



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

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**Online Guide Transmittal 2020-47
June 25, 2020**

To: Department of Transitional Assistance Staff
From: Sarah Stuart, Associate Commissioner for Change Management
Re: SNAP: Collaboration with MassHealth to Reduce the SNAP GAP

Overview

The Food Security Task Force was convened by the COVID-19 Command Center on April 22, 2020 to develop actionable solutions to address growing food insecurity among individuals and families across the Commonwealth due to the COVID 19 pandemic. In support of these efforts, DTA has partnered with MassHealth. MassHealth case managers will reach out to their clients who appear to be eligible to receive SNAP benefits, but are not active clients. This population is commonly referred to as the SNAP Gap. MassHealth staff will assist those who are interested in applying by completing applications on their behalf using DTACConnect.com.

MassHealth staff have been trained on basic eligibility principals of SNAP, including income, noncitizen requirements, and household composition. They have been given DTACConnect account access to allow for the tracking of online SNAP applications. Applications submitted through this method will be treated as web applications and will have a BEACON narrative to reflect that the source of the application was from MassHealth.

Purpose

The purpose of this Online Guide Transmittal is to advise staff of the outreach efforts by MassHealth staff in an effort to reduce food insecurity and close the SNAP Gap.

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 them to DTA.Procedural Issues.

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