



Access Pass Frequently Asked Questions

General

How much is the Access Pass?

Signing up for the Access Pass is free. Access Pass cardholders currently receive admission at participating locations for \$2 per household account member, per visit, for up to two adults and dependent youth under 21 years- old living in the household. **Starting Jan. 1, 2025, the discount admission price with Access Pass card will be \$5 per household account member, per visit.**

Why is the Access Pass discount price increasing?

This is the first price increase in over a decade, and with rising operation costs we are committed to help ensure that cardholders are still able to receive the benefits of discount admissions to [participating locations](#).

Where can I visit with the Access Pass?

The Access Pass is accepted at many cultural arts attractions across Indiana. To view the growing list of participating locations, visit the Access Pass webpage at childrensmuseum.org/access-pass.

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?

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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 qualifying 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. You can also apply in person at most participating locations. Call ahead of time to see if the location you where you would like to enroll in-person accepts in-person applications.

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 English or Spanish) from the Access Pass website (childrensmuseum.org/access-pass) and submit it in-person at locations where paper applications are accepted. Most partner organizations have printed copies at their box office/front desk areas. ***Call the location where you would like to submit your paper application in-person in advance of your visit to see if they accept paper applications.***

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

You need two things:

1. Proof of current 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, Hoosier Care Connect, Traditional Medicaid, SNAP, or TANF for the adult or child in the household that receives benefits.
 - c. WIC (Women, Infants, and Children)
2. Government-issued photo ID (e.g., driver's license, state identification card, or passport). The photo ID must be current and the name on it must be one of the two named adults in the household on the account.

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?

Visit the Access Pass webpage for more information on required documents needed for enrollment at childrensmuseum.org/access-pass.

How long does it take for approval process?

Online enrollment takes 5 to 7 business days for approval. In-person enrollment is immediate if you have the required documents, and you can receive your discount the same day. Once your approved application is processed in The Children's Museum of Indianapolis's system (this will take some time if you applied in-person at a location that is not The Children's Museum of Indianapolis), you can access your digital card electronically by going to childrensmuseum.org/account/access and log in or create an

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online account. Once you are logged in, click on the “View Membership” button to access your digital card.

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 discount on general admission. Some participating locations 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) for more information on what is and isn't included with Access Pass admission.

How do I use my Access Pass?

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 your discount.

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 Access Pass cardholder must be present for any visit and present their Access Pass card and government-issued photo ID at the box office/front desk to receive the Access Pass discount price.

My child has a disability; can they come to the Access Pass venues with their licensed care-provider and receive the Access Pass discount?

A licensed medical or therapeutic care provider can visit all participating Access Pass locations 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 e-newsletter each month. You can subscribe to the e-newsletter at childrensmuseum.org/access-pass. Each issue includes information about some of the latest experiences and special programs. You also can visit each participating location's website for more information.

When does my Access Pass expire?

The Access Pass is good for a year from the time of enrollment. Renewal notices will be sent via email when it's time to renew your Access Pass. Please make sure that we have a good email address on file so you can receive timely email communications. If you need to update your account details, call 317-334-4000.