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

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Online Guide Transmittal 2019-40
June 13, 2019

To: **Department of Transitional Assistance Staff**

From: **Paul Sutliff, Assistant Commissioner for Programs
and Field Operations**

Re: **Cross Program: Spring 2019 Post Webinar Online Guide Update**

Overview

Based upon feedback received from Supervisor Webinars and through the Procedural Mailbox, clarifications have been made to the Online Guide.

This transmittal is primarily focused on updates to recently transmitted Online Guide topics dealing with revised and online submission of Interim Reports (IR) and recertification forms, and verifying 40 Quarters.

Reformatting the IR and Recertification forms, coupled with the new capacity to accept both online, generated several questions about previously established procedures for processing SLAM, No Change IRs, and medical expenses. Other clarifications have been provided based on other comments received and as deemed necessary.

The Online Guide pages included in this transmittal reflect the following changes:

- Clarification of reporting versus verifying
- Explanation regarding the $25 reporting threshold for medical expenses at Interim Report (IR) and Recertification for Simplified Reporting and Change Reporting, and when verifications are required

- Guidance to assist staff when speaking to clients who inquire if

Overview (cont.)

expense changes are required to be reported at IR

- Updates to procedures regarding the processing of IRs with missing shelter and/or utility information when changes are reported
- Clarification of processing No Change IRs with Program Integrity Checklist matches
- Explanation of when the BEACON screening for No Change IRs will occur
- Updated narrative guidelines for No Change IRs
- Clarification regarding how to handle reported changes in status (e.g. noncitizen, students, etc.) at IR
- Identifies limitations of the Division of Unemployment Assistance (DUA) data match relative to verification of income
- Clarification of what constitutes increased or continued Suspected of Living Above Means (SLAM) circumstances at SNAP Recertification or Cash Reevaluation
- Corrected Benefit Effective Dates for SNAP Clients from Another State example
- Updated procedures for the verification of 40 Quarters

Revised Online Guide Pages

Topic:	SNAP
Book:	Certification Types
Chapter:	Simplified Reporting
Page:	Simplified Reporting Overview

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

Topic:	SNAP
Book:	Certification Types
Chapter:	Simplified Reporting
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Topic:	SNAP
Book:	Certification Types
Chapter:	Simplified Reporting
Page:	Simplified Reporting – Examples

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

Revised Online

Topic:	SNAP

Guide Pages (cont.)	**Book:** Benefit Eff. Dates from Other States **Page:** Benefit Eff Dates from Other States

Topic: SNAP
Book: Eligibility Requirements
Chapter: Income
Sub-Chapter: Other Income (Unearned)
Page: Unearned Income Overview

Topic: SNAP
Book: Eligibility Requirements
Chapter: Noncitizen
Page: Verifying 40 Quarters

Topic: Cross Programs
Book: External Agency Matches
Page: Matches – Match Processing for SNAP Households

Topic: Cross Programs
Book: SLAM
Page: Addressing SLAM

Topic: Business Process (BP)
Book: BP – Overview
Page: Narrative Guidelines Overview

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 Procedural Issues Mailbox.

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