify using IVRS. If the information on the form is incorrect or has changed, he/she cannot recertify via IVRS and will need to be recertified by means of a person to person telephone interview or a face to face in person interview.

IVRS recertification must be completed at least two business days before the participant's scheduled recertification.

Form **W-908E/W-908EE** explains the IVRS process and informs participants that if they choose to use the automated IVRS, they can call (866) 761-8357 to recertify. SNAP households that choose to recertify via IVRS must do so at least two business days before their scheduled recertification. If the participant successfully recertifies via IVRS, he/she will receive a confirmation number and will be mailed a notice of continued SNAP eligibility.

Forms **W-908D** and **W-908E/W-908EE** are mailed to NCA SNAP households that are offered the opportunity to recertify via IVRS, one week before the mailing of the regular NCA SNAP recertification package.

### Changes to Forms

The following changes were made to the **W-908E**:

- The phrase "food stamp" was replaced with "SNAP" in the first sentence of the second paragraph.
- The phrase "the recertification material" was replaced with "the regular recertification package" throughout the form.
- The second to last paragraph was changed to:

*If you complete your recertification using IVRS and you received a confirmation number, you do not need to send us anything back in the mail or come into the office for an interview. No further action will be required. Once you have received your confirmation number, you can disregard the regular recertification package that has also been sent to you.*

- The last paragraph was changed to:

*If your attempt to recertify using HRA's automated IVRS is **unsuccessful** or you do not choose to use HRA's automated IVRS system, you must review the recertification package that you will receive shortly and complete your recertification by either the telephone interview process as explained in the package or by coming into the SNAP Center for your interview.*

The following changes were made to the **W-908EE**:

- The second to last paragraph was changed to:

*If you complete your recertification using IVRS and you receive a confirmation number, you do not need to send us anything back in the mail. No further action will be required. Once you have received your confirmation number, you can disregard the regular recertification package that has also been sent to you.*

- The last paragraph was changed to:

*If your attempt to recertify using HRA's automated IVRS is **unsuccessful** or you do not choose to use HRA's automated IVRS system, you must review the recertification package and complete your recertification by returning the completed application and supporting documents to SNAP Center 15 by mail, in the envelope provided, or by fax, at (917) 639-2532.*

The following changes were made to both the **W-908E** and **W-908EE**:

- The second sentence of the first paragraph was changed to:

*You can use HRA's automated Interactive Voice Response System (IVRS) to recertify.*

- The four bullet points have been separated into two sections:

- The first and second bullets appear below the heading "If you choose to use HRA's automated IVRS process:"
- The third and fourth bullets appear below the heading "If you successfully recertify using HRA's automated IVRS process:"

### Recertification Application Submissions using IVRS and/or E-Recert

IVRS recertification submitted first.

Participants that use the IVRS Telephone Recert System as their first method of submission to recertify for SNAP benefits are not able to access the E-Recert application via ACCESS NYC.

E-Recert submitted first.

Participants that use ACCESS NYC as their first method of submission to recertify for SNAP benefits are able to use the IVRS Telephone Recert System up to two business days before their scheduled recertification appointment.

IVRS completed after E-Recert submitted.

If the participant submits an E-Recert application and then completes the IVRS telephone recertification, the answers received from the IVRS telephone recertification submission will replace the answers in POS that were received from the E-Recert application.

**Note:** An Adobe portable document format (pdf) of the E-Recert application is stored in the HRA OneViewer.

### Automated Processing of a Continuing Eligibility Determination

See [PB #11-96-SYS](#) (Attachment A, Item #11) for IVRS recertifications.

On a daily basis, the IVRS Telephone Recert System passes a file to WMS of cases that successfully completed the recertification via IVRS and did not have a Resource File Integration (RFI) hit. WMS will attempt to process a Continuing Eligibility Determination (CED) and authorize a budget for each case on the file.

WMS will communicate with the IVRS System identifying cases that processed successfully and those that did not.

