



**Commonwealth of Massachusetts**  
*Executive Office of Health and Human Services*  
**Department of Transitional Assistance**  
600 Washington Street • Boston, MA 02111

DEVAL L. PATRICK  
Governor


TIMOTHY P. MURRAY  
Lieutenant Governor

JUDYANN BIGBY, M.D.  
Secretary

JULIA E. KEHOE  
Commissioner

**Field Operations Memo 2009-44**  
**July 31, 2009**

**To:** Transitional Assistance Office Staff

**From:**  John Augeri, Assistant Commissioner for Field Operations

**Re:** TAFDC and EAEDC: Disability Evaluation Services (DES)  
Psychological Consultative Examinations (CEs) in TAOs

---

**Overview**

The Disability Evaluation Services (DES) schedules a consultative examination (CE) for a TAFDC or EAEDC applicant or client (hereafter referred to as client) when additional information or tests are needed to make a disability determination. DTA and DES have arranged with certain DES network doctors to conduct CEs in TAOs for clients who claim a mental health disability and for whom a CE appointment in the TAO is more convenient than travel to the doctor's office or medical facility.

Beginning in August, 2009, this service will be available in the Springfield Liberty TAO. The service will be available in the Dudley Square TAO, beginning in September, 2009.

---

**Purpose of Memo**

This Field Operations Memo informs TAO staff about this new service offered in the Springfield Liberty and Dudley Square TAOs and describes procedures to facilitate the service.

---

**DES Actions** DES has identified doctors who will conduct psychological CEs in the Springfield Liberty and Dudley Square TAOs and will arrange with each TAO a schedule of days and times the CEs can be scheduled.

When DES determines that a psychological CE is needed, DES will call the client and advise him or her of the need for additional information or tests. DES will arrange the appointment by first offering the client a choice between having the CE conducted in the doctor's office/medical facility or the TAO.

**Note:** A CE appointment must be scheduled with two weeks advance notice to the client. Several clients may be scheduled for the same day.

If the client chooses to go to the TAO, DES will:

- from the schedule mentioned above, offer the client the next available appointment which accommodates the two weeks notice;
- schedule the appointment; and
- on the day before the appointment date, fax a list of clients scheduled to the TAO director and the assistant director.

---

**TAO Actions** The TAO director, assistant director or designee will give the list of clients to TAO reception staff.

When a client arrives on the day of the scheduled appointment, TAO reception staff will notify the DES doctor.

**IMPORTANT:** A client accessing a psychological CE appointment at the TAO must be afforded strict confidentiality as to the nature of their visit to the TAO. There must be no indication that the client's visit to the TAO is for anything other than routine DTA assistance.

There is no case manager involvement to facilitate this service.

---

**Questions** If you have any questions, please have your Hotline designee call the Policy Hotline.

---