



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

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**Online Guide Transmittal 2022-70
August 18, 2022**

To: Department of Transitional Assistance Staff
From:  Sarah Stuart, Associate Commissioner for Change Management
Re: Cross Programs: P-EBT Updates and Corrections to the Online Guide

Overview

Due to the recent high call volume regarding P-EBT inquiries, a few updates and corrections to the P-EBT Online Guide pages have been made to clarify procedures for handling client P-EBT questions.

[A list of schools/districts](#) that have submitted files for School Year 2021-2022, July 2022 and August 2022 is now available for all staff to reference on DTA Policy Online. Staff must check these school issuance lists to better inform P-EBT clients of their school's file submission status. The DTA Policy Online link to access the school lists has been added to the P-EBT Communications and Support page and Summer P-EBT page.

Corrections have also been made to the Summer P-EBT page. Staff are **not** to send P-EBT follow-up requests regarding client inquiries on any incorrect or missing P-EBT benefits for the school year or summer, **as the P-EBT Follow-Up Request and P-EBT Follow-Up Request List pages have been removed from BEACON**. Any client inquiries on a school-aged child's P-EBT eligibility, incorrect benefit amount (based on school-reported number of COVID-related absences), or missing benefits will need to be addressed directly with their school. Additionally, language has been added to the Summer P-EBT page to clarify that children aged 0-5 in Active at \$0 SNAP households are not eligible for Summer P-EBT.

Lastly, there is guidance on how to better advise clients using the DTA Connect P-EBT page from a mobile device due to a display issue.

Purpose

The purpose of this Online Guide Transmittal is to inform all staff of updates and corrections that have been made to the P-EBT pages in the Online Guide

P-EBT Mobile vs. Desktop Display

Clients who want to check their balance or need to request a new P-EBT card can do so by going to DTAConnect.com/pebt. When accessing this site on a desktop the options for “P-EBT Case and Account Balance Information” and “P-EBT Card Replacement Request” are displayed on the left side of the screen. IT is working on a display issue that results in these options not showing when accessing the site on a mobile device. If a client is using a smart phone or tablet they must click “How Close Am I?” at the top of the screen. The page will then show both the “P-EBT Case and Account Balance Information” and “P-EBT Card Replacement Request” options. Staff must be sure to advise clients of this step when coaching them on how to navigate the site on a mobile device. The DTA website has also been updated to reflect this instruction.

Revised Online Guide Pages

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

Book: COVID-19
Book: P-EBT
Page: Summer P-EBT

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.
