

**Homebound Clients–**  
**Your Client May Be Owed Money - Watch for HRA Notices on Retro Relief**  
**Questions?**  
**Call the Legal Aid Society Homebound Review Hotline at 212 577-3699**

In **Lovely H. v. Eggleston**, we learned that beginning on February 19, 2009, HRA committed some errors in the way that it processed the cases of homebound clients, causing many homebound clients to lose their benefits in error. HRA is working to correct these errors, restore lost benefits to clients and restore homebound status to any clients for whom homebound status was removed in error.

**HRA is beginning their review of these cases and notices are going out.**

HRA is sending notices to clients who were coded as homebound on or before February 19, 2007 and who have had their homebound code removed. What the client has to do depends on whether her case is currently opened or closed.

**Clients whose cases are currently closed must request review.** These client will be sent forms to request review of back benefits they may be owed. Clients with closed cases must either fill out the form to request review and mail back to HRA OR call the number on the form at HRA to request review (212 – 835-7357),

**Clients with active cases will automatically have their cases reviewed** for back benefits and to determine whether they have been properly coded as homebound.

Please watch for these notices, encourage your clients to request review, and feel free to call us with questions or tell clients who receive these notices to call us with questions.

**Three Important Pieces of Advice**

**1. Tell your clients with closed cases who get a notice to REQUEST REVIEW.** They can either:

- Fill out the “Homebound Review Project Outreach Return Form” and mail it back in the enclosed envelope OR
- Call HRA at 212 – 835-7357 to request a review

**2. Clients with Closed Cases can also ask that their ongoing public assistance cases be reopened.** They can ask for a home visit from HRA to take an application to re-open their case OR if the client prefers, she can re-apply at a regular Job Center.

**3. Tell clients they can appeal HRA’s decision about whether they are homebound.** They can either send in the page of the outcome notice they receive from HRA. (HRA form EXP 84-JJ) OR they can simply Call 212 835-7357 to appeal. *There is no downside to appealing! Clients should appeal if they have any questions – they will be given aid continuing and treated as homebound while they appeal.*

**See Pages 2 of this flier for more questions and answers**

## **QUESTIONS AND ANSWERS ABOUT HRA'S HOMEBOUND RETRO RELIEF PROJECT**

### **1. What if I have questions or my client has questions?**

Call the Legal Aid "Homebound Review Project Hotline" at 212 577-3699.

### **2. What happened with Homebound Cases in February 2009?**

Before February 19 2007, HRA placed a homebound code on the entire case. This meant that all adult members of a household were covered by a homebound code and were not called in for appointments. On February 19, 2007, HRA changed homebound coding to switch the codes to each specific individual on each case who was supposed to be coded as homebound (as opposed to the entire case).

### **3. What happened to homebound clients?**

In some cases, HRA removed the homebound code from clients who WERE homebound. As a result, some of these clients were called in for in-person appointments, missed these appointments and were sanctioned or had their cases closed. Other clients may have had their applications rejected.

### **4. Is HRA going to pay clients retro who may have lost benefits?**

Yes. Where clients lost benefits due to the removal of the homebound indicator, HRA will restore lost benefits.

### **5. What Do I Tell Clients with Closed Cases**

They will be mailed an outreach form "You May Be Owed Money by the City Of New York," (HRA EXP 84GG) with a return form to mail back to HRA -- the Homebound Review Project Outreach Return Form (HRA EXP 84JJ.) Samples of these two forms are attached. Tell these clients to

- **Fill out the "Homebound Review Project Outreach Return Form"** and mail it back; OR
- **Call HRA at 212 – 835-7357** to request a review

### **6. What if the Client with a Closed Case Wants to Re-apply for PA?**

Clients with closed cases **can ask for home visit for HRA to come and take an application to re-open their case OR if the client prefers, she can apply at a regular Job Center.)**

- Clients who want to re-apply at Job Center should check the box 1 on the return form  
*"1.  I intend to file an application for ongoing benefits at my local Job Center."*
- Clients who want a home visit to re-apply should check box 2 on the form  
*"2.  I have a serious health problem. I want HRA to come to my home to take my application for ongoing benefits."*

### **7. What if the Client with a Closed Case Just Wants Retro and does not want to apply for PA?**

These clients should check box 3.

*"3.  I do not wish to apply for ongoing benefits at this time."*

### **8. What Should I Tell Clients Whose Cases are Still Active?**

HRA is automatically reviewing the cases of clients with active cases whose homebound indicators were removed on or after February 19, 2007. These client will be mailed a Homebound Review Project Notice of Decision form (EXP 84FF). A sample is attached. This form tells them whether they will receive any back benefits and notifies them of their homebound status.

### **9. What if the Client disagrees with HRA's decision that she is homebound or NOT homebound?**

She can appeal by either: sending page 4 of the Decision form or they can simply **Call 212 835-7357 to appeal.** Note: clients can also appeal and say they do NOT want Homebound Status – they fill out form EXP84KK – the REMOVE Homebound Status Request Form and send it in OR call 212 835-7357.

### **10. What if the Client disagrees with HRA's decision that she is homebound or NOT homebound?**

Tell the client she can appeal by either: sending in the page of their form or they can simply **Call 212 835-7357 to appeal.**

### **11. What if I have questions or my client has questions?**

Call the Legal Aid "Homebound Review Project Hotline" at 212 577-3699.