



Guide for Replacing Identification Documents in New York City¹

About this Guide

This guide is intended to help New Yorkers who need to replace their identification documents, including birth certificates, licenses, Medicaid cards, and social security cards. In order to replace your identification documents, you will need to contact the New York agencies that are responsible for replacing these documents. This is an overview of which agency you will need to contact and the documents they may request from you.

About VOLS

VOLS provides pro bono civil legal services to low-income New Yorkers in partnership with volunteer attorneys. You can learn more about VOLS by visiting our website at www.volsprobono.org.

About the VOLS Senior Law Project

The VOLS Senior Law Project helps eligible low-income seniors who live in New York City and are age 60+ obtain wills and advance directives (power of attorney, health care proxy, living will, and control of remains) free of charge along with our law firm partners. If you have any questions about this guide or if you or someone you care for is interested in preparing their wills or advance directives, you can call our Senior Law Project helpline at (347) 521-5704.

¹ Updated as of January 23, 2024. Fees, process, and processing time are subject to change. Please check each individual agencies website for most updated information.



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Replace a New York City Birth Certificate

Replacing a U.S. birth certificate if you were born in New York City²

Online

You can order a replacement birth certificate online through vitalchek:

<https://www.nyc.gov/site/doh/services/birth-death-records-fees.page>

Fees if online, Process fee: \$9.30, plus \$15 per certificate

For online orders, you must have a personal checking account or a credit or debit card to pay. The cost per certificate is \$15 plus a process fee that is \$9.30.

Mail

You can order a replacement birth certificate by mail.

Mail application to:

NYC Department of Health and Mental Hygiene, 125 Worth Street, CN-4,
Room 119, New York, NY 10013

² [Birth and Death Records Fees and Processing Times - NYC Health](#) to check for updated fees and processing times.



English application at

<https://www.nyc.gov/assets/doh/downloads/pdf/vr/birth1.pdf>

Available in other languages at <https://www.nyc.gov/site/doh/services/birth-death-records-ordering.page>

Fees by mail, \$15 per certificate

If you order by mail, it will cost \$15. There is no processing fee. Enclose a money order or personal check in the exact amount (\$15) payable in U.S. dollars to the NYC Department of Health and Mental Hygiene. Cash is not accepted.

In Person Appointment

You can order a replacement birth certificate in person at the NYC Department of Health. You must schedule an appointment to order in person.

Schedule appointments online at NYC Birth and Death Certificates website:

<https://wb-nycdohmh.gmatic.cloud/gmaticwebbooking/#/>

Address: Bureau Vital Records
125 Worth Street, Room 113
New York, NY 10013

Fees if in person appointment, \$2.75, plus \$15 per certificate

If you order in person, it will cost \$15 per certificate plus \$2.75 for the processing fee. You can use a credit or debit card, personal check, or money order in the exact amount. Cash is not accepted.

Check for updates to processing times and fees:

<https://www.nyc.gov/site/doh/services/birth-death-records-fees.page>

Replacing a birth certificate if you were born outside of New York City

The process depends on where you were born:

If you were born in New York State (not New York City):

https://www.cdc.gov/nchs/w2w/new_york.htm



If you were born outside of New York State:

<https://www.cdc.gov/nchs/w2w/index.htm>

Replace a Social Security Card

Both U.S. citizens and non-U.S. citizens can apply for an original social security number or for a replacement card at the New York City Social Security Administration (SSA) centers.

When applying at the SSA center, bring original, unexpired identification and, if possible, a copy of the application.

Application can be found at:

<https://www.ssa.gov/number-card/replace-card>

Call 1-800-772-1213, Monday to Friday, 8am-7pm for support in English or other languages.

List of Social Security Administration Centers in New York City:

Brooklyn U.S. Social Security Card Center

154 Pierrepont Street, Sixth Floor
Brooklyn, NY 11201

Social Security Administration, Queens

155-10 Jamaica Avenue, Second Floor
Jamaica, NY 11432

New York Social Security Office, Bronx

820 Concourse Village West, Second Floor
Bronx, NY 10451

Manhattan Social Security Office

123 William Street, Third Floor
New York, NY 10038



Replacing a social security card online

You can request a social security card online if all the following are true:

- You are a U.S. citizen aged 18 or older
- You have a driver's license or state-issued identification card from one of the participating states or the District of Columbia (to see if your state participates, go to www.ssa.gov/ssnumber)
- You have a U.S. mailing address (this includes APO, FPO, and DPO addresses)
- You have a “mySocial Security” account
- You can create an account at <https://www.ssa.gov/myaccount/>
- You don't require changes to your name, date of birth, place of birth, or gender

If any of the above is not true, you will need to go to Social Security Administration Center in person.

