



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


CHARLES D. BAKER
Governor

MARYLOU SUDDERS
Secretary

KARYN POLITO
Lieutenant Governor

JEFF McCUE
Commissioner

**Online Guide Transmittal 2017-98
December 1, 2017**

To: Department of Transitional Assistance Staff
From:  Paul Sutliff, Assistant Commissioner for Field Operations
Re: Cross Programs: Field Requested BEACON Changes

Overview

The Department continually strives to enhance the tools developed to allow staff to do their work more efficiently. To that end, EHS IT visited the New Bedford TAO to elicit suggestions from staff for improving BEACON functionality and usability.

Many of the changes suggested and scheduled for production effective 12/01/2017 intend to reduce both repetitive work and case errors. The hope is that these enhancements will increase BEACON efficiency to assist case managers perform their jobs and streamline processing client requests to provide them with services and benefits in a timely fashion.

Purpose

This Online Guide Transmittal identifies revised Online Guide pages reflecting changes across these BEACON areas:

- Registration – the language field populates with the client’s preferred language.
 - Client Search – two new criteria allow searches to be conducted by (1) name and last 4 digits of SSN; and (2) EBT Primary Account Number (PAN).
 - EBT Card Requests – pending requests are removed once a card is printed.
-

Purpose
(continued)

- Reinstatement – pop-up edits appear to ensure that all eligible members are included and, when appropriate, a TAFDC extension request is restored.
- Reevaluation – the Initiate and Submit checkboxes are accessed on two separate pages.
- Scanned Document History – a new filter option excludes the documents of individuals who are closed.
- Income and Expenses – the frequency can be changed and rental income is entered as not earned, by default.
- ADA Accommodation – the page is in the first section of several workflows and is overlaid wherever the ADA icon is clicked.

**Revised Online
Guide Pages**

Topic: EAEDC
Book: Basic Case Activities & Maintenance
Chapter: Reevaluations
Page: Reevaluations Overview

Topic: EAEDC
Book: Basic Case Activities & Maintenance
Chapter: Reevaluations
Page: EAEDC Reevaluations

Topic: EAEDC
Book: Basic Case Activities & Maintenance
Chapter: Reevaluations
Page: Reevaluations Reinstatements

Topic: SNAP
Book: Application Processing
Chapter: SNAP Application Processing
Page: Reinstatement After SNAP Application Denial

Topic: SNAP
Book: Certification Types
Chapter: Bay State Cap
Page: Bay State Cap Recertification

Topic: SNAP
Book: Certification Types
Chapter: Change Reporting
Page: Change Reporting Recertification

Topic: SNAP
Book: Certification Types
Chapter: Simplified Reporting
Page: Simplified Reporting Interim Report

**Revised Online
Guide Pages**
(continued)

Topic:	SNAP
Book:	Certification Types
Chapter:	Simplified Reporting
Page:	Simplified Reporting Recertification
Topic:	TAFDC
Book:	Basic Case Activities & Maintenance
Chapter:	Reevaluations
Page:	TAFDC Reevaluations
Topic:	TAFDC
Book:	Basic Case Activities & Maintenance
Chapter:	Reevaluations
Page:	Reevaluations Reinstatements
Topic:	Cross Programs
Book:	EBT
Page:	Overview Electronic Benefit Transfer (EBT)
Topic:	Cross Programs
Book:	Harper/ADA
Page:	ADA Accommodation Process: Accommodation/Special Assistance Request
Topic:	Cross Programs
Book:	Interview Wrapup
Page:	Interview Wrapup Selection Page
Topic:	Cross Programs
Book:	Request for Assistance (RFA)
Page:	Client Search (RFA)
Topic:	Business Process (BP)
Book:	Procedures (BP)
Chapter:	Front Office Procedures
Page:	Registering Clients and Documents in BEACON

Questions

If you have any policy or procedural questions, after conferring with the appropriate TAO personnel, please have your Systems Information Specialists or TAO management email the DTA Mailbox.

Systems issues should be directed to the Systems Support Help Desk.
