




# OFFICE OF POLICY, PROCEDURES, AND TRAINING

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Office of Procedures

## POLICY BULLETIN #16-62-OPE

### INTRODUCTION OF THE IMPORTANT NOTICE TO INDIVIDUALS WHO USED HRA DOCUMENT UPLOAD FOR THE SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) (FIA-1094Y)

Date:	Subtopic(s):
August 10, 2016	Documentation Return, FIA-1146
<p> This procedure can now be accessed on the FIAweb.</p>	<p>The purpose of this policy bulletin is to introduce Non-Cash Assistance (NCA) Supplemental Nutrition Assistance Program (SNAP) Center and Office of Constituent Services (OCS) staff to the Important Notice to Individuals Who Used HRA Document Upload for the Supplemental Nutrition Assistance Program (SNAP) (<b>FIA-1094y</b>) notice. This policy bulletin is informational for all other staff.</p> <p>The <b>FIA-1094y</b> informs the applicant/participant that:</p> <ul style="list-style-type: none"> <li>• a technical error occurred with the HRA Document Upload app from June 20, 2016 to July 3, 2016, which prevented workers from being able to associate documents with their valid case numbers;</li> <li>• as a result of the technical error, their case was either closed (Failure to Provide Verification [<b>V21</b>]) or denied (Failure to Provide Verification – Expedited SNAP [<b>Y29</b>]);</li> <li>• the documents they submitted are being reviewed;</li> <li>• they will receive a new notice in the mail; and</li> <li>• they should call HRA Infoline if they have any questions regarding the information on the <b>FIA-1094y</b>.</li> </ul> <p>The Mail Distribution group of Management Information Systems (MIS) will generate the <b>FIA-1094y</b> using the print to mail process. The Mail Distribution group will then send NCA SNAP applicants/participants the <b>FIA-1094y</b> to advise them that their case may have been closed or denied in error.</p> <p>A sample of the <b>FIA-1094y</b> is attached.</p> <p><i>Effective Immediately</i></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

**References:**


18 NYCRR 387.8 (c), 387.9 (a)(7), 387.14 (a)  
18 NYCRR 387.8, 387.9, 387.14

**Related:**

[Fax Flash 16-25](#)

**Attachments:**

- FIA-1094y** Important Notice to Individuals Who Used HRA Document Upload for the Supplemental Nutrition Assistance Program (SNAP) (07/28/2016)
- FIA-1094y (S)** Important Notice to Individuals Who Used HRA Document Upload for the Supplemental Nutrition Assistance Program (SNAP) (Spanish) (07/28/2016)

 Please use Print on Demand to obtain copies of forms.

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

### **Important Notice to Individuals Who Used HRA Document Upload for the Supplemental Nutrition Assistance Program (SNAP)**

You received a notice dated between June 21, 2016 and July 18, 2016 that said your SNAP application was denied or your SNAP benefits were discontinued because you did not return the document(s) we asked you to give us.

There was a technical problem with the HRA Document Upload application in June and July. The document images we received did not have case numbers. This caused a delay in processing the document images that were received.

We are reviewing the documents you submitted. We will mail you a new notice that tells you our decision about your eligibility for SNAP benefits.

We are sorry for any confusion or trouble that this may have caused you.

If you have any questions, please call HRA Infoline at **(718) 557-1399**.

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

## **Aviso Importante a los Usuarios de la Subida de Documentos de la HRA para el Programa de Asistencia de Nutrición Suplementaria (SNAP)**

Usted recibió un aviso fechado entre el 21 de junio de 2016 y el 18 de julio de 2016, que le informaba que se denegó su solicitud de SNAP o que se suspendieron los beneficios del mismo, debido a que usted no devolvió el/los documento(s) solicitado(s).

Durante los meses de junio y julio, se dio un problema técnico con la aplicación de la Subida de Documentos de la HRA. Las imágenes de documentos que recibimos no contaban con el número de caso. Esto ha demorado la tramitación de las imágenes de documentos que hemos recibido.

Nosotros estamos revisando los documentos que usted ha presentado. Le enviaremos por correo un nuevo aviso que le informará de nuestra decisión sobre su elegibilidad de beneficios de SNAP.

Sentimos cualquier confusión o molestia que esto le haya causado.

Ante cualquier pregunta, por favor llame a la Infoline de la HRA al **(718) 557-1399**.