

YES - New Mexico

New Mexico's Self-Service Eligibility Portal www.yes.state.nm.us

- **What is YES-NM?** It is New Mexico's self-service portal. Applicants may use it to apply for public assistance benefits such as Medicaid, SNAP (formerly known as food stamps), cash assistance, and LIHEAP (Low-Income Heating and Energy Assistance Program). You may also use the website to Report Changes, Renew Your Benefits, and Check Your Benefits.
- **What does YES-NM look like?**



- **How do I access YES-NM?** It is simple:
 - 1) Click on your Internet Explorer icon,
 - 2) Type www.yes.state.nm.us in your internet browser,
 - 3) Create an account or login (if an account has already been set-up),
 - 4) Link your account and
 - 5) Select the appropriate button
- **How long does it take to apply?** It depends on many factors (number of household members, income sources, benefit categories applying for and resources). On average, completing an application takes about 45 minutes.
- **Can I finish my application at another time?** Yes. YES-NM prompts you to create a username and password so that you can start & stop and access your application at a later time to complete it.

- **What types of changes can I report on YES-NM?** YES-NM displays a list of change you can make including changes in:
 - ✓ Income
 - ✓ Expenses
 - ✓ Death
 - ✓ Other changes
 - ✓ Marital status
 - ✓ Address
 - ✓ Births
 - ✓ Household composition

- **How do I “Renew My Benefits”?** This button only displays for recipients who are due for a recertification in the following month. You can renew all of your benefits at the same time. If you have different case numbers, you will need to renew each case number separately.

- **What information can I get using “Check My Benefits”?** This section displays:

- ✓ Benefits you are getting,
- ✓ Any upcoming appointments
- ✓ Missed appointments
- ✓ Verifications needed
- ✓ Status of any Change Reports
- ✓ Recertification
- ✓ Fair Hearing requests
- ✓ All application information (dates, details, status)

- **Is there another way to “Check My Benefits”?** Yes, The Income Support Division's Customer Service Center (1-800-283-4465) can check details of your case.

- **Can I scan or upload my eligibility verifications using YES-NM?** Yes. If you scan or upload required verifications (i.e. proof of income), the Human Services Department will be able to process your application more quickly.

- **Can I still apply using a paper application?** Yes. Paper applications may be picked up and dropped off at your local HSD office. You may also mail them to: Central ASPEN Scanning Area P.O. Box 830 Bernalillo, NM 87004 or E-fax to 1-855-804-8960.

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