



## Office of Temporary and Disability Assistance

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Governor

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Commissioner

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Executive Deputy Commissioner

### Memorandum

**To:** New York State Licensing Agencies  
**From:** New York State Supplement Program  
**Subject:** mySSP Portal and Reporting Reminder  
**Date:** June 22, 2026

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We are pleased to inform you that the New York State Supplement Program (SSP) now offers an online portal for recipients. The portal allows recipients to update and manage case information, similar to the services currently handled through the SSP Customer Support Center, including requests for Benefit Verification letters. Recipients may access the portal 24 hours a day, 7 days a week through the mySSP [SSP Self Service Site](#).

Please note that Congregate Care facilities are still required to submit a [Congregate Care Change Report Form](#) on behalf of recipients for any changes including admissions, discharges, or changes in Congregate Care living arrangements.

As a reminder, any changes affecting a recipient's case must be reported timely, within 10 days of the change occurring. Failure to report changes timely may result in the recipient, facility, or payee not receiving the maximum benefit rate for the full duration of the recipient's stay in Congregate Care.

If you have any questions, please contact the New York State Supplement Program by email, fax, or by calling our Customer Support Center toll free line at 1-855-488-0541.  
Thank you for your continued partnership and assistance.