

From the Hotline

If you have any questions on this column or other policy and procedural material, please have your Hotline designee call the **Policy Hotline at 617-348-8478**.

- Q.** Once identity is verified for a SNAP applicant, is it considered a permanent verification?
- A.** Yes. Unless a change has occurred or you have reason to question the validity of the original documentation, identity must not be re-verified. For more information on verifying identity, refer to Operations Memo 2010-55.

Note: Identity is also considered a permanent verification in the TAFDC and EAEDC programs.

- Q.** There is a shortage of primary care physicians in our town, and my client told me he cannot find a physician to complete his EAEDC Medical Report. How can I assist him?
- A.** Competent Medical Authorities (CMAs) are not restricted to primary care physicians. If your applicant or client is unable to secure a timely appointment with a primary care doctor, remember that there are additional professional designations that are acceptable.

For TAFDC and EAEDC, a CMA may also include osteopaths, nurse practitioners or psychologists licensed by the Commonwealth, including physicians or psychiatrists from a Veterans Administration Hospital or clinic or from the Massachusetts Department of Mental Health. (For the limited purpose of diagnosing pregnancy and pregnancy-related disabilities, a nurse-midwife who meets the education and certification requirements mandated by state law and regulations is also acceptable.) For more information on CMAs, refer to 106 CMR 701.600(H).

- Q.** My EAEDC client asked me for help finding a doctor. He is having trouble locating a CMA who will accept MassHealth and complete his EAEDC Medical Report. Should I be assisting my client with finding a doctor or other CMA?
- A.** Yes. If an applicant or client indicates that assistance is needed with locating or being referred to a CMA, case managers should offer assistance. Refer to 106 CMR 702.315 for more information.
- Q.** How can I help my client locate health care facilities and CMAs that will accept MassHealth?
- A.** To identify MassHealth facilities and CMAs within your community, contact the MassHealth Member Customer Service Center at 1-800-841-2900.

Also to find *other* CMAs within your community, follow this link [Health Care Providers](#) for a listing of other doctors and available specialists.