


Obtaining new identity documents

After your name change is granted



If you are a NYLPI client, NYLPI can assist you with completing the forms mentioned below.

Social Security (as of September 2021)

By mail: mail your SS-5 form, certified copy of a name change order, original doctor's letter (if changing gender marker), and a photocopy of your ID to your Social Security (SS) office.

Those who live in NYC must use a SS Card Center to get a replacement card (this does NOT need to be the borough assigned to your zip code).

Mail the following documents to the SS office:

- Completed SS-5 form
- Original certified copy of your name change order (they should return it to you)
- Doctor's letter to change the gender marker or passport or birth certificate with the correct gender marker
- Photocopy of unexpired photo ID, ex: driver's license, state ID, passport (can be in old name)

For in-person appointments* at any SS office (in any borough) you must bring original documents:

- Original name change order
- Original doctor's letter for changing gender on SS card
- Completed original Social Security Card (SSC) application form (Spanish, English)



If you need to provide any original documents, sometimes the SS Card Center may lose them, so we suggest making an in-person appointment if available, or send the documents by certified mail.

*Currently (September 2021), the only in-person appointments at Social Security (SS) Card Centers are “Emergency Appointments.” Use the “SSA Office Locator” to find out which location to call and schedule your in-person, Emergency Appointment. Bronx: 1-888-864-9788; Brooklyn: 1-866-331-6405; Manhattan: 1-866-657-3406; Queens: 1-888-281-2471; Staten Island: 1-866-331-5288

Immigration ID

To change your name with USCIS, submit an application with copy of the certified name change order (original not required) to replace an ID you already have or one that is about to expire, such as the following:

- I-765 form to replace a work permit
- N-565 form to replace a Certificate of Naturalization

To change your gender marker with USCIS, you can submit a doctor’s letter with these applications.



If you are reapplying after your previous work permit/EAD expires, just send in a copy of your expired card. If you are applying to replace an unexpired work permit/EAD, you need to send the original card with your application.

How to update with the Immigration Court (EOIR)

If you are represented, your immigration attorney can submit a request to change your name in immigration court proceedings. If you don’t have an immigration attorney, then bring your name change order to your next immigration hearing.

Health Insurance and Benefits

Ways to update your name and gender marker with your health insurance company:

Option 1: You can write a letter to the insurance company and include a photocopy of the name change order.

Option 2: You can call the number on your card to find out what documentation they require to change the gender marker. You may be asked to provide a corrected birth certificate, or they may update the gender marker when they update the name.

New York State Medicaid:

Talk to your provider about gender designations and billing codes to ensure you are covered.



- Be sure that doctors’ offices submit bills under the corrected name and gender.
- It is illegal in NY for an insurer to deny coverage for gender-specific care based on the gender marker they have on file. If coverage for gender-specific care is denied, call your insurance company and tell them about the error – they can send a code to your file to make sure you are not denied again.
- Does Medicaid cover gender-related surgeries: YES as of 05/01/2015

If you request a gender change, billing code “Restriction/Exception” or “G” will be applied to your case. This is a code used in the state computer system to prevent limits on payments for necessary and otherwise covered health services for transgender and gender-nonbinary folx. Your gender marker will be public to health care providers that accept Medicaid, but you can always request to make it private.

Human Resources Administration (HRA)

- Name and Gender Change FAQ for Transgender and Gender Non-binary Clients:
nylpi.org/namegenderchangefaq

Change gender in HRA records - submit one of the following:

- NYS Driver’s License or Non-Driver ID w/ correct gender
- Passport or birth certificate w/ correct gender
- Letter from Social Security confirming gender
- Signed & dated statement from a licensed medical professional who has treated or reviewed gender-related medical history: must include “appropriate clinical treatment for a person with gender dysphoria”
- Form HRA-138, Request to Change Name and/or Gender in Human Resources Administration (HRA). A lawsuit was filed in March 2021 to make the gender “X” option available to nonbinary folx. As of 9/2021, “X” isn’t available.

Change name in HRA records - submit one of the following:

- Court Order with chosen name
- NY State Driver’s License or Non-Driver ID with chosen name
- Passport or birth certificate with chosen name
- Letter from Social Security with chosen name
- Form HRA-138

Department of Health Application for Correction of Certificate of Birth:

- nylpi.org/birthcertificatechangeapplication

Getting a new HRA Benefit Card (CBIC/EBT):

As of September, 2021, CBIC/EBT does not display gender.

- CBIC locations: Manhattan: 4055 10th Ave.; Brooklyn: 275 Bergen Street.

Change name and/or gender with NY State Department of Health (NYS Health Care Exchange or Marketplace) insurance plan:

Contact NYSDoH directly.

- Upload required document through your online account
- Fax required document to NY State Department of Health Customer Service (855-387-1363)

- Mail document to: New York State Department of Health, PO Box 11726, Albany, NY 12211
- HRA requests are completed within 14 days, NYSDoH processing times vary

Contact Information

New York State Medicaid Helpline: For questions regarding transgender health care – 1-800-541-2831

HRA's Office of LGBTQI Affairs: lgbtqi@hra.nyc.gov

HRA's Infoline: 718-557-1399; 311; constitutentaffairs@hra.nyc.gov

New York State of Health Helpline: 855-355-5777 or (800) 662-1220

NYLPI has consolidated the information for this guide from resources published by the **Sylvia Rivera Law Project** and **Arrowood Law**.