For cases that successfully completed the recertification via IVRS, the IVRS System will update the “**IVRS**” and “**No Change**” indicators on the SNAP Recertification Log to “**Yes**” and update the POS Activity History with one of the following WMS processing outcomes:

- IVRS Recert Completed - CED Updated
- IVRS Recert Completed - Case Closing
- IVRS Recert Completed - CED Not Updated

IVRS Recert Completed  
CED Updated

For cases updated to IVRS Recert Completed - CED Updated, no Worker action is required. WMS automatically processed a no-change budget, entered a CED date, and entered code **I** in the **FSINTW** field. This transaction can be identified by authorization number **444497**.

IVRS Recert Completed  
Case Closing

For cases updated to IVRS Recert Completed - Case Closing, no Worker action is required. This result occurs when a case is currently closed or when a SNAP household becomes ineligible to receive SNAP benefits as a result of a mass change in a SNAP standard (e.g. a decrease in the Standard Utility Allowance) that has not yet resulted in the case being closed.

IVRS Recert Completed  
CED Not Updated

For cases updated to IVRS Recert Completed - CED Not Updated, a new queue was created in SNAP POS named 'IVRS Recert Process CED'. Designated SNAP Workers in the Telephone Interview Processing Services (TIPS) Centers and in SNAP Center 15, must access this queue in SNAP POS on a daily basis and for each case must:

See [PD #09-43-SYS](#) for the RFI procedure.

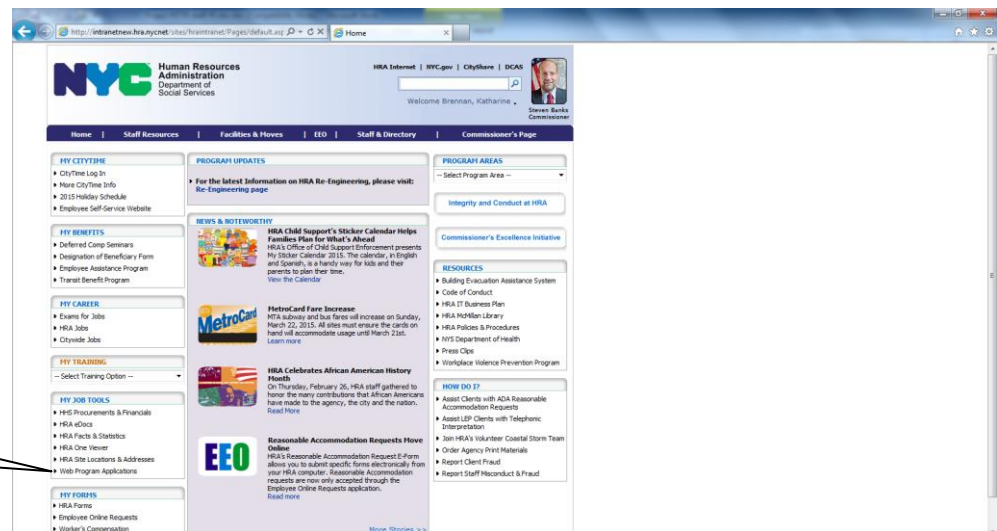
- Review and evaluate the Resources File Integration (RFI) and resolve any discrepancies;
- Calculate, save, and authorize a new budget;
- Enter a CED date;
- Enter code **I** in the **FSINTW** field;
- Enter unique authorization number **444498**.

The FIA IVRS Telephone Recert Reporting System can be accessed in the HRA Intranet application section. The Report lists the case numbers for all households that have been offered the opportunity to recertify via IVRS for a given month and identifies households that have successfully completed the IVRS process. NCA SNAP households that successfully complete the IVRS process will have a **Y** displayed in the **IVRS Recert Completed** field.

To access the FIA IVRS Telephone Recert Reporting System:

