Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Transitional Assistance

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Secretary

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Commissioner

Online Guide Transmittal 2015-16
May 1, 2015

To: **Department of Transitional Assistance Staff**

From: **Anne O'Sullivan, Assistant Commissioner for Policy, Program and External Relations**

Re: **TAFDC, EAEDC and SNAP: Addressing Scanned and Dropped Off Documents**

Overview

Due to modified procedures and to clarify instructions related to the handling and processing of certain documents, the following Online Guide pages have been revised:

- Registering Clients and Documents in BEACON
- Printing Document Cover Sheets
- WAC-Marking Documents as Urgent or Non-Urgent
- Dispositioning Scanned Documents
- Preparing Documents for Transport to the EDMC
- Requesting that a Document be Rescanned
- Dropped-Off SNAP Applications
- Recertifications and Interim Reports Deemed Urgent
- SNAP Recertifications Deemed Urgent (Combo Cases)

To simplify instructions for determining document urgency, a new Online Guide page titled Determining Document Urgency has been added.

Updated BEACON Online Guide Pages

Topic:	Business Process Redesign
Book:	Procedures
Chapter:	Front Office Procedures
Page:	Registering Clients and Documents in BEACON (previously titled Registering Clients in BEACON)

Topic:	Business Process Redesign
Book:	Procedures
Chapter:	Front Office, Processing, and Cash Procedures
Page:	Printing Document Cover Sheets

Topic:	Business Process Redesign
Book:	Procedures
Chapter:	Front Office Procedures
Page:	WAC -Marking Documents as Urgent or Non-Urgent (previously titled Marking Drop-Off Documents as Urgent or Non-Urgent)

Topic:	Business Process Redesign
Book:	Procedures
Chapter:	Front Office, Processing, Cash, and Central Office Procedures
Page:	Dispositioning Scanned Documents

Topic:	Business Process Redesign
Book:	Procedures
Chapter:	Front Office, In-Person, and Cash Procedures
Page:	Preparing Documents for Transport to the EDMC

Topic:	Business Process Redesign
Book:	Procedures
Chapter:	Processing and Cash Procedures
Page:	Requesting That a Document be Rescanned

Topic:	Business Process Redesign
Book:	Procedures
Chapter:	In-Person Procedures
Page:	Dropped-Off SNAP Applications

Topic:	Business Process Redesign
Book:	Procedures
Chapter:	In-Person Procedures
Page:	Recertifications and Interim Reports Deemed Urgent

Updated BEACON Online Guide Pages (continued)	**Topic:**	Business Process Redesign
	Book:	Procedures
	Chapter:	Cash Procedures
	Page:	SNAP Recertifications Deemed Urgent (Combo Cases)

New BEACON Online Guide Page	**Topic:**	Business Process Redesign
	Book:	Procedures
	Chapter:	Front Office, In-Person and Cash Procedures
	Page:	Determining Document Urgency

Questions   If you have any questions, please email the DTA Mailbox. Systems questions should be directed to the Systems Support Help Desk.