

# The BLURB

## *Blurb #30*

This week's discussion:  
**Assistance Line  
Enhancements: Part I**

### **New Improvements to the DTA Assistance line!**

Good news: there are new enhancements to the Assistance line on the way! These new enhancements are designed to allow our clients to better self-manage their own cases while at the same time allowing the Department to work more efficiently.

In this *Blurb*, we're going to look the new enhancements from the client's perspective. Once these enhancements go into effect, when a client calls they are going to notice that:

- The menu prompts have been shortened to gain access to the information they need quicker.
- The language of the menu has been simplified.
- Only their SSN and year of birth are needed in order to be authenticated in the IVR system.
- When authenticated, they will hear a summary that includes their case status by program, monthly benefit amount, next benefit issuance date, remaining EBT balance, recertification due date, and the date their last document was received by the Document Processing Center (DPC).

These enhancements will provide our clients with a better understanding of their case status, empower them with a level of self-management over their DTA case, and will hopefully answer enough of the frequently asked questions to reduce their need to speak with a FAW. This means that it is critical for all of us to verify and update phone numbers with every client during every interaction!

Next *Blurb*, we'll talk about even more enhancements to our Assistance Line!

# The BLURB

## Blurb #31

This week's discussion:  
**Assistance Line  
Enhancements: Part II**

### **New Improvements to the DTA Assistance line!**

In the last *Blurb*, we touched upon enhancements to the Assistance Line from the client's perspective. That's not all of the enhancements, though! Some of the upcoming enhancements are designed to help case managers as well.

- "COMM of MASS" is finally going to appear on Caller IDs for outgoing DTA calls!
- The phone queue portal is being enhanced to provide information that will enable case managers to view case records quickly.
- Automated calls from DTA, including appointment and recertification reminders, will leave generic voicemail messages for clients.

In addition to eNotification and the new IVR enhancements, clients may opt to receive information through Voicemail and SMS Text Messaging. So there are a lot of new ways for clients to stay up-to-date with their DTA case(s). However for all of these enhancements to perform as designed, we need to make sure any client who is interested in any of these new alerts complete the new *DTA Alerts – Opt-in/Opt-out* form (it replaces the old *eNotification Opt-in/Opt-out* form).

And that's not all. There are even more Assistance Line enhancements coming in the next few months!

What all of these enhancements to our Assistance Line mean for DTA is two-fold. To our clients, these enhancements mean ability to access much of the information they require without the need to speak to a case manager. For DTA, these enhancements will help reduce the number of calls for basic case information which means less time spent in the phone queue!