- Select **Web Program Applications** on the Intranet home page

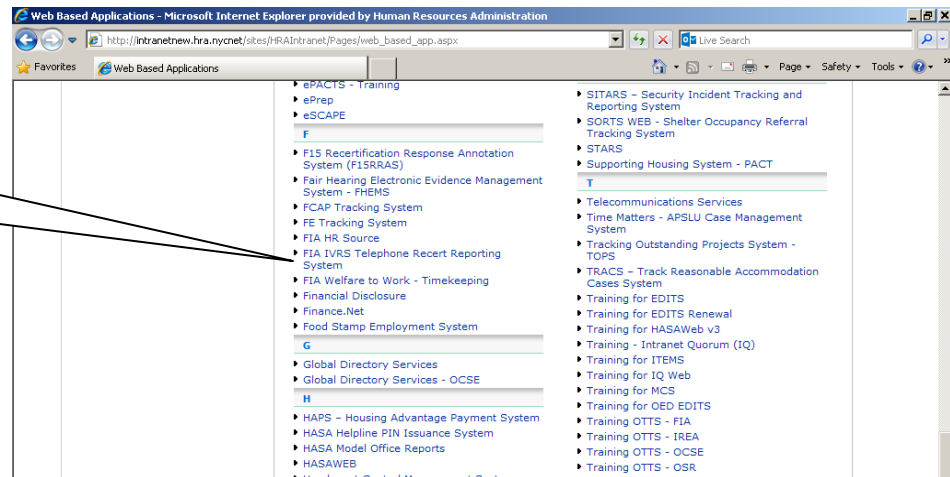
Accessing the FIA IVRS Telephone Recert Reporting System



Web Program Applications

- Select **FIA IVRS Telephone Recert Reporting System** from the list of Applications

Web Based Applications Screen



FIA IVRS Telephone Recert Reporting System

- The **HRA Telephone Recert Reporting System** Log-in screen appears.

Log-in screen



If a participant reports to his/her home NCA SNAP Center for an in-person recertification interview, Workers must proceed as follows:

Model Centers:

The Front Door Reception (FDR) Receptionist will issue the participant an **NCA Recert** ticket and direct the participant to the NCA SNAP area if appropriate. The NCA SNAP Worker must first check the POS Recertification Interview Log to determine if the participant successfully recertified via IVRS.

- If the participant successfully recertified via IVRS, inform the participant that his/her SNAP household has already been recertified and that no further action is required.
- If there is no entry indicating that the participant recertified, the participant must have a same day recertification interview.

**Non-Model Centers:**

The Receptionist must check the POS Recertification Interview Log to determine if the participant successfully recertified via IVRS.

- If the participant successfully recertified via IVRS, inform the participant that his/her SNAP household has already been recertified and that no further action is required.
- If there is no entry indicating that the participant has recertified, the participant must be assigned to a Worker for a recertification interview on the same day.

*Effective Immediately*

**Related Items:**

[PB #15-09-SYS](#)

[PD #13-20-ELI](#)

[PB #11-96-SYS](#)

[PD #09-43-SYS](#)

**Attachments:**

<b>W-908D</b>	Data Sheet (Rev. 4/7/15)
<b>W-908D (S)</b>	Data Sheet (Spanish) (Rev. 4/7/15)
<b>W-908E</b>	Automated Telephone Recertification (Rev. 4/7/15)
<b>W-908E (S)</b>	Automated Telephone Recertification (Spanish) (Rev. 4/7/15)
<b>W-908EE</b>	Automated Telephone Recertification (SNAP Center 15 IVRS) (Rev. 4/7/15)
<b>W-908EE(S)</b>	Automated Telephone Recertification (SNAP Center 15 IVRS) (Spanish) (Rev. 4/7/15)

☞ Please use Print on Demand to obtain copies of forms.



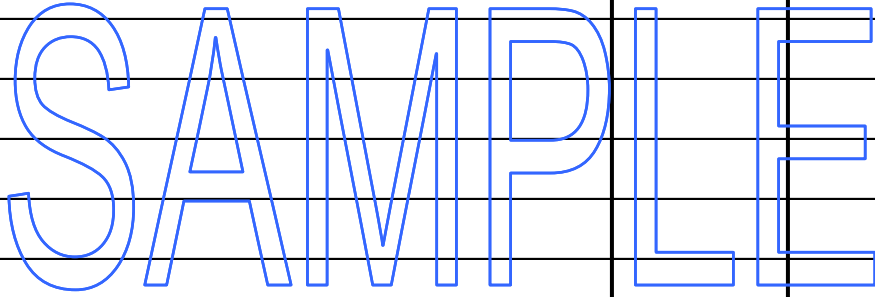
Date: \_\_\_\_\_  
Case Number: \_\_\_\_\_  
Case Name: \_\_\_\_\_

### Data Sheet

Listed below is information the Human Resources Administration (HRA) currently has on file concerning your SNAP case. We need to verify this information to determine if you are still eligible for assistance. If the information here is correct and has not changed, you can recertify using HRA's automated Interactive Voice Response System (IVRS).

