



Commonwealth of Massachusetts
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Field Operations Memo 2010-6
January 20, 2010

To: Transitional Assistance Office Staff
From:  John Augeri, Assistant Commissioner for Field Operations
Re: My Account Page (MAP): Initial Roll-out

Background

Field Operations Memo 2009-41 advised TAO staff that My Account Page (MAP) was scheduled to be released August 8, 2009. However, there was a delay in the initial roll-out. The new MAP roll-out date is scheduled for January 25, 2010. TAFDC, EAEDC and SNAP applicants and clients will be able to use MAP to view basic information about their benefits online. DTA views MAP as a way to improve customer service and allow clients access to information about their benefits without a call or visit to a TAO.

Clients will be able to view the following information in the MAP application:

- ✓ the case status;
- ✓ the benefit amount;
- ✓ the date the benefit will be received;
- ✓ TAO and case manager contact information;
- ✓ the next recertification due date for SNAP cases; and
- ✓ notices sent to clients in the last 90 days.

Purpose of Memo

The purpose of this Field Operations Memo is to:

- advise TAO staff about MAP; and
- help staff respond to questions concerning MAP.

Obsolete Memo This Field Operations Memo obsoletes Field Operations Memo 2009-41.

**My Account
Page (MAP)**

Clients can access MAP at: www.mass.gov/vg/selfservice

To use MAP, applicants and clients must be the head of the household and register for a Virtual Gateway Account. Once the individual has successfully registered, he or she will need to provide the following information to view the benefit information:

- Date of Birth;
- Social Security Number;
- Zip Code; and
- EBT Card Number.

MassHealth information will also be available through MAP. A MassHealth Member ID (card) Number will be required to see health assistance information.

**Informing Clients
How to Access
MAP**

Although MAP is scheduled to be available to applicants and clients on January 25, 2010, DTA is not planning an immediate outreach campaign. Should you receive inquiries about MAP, please have clients log onto www.mass.gov/vg/selfservice and give them the basic information found in this memo.

DTA is currently in the process of developing job aids which will be available online for TAO staff. Additionally, outreach materials for clients are in development and will be available at TAOs. Once these are available, TAO staff will be notified.

Important: Clients who are marked with a heightened level of security in BEACON (the case SSN is red) will not be able to access their information on MAP.

MAP FAQs

The following are answers to some frequently asked questions case managers can reference when talking with their clients about MAP:

What is My Account Page?

My Account Page (MAP) is a web site where you can look at the benefits you have applied for or currently receive through the Department of Transitional Assistance (food assistance benefits and cash assistance benefits) and MassHealth (health assistance benefits). MAP can be accessed at: www.mass.gov/vg/selfservice

Who can look at MAP?

If you are the head of household who has applied for or who currently receives cash and/or SNAP benefits through the Department of Transitional Assistance (DTA) or MassHealth, you can access MAP. The head of household is the person who signed the application for benefits.

How can I look at MAP?

You will first need to register through the Virtual Gateway. If you need help registering go to www.mass.gov/vg/selfservice and click on the “Login Assistance” option under “Key Resources.” Once you have a Virtual Gateway user name and password, you will need to provide your social security number, zip code and EBT card number to look at your information. To view MassHealth information, you will also need your MassHealth Member ID (card) Number.

If I don’t look at MAP, will my benefits be changed or closed?

No. MAP does not impact your benefits.

When I type in my personal information to look at MAP, why do I get a message that says no results were found?

The personal information you entered – including name, social security number and EBT/MassHealth card number – must match the information kept by DTA and MassHealth. Please make sure you are entering all the correct information. If you still have problems, check with DTA or MassHealth to make sure your personal information is current and correct.

Why do I need to enter personal information to look at MAP?

To keep your information safe and secure, you are required to register with the Virtual Gateway and enter personal information to look at MAP. Make sure you do not share your Virtual Gateway password, social security number, EBT card number or MassHealth benefits card number with anyone.

Questions

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