Replace Medicaid Card

You can replace a Medicaid card that is lost, stolen, or damaged.

Telephone

Call Human Resources Administration, (888) 692-6116, hours are Monday to Friday 8am – 5pm

You can request to speak to someone in your language. There is automated assistance in both English and Spanish. After you request replacement card, the card will be mailed to the address on record. It will take 7 to 10 business days.

Online

You can request to replace a Medicaid card online:

<https://portal.311.nyc.gov/article/?kanumber=KA-02340>

After you request replacement card, the card will be mailed to the address on record. It will take 7 to 10 business days.



Replace Medicare Card

You may print an official copy of your Medicare card online:

<https://faq.ssa.gov/en-us/Topic/article/KA-01735>

Or, you may call 1-800-633-4227 to order a replacement to be sent by mail.

Replace New York State License

You can replace a New York State Driver's License that is lost, stolen, or destroyed or if you updated your address.

Online

<https://dmv.ny.gov/driver-license/how-replace-license-or-permit>

Mail

To apply by mail, you must:

- Complete an application

English: <https://dmv.ny.gov/forms/id44.pdf>

Available in other languages: <https://dmv.ny.gov/forms?query=id44>

- Provide photocopies of
 - Proof of Social Security Number
 - Proof of name
 - Proof of either citizenship, lawful status, or date of birth
- Pay \$17.50 by check or money order to "Commissioner of Motor Vehicles"
- Mail all documents to:

NYS Department of Motor Vehicles

207 Genesee Street, Suite 6

Utica, NY 13501-2874

You will need proof of name and proof of residence. New York State uses a point system for proof of name. For a full guide to what documents you can use to prove your name and residence go to:



<https://dmv.ny.gov/get-enhanced-or-real-id? ga=2.61315822.33162322.1691427562-208335906.1663616108>

Apply in person

To apply in person, you must:

- Bring a completed application

English: <https://dmv.ny.gov/forms/mv44.pdf>

Available in other languages at: <https://dmv.ny.gov/forms?query=id44>

- Provide originals of:
 - Proof of Social Security Number
 - Proof of name
 - Proof of either citizenship, lawful status, or date of birth
- Payment of \$17.50 payable by credit/debit card or check/money order payable to “Commissioner of Motor Vehicles”

You will need proof of name and proof of residence. New York State uses a point system for proof of name. For a full guide to what documents you can use to prove your name and residence go to:

<https://dmv.ny.gov/get-enhanced-or-real-id? ga=2.61315822.33162322.1691427562-208335906.1663616108>

Replace New York State Non Driver ID Card

Online

Apply online at: <https://transact3.dmv.ny.gov/photodocduplicate/>

By Mail

To apply by mail, you must:

- Complete an application at <https://dmv.ny.gov/forms/mv44.pdf>
- You must provide photocopies of:
 - Proof of Social Security Number
 - Proof of name



- Proof of either citizenship, lawful status, or date of birth
- Provide payment of \$8.00 if under 62 or \$6.50 if 62 or older. Pay by check or money order that is payable to “Commissioner of Motor Vehicles”
- Mail all documents to:

NYS Department of Motor Vehicles

207 Genesee Street, Suite 6

Utica, NY 13501-2874

You will need proof of name and proof of residence. New York State uses a point system for proof of name. For a full guide to what documents you can use to prove your name and residence go to:

https://dmv.ny.gov/get-enhanced-or-real-id?_ga=2.61315822.33162322.1691427562-208335906.1663616108

In Person

To apply in person, you must

- Print and complete an application at <https://dmv.ny.gov/forms/mv44.pdf>
- You must provide originals of:
 - Proof of Social Security Number
 - Proof of name
 - Proof of either citizenship, lawful status, or date of birth

You will need proof of name and proof of residence. New York State uses a point system for proof of name. For a full guide to what documents you can use to prove your name and residence go to:

https://dmv.ny.gov/get-enhanced-or-real-id?_ga=2.61315822.33162322.1691427562-208335906.1663616108

Addresses of each Department of Motor Vehicle in NY State available at:

<https://dmv.ny.gov/offices/county-offices>



Replace or Apply for a New York City ID

Apply for a New York City ID

Steps to apply found at: <https://www.nyc.gov/site/idnyc/card/how-to-apply.page>

Currently no NYC IDs are processed online.