**DO NOT MAIL THIS FORM TO THE LOCAL SNAP CENTER.**

#### Household Composition

Name	Birthdate	SSN
		

#### Shelter Information

Address of Record: \_\_\_\_\_  
\_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Monthly Rent Amount: \$ \_\_\_\_\_

**Persons in Household with Income**

Name	Income Type	Monthly Income
Total Monthly Household Income		

**Aliens (Non-U.S. Citizens) in the Household**

Name	Alien Registration Number

SAMPLE

**Other Allowances**

Allowance Type	Name of Person with Allowance

**If the information on this Data Sheet is incorrect or has changed, you must recertify by means of the person to person telephone interview or the face-to-face in person interview that has already been scheduled for you.**

**DO NOT MAIL THIS FORM TO YOUR LOCAL SNAP CENTER.**

Fecha: \_\_\_\_\_  
Número de Caso: \_\_\_\_\_  
Nombre de Caso: \_\_\_\_\_

### Hoja de Datos

Más abajo aparece información que actualmente la Administración de Recursos Humanos (Human Resources Administration – HRA) tiene archivado relativo a su caso de SNAP. Necesitamos verificar esta información para determinar si usted aún es elegible para asistencia. Si la información más abajo es correcta y no ha cambiado, usted puede recertificarse mediante el Sistema Interactivo de Respuesta Vocal (Interactive Voice Response System – IVRS) de la HRA.

**NO ENVÍE POR CORREO ESTE FORMULARIO AL CENTRO DE SNAP.**

#### Composición del Hogar

Nombre	Fecha de Nacimiento	NSS
SAMPLE	LE	

#### Información de Albergue

Dirección en el Expediente: \_\_\_\_\_  
\_\_\_\_\_

Ciudad: \_\_\_\_\_ Estado: \_\_\_\_\_ Código Postal: \_\_\_\_\_

Cantidad de Alquiler Mensual: \$ \_\_\_\_\_

**Personas en el Hogar con Ingreso**

Nombre	Tipo de Ingreso	Ingreso Mensual
Ingreso Mensual Total del Hogar		

**Extrajeros (No Ciudadanos de EE.UU.) en el Hogar**

Nombre	Número de Registro de Extranjero

**Otras Asignaciones**

Tipo de Asignación	Nombre de la Persona con Asignación

Si la información en esta Hoja de Datos es incorrecta o ha cambiado, usted tiene que recertificarse mediante la entrevista telefónica en vivo o la entrevista cara-a-cara en vivo que ya se le ha programado.

**NO ENVÍE POR CORREO ESTE FORMULARIO A SU CENTRO LOCAL DE SNAP.**

Date: \_\_\_\_\_  
Case Number: \_\_\_\_\_  
Case Name: \_\_\_\_\_

## Automated Telephone Recertification

The Human Resources Administration (HRA) has an alternative way for you to recertify for Supplemental Nutrition Assistance Program (SNAP) benefits 24 hours a day, seven days a week, right from your home. You can use HRA's automated Interactive Voice Response System (IVRS) to recertify. All you need is a touch-tone telephone.

The enclosed Data Sheet (**W-908D**) lists the current information HRA has on file concerning your SNAP case. If the information on the Data Sheet is correct and has not changed, you are encouraged to use the automated IVRS for your recertification.

**DO NOT MAIL YOUR DATA SHEET (W-908D) TO THE LOCAL SNAP CENTER. THIS WILL NOT BE CONSIDERED A VALID RECERTIFICATION.**

If you choose to use HRA's automated IVRS process:

- You can call **(866) 761-8357** (toll free) 24 hours a day, 7 days a week, beginning now.
- You will be able to choose English, Spanish, or Chinese (Mandarin) from the language options.

