



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Transitional Assistance
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Field Operations Memo 2004-19
April 9, 2004

To: Transitional Assistance Office Staff
From:  Cescia Derderian, Assistant Commissioner for Field Operations
Re: Disability Window Discrepancies

Purpose of Memo

The Department recently automated the flow of information to the Disability window with information received from PRO (DES) and SSA tape files in an effort to streamline the disability process. Field Operations Memo 2004-1 (dated January 30, 2004) told TAO staff about the automated process.

Questions have arisen about information displayed on the Disability window and information received by the TAO from PRO (DES).

The purpose of this memo is to tell TAO staff the process for resolving the discrepant information.

Why Discrepant Information Occurs

PRO Disability decisions are sent electronically on a weekly basis to update information on the Disability window. Because of the timing of batch jobs which update this information, decisions from PRO may take up to two weeks to appear on the Disability window.

PRO sends paper copies of these decisions daily. As a result, the AU Manager may receive a decision prior to it being displayed on the Disability window. AU Managers should continue checking the information on the Disability window to see if it has been updated.

If it has not been updated, the AU Manager should check the window the following week. If still not updated, the AU Manager should tell the Customer Support Services designee to call this information into the Systems Customer Support Services.

Why Discrepant Information Occurs (continued)

There may also be situations when the AU data was incorrect. For example, if the Disability Duration End Date (electronically updated on the Disability window) is July 2004, but the paper copy of the decision sent by PRO states the Disability Duration End Date is July 2005, AU Managers should have their Customer Support Services designee call this information into the Systems Customer Support Services immediately.

Process for Resolving Discrepant Information

Once the Customer Support Services designee contacts Systems Customer Support Services, Customer Support will research the discrepancy.

If the discrepant information cannot be resolved by Customer Support, they will inform the Department's Central Office Liaison with PRO who will contact PRO to resolve the discrepant information. Once the discrepancy is resolved, PRO will inform Department's Central Office Liaison who will in turn notify Customer Support. Customer Support will then tell the Customer Support Services designee how the discrepancy was resolved. This information should then be relayed by the Customer Support Services designee to the AU Manager.

This process will help Central Office determine where changes need to be made to help the automated process run more efficiently.

No other action by the AU Manager is necessary.

AU Managers must **not** call DES to correct this discrepant information.

Questions

If you have any questions, please have your Hotline designee call the Policy Hotline at 617-348-8478.
