



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

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Online Guide Transmittal 2015-2
April 24, 2015

To: Department of Transitional Assistance Staff

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

Re: TAFDC, EAEDC, and SNAP: Inadequate and Late Documents

Overview

Whenever clients submit a document to the Department, it must be inspected by DTA staff before it is accepted and/or processed. Each document must be checked to ensure that:

- it has been submitted timely or, when applicable, within the possible reinstatement period;
- all required sections have been completed; and
- those that require a signature have been signed and dated.

When a submitted document(s) cannot be processed because it is incomplete, the client must be informed of the reason it has been rejected and what information is needed to accept the document. Clients who submit documents too late must be told that they cannot be used for this reason and how to reapply for benefits. Modifications have been made to the existing *Returned Document Notice* relative to how it can be generated and the *Notice of Late Document* has been created.

Notices**Returned
Document
Notice**

The *Returned Document Notice* (RDN) is sent to clients when the document(s) submitted does not contain a required signature or has not been sufficiently completed. Case managers must include the document(s) in question when mailing the RDN to the client.

A printable version of the RDN is available in the Online Forms folder of Policy Online. Effective with the 03/02/15 BEACON Build 47.3, case managers now have the option of locally printing the form via the Scanned Document Details page when associated with a scanned document.

**Notice of Late
Document**

The *Notice of Late Document* (NLD) must be sent to clients when they submit late documents that cannot be used because they were received outside of the allowable reinstatement period.

Effective with BEACON Build 47.3, the NLD form was implemented. BEACON functionality allows automatic issuance of this notice to SNAP-only clients who submit unusable late documents directly to the EDMC. A manual version can be printed via Online Forms when case manager intervention is required.

**Revised
BEACON Online
Guide Page**

As a result of changes associated with BEACON Build 47.3 and associated procedural changes the following Online Guide page has been revised.

Topic: Business Process Redesign
Book: Procedures
Chapters: Front Office, In Person, Processing, and Cash Procedures
Page: Handling Incomplete and Unsigned Forms

**New BEACON
Online Guide
Pages**

The following new Online Guide page has been added to three locations within the Online Guide:

Topic: Business Process Redesign
Book: Procedures
Chapters: Front Office, Processing, and Cash Procedures
Page: Documents Received Too Late to Use

Questions

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