If you successfully recertify using HRA's automated IVRS process:

- You will receive a confirmation number once you complete the automated IVRS process.
- You will receive a notice in the mail indicating your continued eligibility for SNAP benefits.

Soon, you will receive your regular recertification package in the mail that will include a scheduled appointment to recertify on \_\_\_\_\_. **If you choose to recertify using IVRS, you must do so at least two business days before your scheduled recertification appointment. Do not mail your Data Sheet (W-908D) to the local SNAP Center. This will not be considered a valid recertification.**

**If you complete your recertification using IVRS and you received a confirmation number, you do not need to send us anything back in the mail or come into the office for an interview. No further action will be required. Once you have received your confirmation number, you can disregard the regular recertification package that has also been sent to you.**

If your attempt to recertify using HRA's automated IVRS is **unsuccessful** or you do not choose to use HRA's automated IVRS system, you must review the recertification package that you will receive shortly and complete your recertification by either the telephone interview process as explained in the package or by coming into the SNAP Center for your interview.

Fecha: \_\_\_\_\_  
Número del Caso: \_\_\_\_\_  
Nombre del Caso: \_\_\_\_\_

## Recertificación Telefónica Automatizada

La Administración de Recursos Humanos (HRA) tiene un método alternativo para que usted pueda recertificarse para beneficios del Programa de Asistencia de Nutrición Suplementaria (SNAP) las 24 horas del día, los siete días de la semana, desde su propio hogar. Para recertificarse, usted puede utilizar el Sistema Interactivo de Repuesta Vocal (IVRS) de la HRA. Usted sólo necesita un teléfono con teclas.

La Hoja de Datos (**W-908D [S]**) en adjunto lista la información actual que la HRA tiene en el expediente relativo a su caso de SNAP. Si la información en la Hoja de Datos es correcta y no ha cambiado, le recomendamos que utilice el IVRS automatizado para su recertificación.

**NO ENVÍE POR CORREO SU HOJA DE DATOS (W-908D [S]) AL CENTRO LOCAL DE SNAP. ESTO NO SE CONSIDERARÁ UNA RECERTIFICACIÓN VÁLIDA.**

Si usted opta por utilizar el nuevo trámite automatizado de IVRS de la HRA:

- Puede llamar al **(866) 761-8357** (número gratuito) las 24 horas del día, los 7 días de la semana, a partir de hoy día.
- Podrá elegir entre inglés, español, o chino (mandarín) de las opciones de idiomas.

Si usted se recertifica satisfactoriamente mediante el trámite automatizado de IVRS de la HRA:

- Recibirá un número de confirmación una vez lleve a cabo el trámite automatizado de IVRS.
- Recibirá un aviso por correo que le indicará su elegibilidad continua para beneficios de SNAP.

Pronto usted recibirá por correo su paquete de recertificación normal que incluirá una cita programada para recertificarse el \_\_\_\_\_. **Si usted opta por recertificarse mediante IVRS, debe hacerlo por lo menos dos días laborables antes de su cita programada de recertificación. No envíe por correo su Hoja de Datos (W-908D [S]) al Centro local de SNAP. Esto no se considerará una recertificación válida.**

**Si usted finaliza la recertificación mediante IVRS y recibe un número de confirmación, no necesita devolvernos ningún documento por correo o presentarse a la oficina para una entrevista. No será necesario tomar ningún paso adicional. Una vez usted haya recibido el número de confirmación, puede hacer caso omiso del paquete de recertificación normal que se le ha enviado además.**

Si su intento de recertificación mediante el IVRS automatizado de la HRA resulta **insatisfactorio** o si usted no desea utilizar el sistema automatizado de IVRS de la HRA, tiene que repasar todo el paquete de recertificación que recibirá pronto y llevar a cabo su recertificación por el trámite de entrevista telefónica tal como explicado en el paquete, o por cita en persona en el Centro de SNAP.

Date: \_\_\_\_\_

Case Number: \_\_\_\_\_

Case Name: \_\_\_\_\_

### **Automated Telephone Recertification (SNAP Center 15 IVRS)**

The Human Resources Administration (HRA) has an alternative way for you to recertify for Supplemental Nutrition Assistance Program (SNAP) benefits 24 hours a day, seven days a week, right from your home. You can use HRA's automated Interactive Voice Response System (IVRS) to recertify. All you need is a touch-tone telephone.

