



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


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**Online Guide Transmittal 2022-56
July 13, 2022**

To: Department of Transitional Assistance Staff
From:  Sarah Stuart, Associate Commissioner for Change Management
Re: **SNAP: Unclear Information Clarifications**

Overview

Last December, the Department deployed Online Guide Transmittal [2021-96](#), which provided clarification on **unclear information that is also significantly conflicting**. This guidance has not changed: Staff must send a mandatory VC-1 when a client presents information during case maintenance that significantly conflicts with the information used to approve their SNAP case at a prior certification.

After further review of the federal regulations, the Department is now updating the procedures regarding **unclear information that is not significantly conflicting**.

During case maintenance, if a client provides unclear information that is:

- not significantly conflicting,
- less than 60 days old, **and**
- potentially required to be reported based on the client's certification type,

then staff must **cold call** the client. If the cold call is unsuccessful, staff must send a **mandatory** VC-1 for the missing information and **close** the case if there is no adequate follow-up by the VC-1 due date.

Purpose

The purpose of this Online Guide Transmittal is to advise staff of additional updates made to the Online Guide regarding unclear information that is not significantly conflicting.

**Revised Online
Guide Pages**

Topic:	SNAP
Book:	Case Maintenance
Page:	Unclear Information

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.
