PPER Email 2015-4: Benefit Assist SNAP Applications (Issued 1/22/2015)

The Department has begun receiving applications from Turbo Tax (Intuit) via fax at the Electronic Document Management Center (EDMC). These applications are faxed to the Department on behalf of clients who have used Turbo Tax. Functionality built into the Turbo Tax software, called Benefit Assist, allows clients to apply for SNAP and other assistance programs and populates a SNAP application with the information the client has provided.

The Department has received guidance from the USDA Food & Nutrition Service, Northeast Regional Office, regarding these applications. Staff must process these applications according to established procedures.

If the application:

- includes a name, address, and signature it is consider a minimal application. As with other application types, the filing date must be the date the application was received by the Department.

- is an outdated application form, but contains the minimal application information, then the application must be processed according to established procedures. Staff must follow up on outdated information such as heat and utility expenses during the interview process.

- is submitted by an existing client, staff must follow the established duplicate application procedures and review for additional information.

If Intuit, Inc. is listed as the Authorized Representative, this section of the application for *this application type only* must be disregarded and the client contacted directly. Intuit will be abandoning this practice in the near future.