The enclosed Data Sheet (**W-908D**) lists the current information HRA has on file concerning your SNAP case. If the information on the Data Sheet is correct and has not changed, you are encouraged to use the automated IVRS for your recertification.

**DO NOT MAIL YOUR DATA SHEET (W-908D) TO THE LOCAL SNAP CENTER. THIS WILL NOT BE CONSIDERED A VALID RECERTIFICATION.**

If you choose to use HRA's automated IVRS process:

- You can call **(866) 761-8357** (toll free) 24 hours a day, 7 days a week, beginning now.
- You will be able to choose English, Spanish, or Chinese (Mandarin) from the language options.

If you successfully recertify using HRA's automated IVRS process:

- You will receive a confirmation number once you complete the automated IVRS process.
- You will receive a notice in the mail indicating your continued eligibility for SNAP benefits.

**If you choose to recertify using IVRS, you must do so by \_\_\_\_\_.**

**If you complete your recertification using IVRS and you receive a confirmation number, you do not need to send us anything back in the mail. No further action will be required. Once you have received your confirmation number, you can disregard the regular recertification package that has also been sent to you.**

If your attempt to recertify using HRA's automated IVRS is **unsuccessful** or you do not choose to use HRA's automated IVRS system, you must review the recertification package and complete your recertification by returning the completed application and supporting documents to SNAP Center 15 by mail, in the envelope provided, or by fax, at (917) 639-2532.

Fecha: \_\_\_\_\_

Número del Caso: \_\_\_\_\_

Nombre del Caso: \_\_\_\_\_

### **Recertificación Telefónica Automatizada (Centro de SNAP 15 IVRS)**

La Administración de Recursos Humanos (HRA) brinda un método alternativo para que usted pueda recertificarse para beneficios del Programa de Asistencia de Nutrición Suplementaria (SNAP) las 24 horas del día, los siete días de la semana, desde su propio hogar. Para recertificarse, usted puede utilizar el Sistema Interactivo de Respuesta Vocal (IVRS) de la HRA. Sólo se necesita un teléfono con teclas.

La Hoja de Datos (**W-908D [S]**) en adjunto lista la información actual que la HRA tiene en el expediente relativo a su caso de SNAP. Si la información en la Hoja de Datos es correcta y no ha cambiado, le recomendamos que utilice el IVRS automatizado para su recertificación.

**NO ENVÍE POR CORREO SU HOJA DE DATOS (W-908D [S]) AL CENTRO LOCAL DE SNAP. ESTO NO SE CONSIDERARÁ UNA RECERTIFICACIÓN VÁLIDA.**

Si usted opta por utilizar el nuevo trámite automatizado de IVRS de la HRA:

- Puede llamar al **(866) 751-8357** (número gratuito) las 24 horas del día, los 7 días de la semana, a partir del día de hoy.
- Podrá elegir entre inglés, español, o chino (mandarín) de las opciones de idiomas.

Si usted se recertifica satisfactoriamente mediante el trámite automatizado de IVRS de la HRA:

- Recibirá un número de confirmación una vez lleve a cabo el trámite automatizado de IVRS.
- Recibirá un aviso por correo que le indicará su elegibilidad continua para beneficios de SNAP.

**Si usted opta por recertificarse mediante IVRS, debe hacerlo a más tardar el \_\_\_\_\_.**

**Si usted finaliza la recertificación mediante IVRS y recibe un número de confirmación, no necesita devolvernos ningún documento por correo. No será necesario tomar ningún paso adicional. Una vez usted haya recibido el número de confirmación, puede hacer caso omiso del paquete de recertificación normal que se le ha enviado además.**

Si su intento de recertificarse mediante el trámite automatizado de IVRS resulta **infructuoso**, o si no opta por utilizar el sistema automatizado de IVRS de la HRA, usted debe revisar el paquete de recertificación y llevar a cabo la misma con la devolución por correo de su solicitud llenada y documentos justificativos al Centro 15 de SNAP, en el sobre proveído, o por fax al (917) 639-2532.