Online Guide Transmittal 2021-78
October 15, 2021

To: **Department of Transitional Assistance Staff**

From: **Sarah Stuart, Associate Commissioner for Change Management**

Re: **Cross Program: Updates to P-EBT Functionality in BEACON**

Overview

Beginning in April 2020, DTA has issued P-EBT benefits to eligible children in Massachusetts. Some of these children do not otherwise receive DTA benefits. In April 2021, a system enhancement was put in place to allow users to view P-EBT information for non-DTA children. This BEACON upgrade streamlined the P-EBT case maintenance process and made it easier for DTA staff to serve P-EBT clients who do not receive other DTA benefits.

Effective Thursday, October 14, 2021 a new tool, a P-EBT Client Communication tab, will be available in BEACON. This tool will mirror the current Client Communication tab for clients who receive DTA benefits. The P-EBT Client Communication tab allows users to search for and view all out-going P-EBT client communications.

Additionally, new functionality will be available for P-EBT households. When a request for a replacement P-EBT card is approved or when a replacement card is mailed, a Batch Narrative will be entered in the client's P-EBT Case Narrative.

Purpose   The purpose of this Online Guide Transmittal is to advise staff of:

- The new P-EBT Client Communication tab for Non-DTA clients;
- Updates to the P-EBT Book that will assist staff in navigating the P-EBT Client Communication tab; and
- Batch narratives that will be automatically inserted in a non-DTA client's P-EBT Case Narrative when requests for P-EBT replacement cards are approved and when the PEBT card replacements are mailed

Revised Online Guide Pages

Book:	COVID-19
Book:	P-EBT
Page:	P-EBT Functionality in BEACON

Book:	COVID-19
Book:	P-EBT
Page:	P-EBT Communications and Support

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.