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

Online Guide Transmittal 2016-19
April 29, 2016

To: **Department of Transitional Assistance Staff**

From: **Sarah Stuart, Associate Commissioner for Program and Policy Implementation**

Paul Sutliff, Assistant Commissioner for Field Operations

Re: **Cross Programs – DTA Assistance Line Enhancements**

Overview

The Department is making improvements to the DTA Assistance Line so clients can get the information they want without waiting to speak with a case manager. The projected increase of clients who are able to utilize the new self-serve features will allow case managers to serve clients more efficiently.

Assistance Line Enhancements

The following Assistance Line enhancements were deployed on April 25th, 2016.

- The DTA Assistance Line menu prompts were shortened so that clients gain access to the information they need quickly. The menu language was simplified to make it easier to navigate the IVR system.

- Clients are able to authenticate in the IVR system by entering their social security number and year of birth.

Assistance Line Enhancements (continued)

- Authenticated clients hear an account summary immediately after they authenticate. This summary includes case status by program, monthly benefit amount, next benefit issue date, EBT balance, recertification due date, and the date the last document was received by the Document Processing Center (DPC).

- The phone queue portal was enhanced to provide information that enables case managers to view case records quickly.

  If a client calls the Assistance Line and is authenticated, the phone queue portal will display 111 followed by his/her APID.

  If a client does not authenticate in the IVR system, the portal will display the client's phone number.

  Important: To ensure that these enhancements are utilized as much as possible, case managers must confirm phone numbers with clients at every interaction.

- In addition to eNotification, clients may receive information through Voicemail and SMS Text Messaging. To support these enhancements, all contact pages in BEACON have been updated. The former opt-in notice for eNotification was revised and is now called *DTA Alerts – Opt-in/Opt-out*. This form must be completed any time a client wishes to opt-in, change, or opt-out of a particular alert type.

- Automated calls from DTA, including appointment and recertification reminders, will leave generic voicemail messages for all clients, regardless of whether the client has opted in.

- Outbound calls now display as COMM of MASS on caller ID. This is expected to increase the rate of successful outgoing calls to clients.

Purpose

This Online Guide Update transmits a new topic titled DTA Assistance Line. Upcoming enhancements to the IVR system will also be included under this topic.

New Online Guide Pages	**Topic:**	DTA Assistance Line
	Book:	DTA Assistance Line
	Page:	DTA Alerts
	Topic:	DTA Assistance Line
	Book:	DTA Assistance Line
	Page:	Screen Pop

Updated Online Guide Pages	**Topic:**	DTA Assistance Line (formerly Business Process)
	Book:	DTA Assistance Line (formerly BP- Overview)
	Page:	DTA Assistance Line – Overview (formerly Statewide Assistance Line)

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