



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Transitional Assistance
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Field Operations Memo 2009-28 A
June 26, 2009

To: Transitional Assistance Office Staff
From:  John Augeri, Assistant Commissioner for Field Operations
Re: Bay State CAP Outreach Plan Phase Three Update

Background

The Phase Three Bay State CAP outreach effort is underway. Approximately 13,000 Bay State CAP eligible individuals who are coded for SSI purposes in State Living Arrangement A (living alone) received a Bay State CAP outreach letter in May 2009. Of those approximately 11,000 will be processed for Bay State CAP food assistance benefits beginning on the evening of June 25, 2009. There were 2,000 SSI clients who were removed from the Bay State CAP Outreach file because their mail was returned. The regular Bay State CAP process will be used in determining eligibility for clients identified in the Outreach file.

This memo will discuss the next steps in the Outreach Plan.

Bay State CAP Processing

In mid-June, DTA sent a file of SSI clients who appeared eligible for Bay State CAP food assistance benefits to SSA National Office in Baltimore. SSA updated the SDX case records of identified clients with Bay State CAP coding.

BEACON will process the request for Bay State CAP benefits in accordance with the last digit of the individual's SSN.

- If eligible based on Bay State CAP criteria, the individual will be approved for food assistance benefits. An approval notice will be mailed. A Bay State Access Card and PIN will be created and mailed. Food assistance benefits will be deposited in the client account on the July 2009 cyclical date.
 - If ineligible, the individual will be sent a denial notice. Reasons for denial include but are not limited to: no longer receiving SSI, living arrangement change, out-of-state move or receipt of regular SNAP benefits.
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**Handling Bay
State CAP
Inquiries**

The approval letter will identify the Malden Centralized SSI Office case manager name and phone number. The Bay State Access Card and PIN mailers will identify the EBT Vendor Customer Service number.

Based on past Bay State CAP outreach efforts, DTA anticipates 3,000 phone calls in the month of July 2009. Most calls will be handled by the Malden Centralized SSI Unit and the Bay State CAP Support Team. However, some clients may contact the local TAO for information. Client calls will most likely fall into one of three distinct categories:

1. general inquiries about the program including impact on other benefits;
2. Bay State CAP Card and/or PIN issues and requests for replacement; and
3. questions regarding food shopping.

Attachment A transmits **Bay State CAP Frequently Asked Questions** (FAQs). This document can assist TAO staff who encounter clients requesting information. Please ensure that TAO staff are familiar with the Bay State CAP FAQs and are prepared to provide necessary information to Bay State CAP clients.

**Bay State CAP
Support Team**

Additional staff will temporarily be assigned to the Malden Centralized SSI Office to assist with increased call volume and to issue replacement Bay State Access Cards and PINs. These staff will be from Central Office units.

**TAO
Responsibility
for Bay State
CAP Cases**

Bay State CAP clients may go directly to the TAO closest to their home to request a replacement Bay State Access Card and/or PIN. Many of these clients, due to age and disability, may also need to assign an Authorized Representative to transact food assistance benefits. Appropriate staff should be aware that there may be a higher demand for these services in the month of July.

Questions

If you have any questions, please have your Hotline designee call the Policy Hotline.

BAY STATE CAP FAQs

1: GENERAL INFORMATION. Be sure to review the Bay State CAP Outreach Brochure in preparation for basic inquiries about the program. Market the program as a nutrition benefit and encourage the client to access this vital benefit.

2: IMPACT ON OTHER BENEFITS. Inform the individual that Bay State CAP benefits do not impact any other benefit program. This nutrition benefit is not considered income for any purpose.

3: BAY STATE ACCESS CARD/PIN. These calls will potentially fall into several categories.

3A. I did not receive a BAY STATE ACCESS CARD/PIN/BOTH. Ask for the client's SSN. The card and PIN will be received approximately 4-6 days after the approval letter. The Bay State Access Card and PIN will be mailed separately for security reasons. Make the client aware that the PIN mailer is blue-gray envelope.

Many clients will call too quickly! *See* chart below for anticipated mail receipt dates. Be prepared to tell the client that the Bay State Access Card and PIN have been mailed. The client must wait to see if they arrive.

BAY STATE CAP PROCESSING DATE/MAILING SCHEDULE				
ENDING SSN	BAY STATE CAP PROCESSING DATE	APPROVAL LETTER RECEIPT DATE	CARD MAILER RECEIPT DATE	PIN MAILER RECEIPT DATE
0	6/25	6/29	7/2	7/6
1	6/26	6/30	7/3	7/7
2	6/29	7/1	7/6	7/8
3	6/30	7/2	7/7	7/9
4	7/2	7/6	7/9	7/11
5	7/2	7/6	7/9	7/11
6	7/6	7/8	7/11	7/14
7	7/7	7/9	7/13	7/15
8	7/7	7/9	7/13	7/15
9	7/8	7/10	7/14	7/16

Note: The fourth of July holiday may delay standard mailing timeframes.

