



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

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**Online Guide Transmittal 2023-54
July 24, 2023**

To: Department of Transitional Assistance Staff
From: Sarah Stuart, Associate Commissioner for Change Management
Re: Cross Program: System Changes Related to Questionable Residency

Overview

To help ensure that Massachusetts residency eligibility requirements are met for all its programs, the Department operates the Out of State EBT Card Usage Match. This match identifies clients who, based on their continuous EBT card usage in another state, have potentially moved out of Massachusetts.

So that the match comports with Department regulations, and to better support staff in the review process the Department has implemented a number of systems and notice changes. Some of these changes are a result of the proposed Glynn vs. Amy Kershaw (as Commissioner of the Massachusetts Department of Transitional Assistance) settlement. The Out of State EBT Card Usage Match will appear on the PI Checklist, whether the match is for in-region or out-of-region EBT usage.

Purpose

The purpose of this Online Guide Transmittal is to advise staff of systems, notice and Online Guide page changes related to the Out of State EBT Card Usage Match and procedures.

**Systems
Enhancements**

When a client has continually accessed their benefits out of state for an extended period, they may appear on the Out of State EBT Usage Match. When appropriate, based on the client's program(s) and certification type, a Residency Notice is generated.

The following systems and notices changes have taken effect as of July 21, 2023:

- The Out of State EBT Card Usage Match will appear on the PI Checklist, whether the match is for in-region or out-of-region EBT usage.
- The Residency Verification Notice has been revised with new language for notifying clients about the Out-of-state EBT Card Usage Match.
- Whenever the Residency Verification Notice is sent to a client due to the Out of State EBT Card Usage Match, BEACON will automatically enter a batch narrative indicating that the notice was sent and create a new element in the Verification tab: **Questionable Massachusetts Residency**.
- If there is an Available document in the Scanned Document History received on or after the date the Residency Verification Notice was generated in response to the Out of State EBT Card Usage Match, any potential closure for failure to provide verification of continued Massachusetts residency will only occur after the available document has been reviewed and dispositioned.
- If not marked as verified, Questionable Massachusetts Residency will display on the closing or denial notice that is sent when the case is closed or denied for "Fail to submit the required verifications."
- If there is an in-state transaction after the Residency Verification Notice is sent, BEACON will automatically disposition the match and mark the verification element of Questionable Massachusetts Residency as verified.

To coincide with these updates, the Department has incorporated the Out of State EBT Card Usage Match procedures into a new Online Guide page.

**New Online
Guide Pages**

Topic: Cross Program
Book: External Agency Matches
Page: The Out of State EBT Card Usage Match

Topic: SNAP
Book: Eligibility Requirements
Chapter: Residency
Page: The Out of State EBT Card Usage Match

**Revised Online
Guide Pages**

Topic: Cross Program
Book: External Agency Matches
Page: Matches - Program Integrity (PI) Checklist –
Overview

Topic: Cross Program
Book: Verifications
Chapter: Verification Methods
Page: Self-Declarations

Topic: Cross Program
Book: Request for Assistance (RFA)
Page: Address

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.