In Person

To apply in person, you will need:

- An appointment. Appointment can be scheduled at <https://www.nyc.gov/site/idnyc/card/make-an-appointment.page>
- A printed and completed application.

English application:

https://www.nyc.gov/assets/idnyc/downloads/pdf/english_fillable_14_and_older_application.pdf

Applications available in other languages:

<https://www.nyc.gov/site/idnyc/card/application-materials.page>

- 4 total points of Identification (ID)
 - 3 points proving identity
 - 1 point proving residency
 - Document calculator available at <https://www.nyc.gov/site/idnyc/card/documentation.page>

A list of enrollment centers organized by borough available at:

<https://www.nyc.gov/site/idnyc/card/locations.page>

Bronx Enrollment Centers

Bronx Business Center - DOF

3030 Third Avenue, 2nd Floor

Bronx, NY 10455

Mon-Fri: 8:30am - 4:30pm

Closed from 1:00pm - 2:00pm every day for lunch



Bronx Library Center

310 East Kingsbridge Road, 5th Floor

Bronx, NY 10458

Mon-Thurs: 9:00 - 5:00pm; Fri: 10:00 - 6:00pm

Closed from 1:00pm - 2:00pm every day for lunch

Brooklyn Enrollment Centers

Brooklyn Business Center – DOF

210 Joralemon Street (at Joralemon St and Court St), 1st Floor

Brooklyn, NY 11201

Mon-Fri: 8:30am – 4:30pm

Closed from 1:00pm – 2:00pm every day for lunch

Brooklyn Public Library Central

10 Grand Army Plaza (Entrance at Flatbush Ave)

Brooklyn, NY 11238

Mon-Fri: 9:00am – 5:00pm

Closed from 1:00pm – 2:00pm every day for lunch

Brooklyn Benefit Access Center

243 Schermerhorn Street, 1st Floor

Brooklyn, NY 11201

Mon-Fri: 9:00am – 5:00pm

Closed from 1:00pm – 2:00pm every day for lunch

Coney Island Benefit Access Center

1912 Mermaid Avenue, 1st Floor

Brooklyn, NY 11224

Mon-Fri: 9:00am – 5:00pm

Closed from 1:00pm – 2:00pm every day for lunch

Pope Francis Center (of St. Michael’s Church)

345 43rd Street

Brooklyn, NY 11232

Mon-Fri: 9:00am – 5:00pm

Closed from 1:00pm – 2:00pm every day for lunch



Manhattan Enrollment Centers

Manhattan Business Center – DOF

66 John Street, 2nd Floor
New York, NY 10038
Mon-Fri: 8:30am – 4:30pm
Closed from 1:00pm – 2:00pm every day for lunch

Manhattan CBIC

109 East 16th Street, 1st Floor
New York, NY 10003
Mon-Fri: 9:00am – 5:00pm
Closed from 1:00pm – 2:00pm every day for lunch

East Harlem Health Center

158 East 115th Street, Room 108
New York, NY 10029
Mon-Fri: 9:00am – 5:00pm
Closed from 1:00pm – 2:00pm every day for lunch

All East Harlem Health Center visitors will need to complete the COVID-19 Health Screening Assessment prior to their visit.

Queens Enrollment Centers

LaGuardia Community College

31-10 Thomson Avenue, Room E116
Long Island City, NY 11101
Mon-Fri: 9:00am - 5:00pm
Closed from 1:00 - 2:00pm every day for lunch

Jamaica Branch Library

89-11 Merrick Boulevard, 1st Floor
Jamaica, NY 11432
Mon-Fri: 9:30am - 5:30pm
Closed from 1:00 - 2:00pm every day for lunch



Queens Business Center - DOF

144-06 94th Avenue, 1st Floor

Jamaica, NY 11435

Mon-Fri: 8:30am – 4:30pm

Closed from 1:00 – 2:00pm every day for lunch

Staten Island Enrollment Centers

Staten Island Department of Finance - DOF

350 St. Marks Place

Staten Island, NY 10301

Mon-Fri: 8:30am - 4:30pm

Closed from 1:00pm - 2:00pm every day for lunch

Replace a Passport

Online

A passport can be reported lost or stolen online at:

<https://travel.state.gov/content/travel/en/passports/have-passport/lost-stolen.html>

Mail or Online

A passport can be reported lost or stolen by mail by filling out and mailing the form at: https://eforms.state.gov/Forms/ds64_pdf.pdf

By phone all 1-877-487-2778 (TDD: 1-888-874-7793) and follow the representative's instructions. This option is not available for customers abroad.