Advise the client to call back after **July 15** if the card, PIN or both has not been received by that date. Replacements will be issued at that time.

3B. I threw away (lost) my BAY STATE ACCESS CARD/PIN/BOTH. Tell the individual that a replacement will be issued. Ask for the individual's name and SSN so that the replacement request can be entered on the Replacement Card/PIN Log. Be sure to advise the individual that the card/PIN/both will be mailed. It will take approximately **five** days to receive the new card/PIN/both. The Bay State Access Card and PIN will be mailed separately for security reasons.

3C. I already have a BAY STATE ACCESS CARD or PIN. Many individuals selected for outreach were former SNAP or Bay State CAP clients. They may have a Bay State Access Card and PIN. If they have not used the Bay State Access Card/PIN in the last 90 days, a new card and PIN will be issued.

Important: If a new card and PIN is received the old card/PIN is no longer valid. The client should destroy the old card/PIN.

3D. After 7/15/2009, I did not receive a BAY STATE ACCESS CARD/PIN/BOTH. Ask did your *Mailing Address* change recently?

If yes, ask if a request to forward mail was made at the Post Office.

- √ **If no,** we and SSA have a bad address. The individual must report the address change to SSA so that a card and PIN will be mailed to the correct address.
- √ **If yes,** issue a replacement card/PIN

4. How do I use my BAY STATE ACCESS CARD/PIN? Do not walk the individual through the process. Simply tell the individual to go make a food purchase at a local food store and that the cashier at the store will help them.

5A. Where can I use my Benefits? Please advise callers asking where to shop that they can shop for food at any major chain supermarkets, pharmacy or convenience store which sells food items in Massachusetts. Examples include: *BJ's Shopping Club, Big Y, Food Master, Hannaford, Market Basket, Price Chopper, Roche Bros, Save-A-Lot, Shaw's, Stop & Shop, Trader Joe's, Target, Wal-Mart, Seven Eleven, and White Hen.* Food items can also be purchased at pharmacies including *CVS, Rite Aid, and Walgreens.*

5B. Error Messages. Possible error messages individuals may see at a store check-out and their meanings are listed below.

CODE	DESCRIPTION	
U	insufficient funds	cardholder issue
F	invalid terminal number	retailer to call retailer help desk 1-800-414-7921
G	cardholder not known to processor	DTA/processor issue
I	invalid PIN	cardholder issue
J	invalid transaction type	retailer to call retailer help desk 1-800-414-7921
P	card number not found	cardholder/DTA issue
S	no account on file	cardholder/DTA issue
X	clerk forced off	retailer to call retailer help desk 1-800-414-7921
CA	store not defined	retailer to call retailer help desk 1-800-414-7921
CB	PIN not selected	cardholder issue
CC	bad card status	cardholder issue - need new card
CF	PIN already selected	cardholder issue
CI	duplicate transaction	retailer to call retailer help desk 1-800-414-7921
ND	lost/stolen card	cardholder issue - need new card
NH	expired card	NA
NK	benefits are on hold	cardholder/DTA issue

NR pin tries exceeded
PE function unavailable
PF card not on file

PIN will reset at midnight or request new PIN
retailer to call retailer help desk 1-800-414-7921
cardholder/DTA issue

Issue 6: DID NOT RECEIVE A LETTER. First ask if they live alone.

6A. **If no**, tell the recipient that DTA will be outreaching to clients who live with others in the future. Notify the individual that he/she may be eligible for the regular SNAP and a SNAP application can be sent.

6B. **If yes**, most likely there is an incorrect address on file with SSA. Returned mail could not be forwarded. Tell the individual that he/she may be eligible for the regular SNAP and a SNAP application can be sent. Also advise the client to verify their address with SSA.

7: HH COMPOSITION.

7A. If the SSI adult lives with an adult child, inform the individual to access Bay State CAP benefits.

7B. If the SSI child (18-21) lives with parent(s)/siblings, inform the individual to access Bay State CAP benefits.

7C. If the SSI adult lives with children under 22, advise the individual that he/she is not eligible for Bay State CAP and should not access the benefits. Tell the individual that the family may be eligible for the regular SNAP and a SNAP application will be sent.

IMPORTANT: Per a USDA QC advisory there will be *no* QC related error for Bay State CAP purposes for household composition issues since SSA is a trusted source and these individuals are coded A/A.

8: APPOINTMENT OF AUTHORIZED REPRESENTATIVE. If the individual is homebound/cannot easily go shopping on his/her own. Tell the individual that he/she can name someone, called an Authorized Representative, to go food shopping for them. A form must be completed and the Authorized Representative must go to the nearest TAO to get a Bay State Access Card. Mail an ARP-1 form to the client.