



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Transitional Assistance
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Field Operations Memo 2004-23
June 1, 2004

To: Transitional Assistance Office Staff

From:  Cescia Derderian, Assistant Commissioner for Field Operations

Re: EAEDC and TAFDC - Disability Window Issues

Purpose of Memo This Field Operations Memo addresses three issues called into the System's Help Desk regarding the automated disability process.

Issue # 1: AU Managers are reminded to follow Field Operations Memo 2003-22 when establishing two EAEDC AUs in which the APs in each AU are spouses. This will ensure that the automated disability process will be processed correctly for each AU.

EAEDC Living Arrangement H AUs Not Processing

Issue # 2: APs who have failed to apply for SSI are sent a closing notice 40 days after receiving the notice to apply for SSI. If for any reason that closing was pulled, the automation process would initiate a closing 35 days later if the AP had still not applied for SSI. If the AU Manager is notified by the AP that an application has in fact been made and has documentation of this, no additional closing notices are supposed to be generated.

Multiple Closing Notices Sent to SSI Applicants

Some of these APs continued to get closing notices on a weekly basis. The situations in which this would have occurred are the AUs in which the AU Manager may have pulled the original closing (day 40) but failed to have this called in to the System's Help Desk as instructed in the March 30, 2004 e-mail to TAO Directors. As a reminder, that e-mail addressed the issue: If an AU Manager has documentation that the person has recently applied for SSI, they **do** have the ability to pull the closing and *should have their System's Help Desk Designee call this in as a ticket so that the problem can be*

Issue # 2: *researched and data-fixed if necessary.* At day 75 the automated closing process will begin again if there is still no record of application. **It is important that any problems be called into the System's Help Desk as soon as they are identified.**

Issue # 3: Starting in June, the mailing of the Disability Supplements and the selection for **Medicals/** the automated mailing of Medical Reports will be generated from BEACON **Supplements Not** rather than FMCS. Because MIS has been preparing the system for this change, **Mailed** neither medicals nor supplements have been mailed since the March 20 mailing. **No AU has been automatically closed for failure to return a medical or supplement. This includes any AU that received a medical or supplement between January 1 and March 20 but did not return them.**

Starting in June 2004, Medical Reports and Disability Supplements for EAEDC AUs and Disability Supplements for TAFDC AUs will be sent to any recipient who should have received either of these forms for the April 20 or May 20 mailing. Once mailed, the automated disability process will be reinstated for these AUs. The appropriate forms must be returned to the TAO within 25 days of the mailing for EAEDC and 16 days of the mailing for TAFDC.

Also starting in June, those EAEDC AUs who received a Medical Report and Disability Supplement between January 1 and March 20 but did not return the forms will be sent a closing notice informing them their AU is closing for failure to return a Medical Report.

For TAFDC AUs who received a Disability Supplement between January 1 and March 20 but did not return it, the AU will appear on the report entitled: "TAFDC Supplement Report Tracking." It can be found by accessing the Disability Folder in the Matches Detail folder on Actuate. These APs will remain on the report until the AU closes, the AP returns the Supplement or the AP is no longer deemed to be disabled. The AU Manager must schedule an appointment with the disabled recipient.

See *A User's Guide: Transitional Assistance Programs and BEACON*, Chapter XIII, Section H pages 44 through 50 for detailed follow-up procedures.

Questions If you have any questions, please have your Hotline designee call the Policy Hotline at 617-348-8478. System's-related questions must be called into the System's Help Desk at 617-348-5290.
