



## Access Pass Frequently Asked Questions

### General

#### **How much is the Access Pass?**

Signing up for the Access Pass is free. Access Pass cardholders receive admission at any partner institution for \$2 per family member per visit, for up to two adults and dependent youth under 21 years-old living in the household.

#### **Where can I visit with the Access Pass?**

Currently, 19 cultural attractions and 11 historic sites around the state participate in the Access Pass Program: Bellaboo's Play and Discovery Center, Conner Prairie Interactive History Park, Crispus Attucks Museum, Dance Kaleidoscope, Eiteljorg Museum of American Indians and Western Art, Fort Wayne Museum of Art, Indiana Historical Society, Indiana Repertory Theatre, Indiana State Museum & Historic Sites, Indianapolis Ballet, Indianapolis Children's Choir, Indianapolis Motor Speedway Museum, Museum Miniature Houses and Other Collections, NCAA Hall of Champions, Newfields, Rhythm! Discovery Center, Terre Haute's Children's Museum, The Children's Museum of Indianapolis, and WonderLab Museum in Bloomington.

#### **If I have questions about the Access Pass, who can I contact?**

Call 1-317-334-4000, Monday–Sunday, 10 a.m.–5 p.m., for any questions regarding Access Pass.

### Qualifications

#### **Who qualifies for the Access Pass Program?**

Any Indiana resident who has a valid Indiana foster care license or is actively enrolled (child or adult) in one of the following programs:

- CSFP (Commodity Supplemental Food Program)
- HIP (Healthy Indiana Plan Basic and Plus)
- Hoosier Healthwise
- Hoosier Care Connect
- Traditional Medicaid
- SNAP (Supplemental Nutrition Assistance Program)
- TANF (Temporary Assistance for Needy Families)
- WIC

#### **What about Medicare?**

No, Medicare is not one of the accepted qualifications for the Access Pass program at this time.

#### **My child is the one receiving benefits? Can we still apply for the Access Pass Program?**

Updated: 06-04-24

Yes, any Indiana resident (adult or child) who receives any of the benefits listed above is eligible for the Access Pass program.

**Do I have to have kids in my household to apply for the Access Pass Program?**

No, any resident of Indiana who is enrolled in the participating state assistance programs can apply and use the Access Pass.

## Enrollment

**How do I apply for the Access Pass Program?**

Access Pass enrollment is available online through the Access Pass website at [childrensmuseum.org/access-pass](http://childrensmuseum.org/access-pass). You can also apply in person at any partner institution (except for the Indiana Repertory Theater and the Indianapolis Motor Speedway Museum).

**Where can I find the Access Pass application?**

If you apply online you'll fill out the application electronically. You can also download the application (in both English and Spanish) from the Access Pass website ([childrensmuseum.org/access-pass](http://childrensmuseum.org/access-pass)) and submit it in person. Most partner organizations have printed copies at their box office/front desk areas.

**What do I need to apply for the Access Pass Program?**

You need two things:

1. Proof of enrollment in one of the qualifying programs:
  - a. Commodity Supplemental Food Program (CSFP) Notice of Eligibility Determination.
  - b. Proof of Eligibility letter issued by the Indiana Family and Social Services Administration for HIP, Hoosier Healthwise, SNAP, or TANF. The letter must be issued in the primary adult cardholder's name and verify program enrollment for the current year.
2. State-issued photo ID card—either a driver's license or state identification card. The name on the photo ID must match an adult name on the letter. Employee or student IDs are not accepted.

When applying in-person, bring the above listed items with you. If you apply online, upload the required documents when prompted during the application process. The online system accepts document and photo file formats, such as jpg and pdf files.

**Where do I find acceptable forms of proof of eligibility for qualifying programs?**

- CSFP, contact the [local agency](#) (food bank or CICOA) for a copy.
- Hoosier Healthwise, HIP, SNAP, and TANF – Use the Indiana Family Social Services Administration (FSSA) Benefits Portal ([fssabenefits.in.gov](http://fssabenefits.in.gov)). Visit the Access Pass website for a [step-by-step guide](#) on how to obtain your verification of benefits. You can also see examples of the Proof of Eligibility letter on the Access Pass website.
- For Proof of Enrollment in the **Supplemental Program for Woman, Infants, and Children (WIC)**, please submit a Verification of WIC Enrollment Letter issued by your local WIC clinic. The letter must be issued in the primary adult caregivers name and verify the program enrollment for the current year. Contact your local WIC clinic [here](#)

**How long does it take to receive my card after I apply online? In person?**

Online enrollment takes 5 to 7 business days for approval. In-person enrollment is immediate and you'll receive a temporary card that day. Once your membership is processed you will receive a Welcome

Updated: 06-04-24

Packet with program details and you will be able to access your card electronically by logging into the Access Pass website; you can show this digital card on your mobile device when visiting any of the partner locations.

**Where do I go at each location to enroll in the Access Pass Program?**

You can visit the box office, guest services desk or membership services area at any of the partners, except for Indianapolis Ballet, Indiana Repertory Theatre, and Indianapolis Motor Speedway Museum.

**Does each partner institution have its own card?**

No, the Access Pass card is the same for each partner institution.

[Using the Access Pass](#)

**What does the Access Pass cover?**

The Access Pass offers \$2 general admission. Some partners offer additional benefits for Access Pass members, such as discounts in the food court, free or validated parking, and discounts on special programs. Visit the Access Pass website ([www.childrensmuseum.org/access-pass](http://www.childrensmuseum.org/access-pass)) for more information on what is and isn't included with Access Pass admission.

**How do I use my Access Pass?**

Simply show your Access Pass card to the front desk/box office staff along with your government-issued photo I.D. (e.g. driver's license, ID card, or passport) to receive \$2 admission per household member, per visit. You do not have to show any other proof of eligibility after you enroll and receive your card.

**I have relatives/friends coming in from out of town, can we bring them as guests and get the Access Pass discount?**

No. Your guests will have to pay full price.

**I can't always bring my children to these Access Pass venues. Can someone else (such as a relative or friend) bring my children and use the Access Pass card?**

At least one named adult cardholder must be present for any visit and present their Access Pass card and state-issued photo ID at the box office/front desk to receive the \$2 admission price.

**My child has a disability; can they come to the Access Pass venues with their licensed care-provider and pay the \$2 admission price per visit?**

A licensed, medical or therapeutic care provider will be allowed to visit all Access Pass institutions at no charge when accompanying a visitor covered by the Access Pass program. The care provider must provide an employee badge from a licensed agency along with a matching state-issued photo ID.

**How do I find out more information about what partner institutions offer?**

The easiest way to find out what each institution is offering is to read your Access Pass email newsletter each month. You can subscribe to the e-newsletter at [childrensmuseum.org/access-pass](http://childrensmuseum.org/access-pass). Each issue includes info about some of the latest experiences and special programs. You can also find out more from the Access blog here: [childrensmuseum.org/blog/accessibility-access-pass-attractions](http://childrensmuseum.org/blog/accessibility-access-pass-attractions).

Of course you also can visit each partner website for the latest information.

**When does my Access Pass expire?**

Updated: 06-04-24

The Access Pass is good for a year from the time of enrollment. Renewal notices will be sent when it's time to renew your Access Pass.