



**Commonwealth of Massachusetts**  
*Executive Office of Health and Human Services*  
**Department of Transitional Assistance**  
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**Field Operations Memo 2008-21A**  
**July 18, 2008**

**To:** Transitional Assistance Office Staff

**From:**  John Augeri, Assistant Commissioner for Field Operations

**Re:** CEO Special Match Unit: Case Closings Due to Failure to Verify for the IRS Match

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**Overview**

*Field Operations Memo 2007-37* informed TAO staff about the automated Internal Revenue Service (IRS) Match process. Centralized Eligibility Operations (CEO) Special Match Unit staff is responsible for reviewing the IRS information on the BEACON CEO-Special Match view. Only staff in the Special Match Unit has access to the view. This is due to “safeguarding of information” procedures required by the IRS for confidential information.

Case managers will not be aware of the match unless contacted by the client regarding the Unearned Income Match notice or when notified by the Special Match Unit.

Case manager action is limited to:

- assisting clients, upon their request, with providing verification(s) to the Special Match Unit;
  - safeguarding confidential IRS Match information by not filing verifications in the case record or anywhere else at the TAO; and
  - reopening a closed case when notified by the Special Match Unit that a verification(s) submitted after the case was closed is acceptable.
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**Purpose of Memo**

This Field Operations Memo:

- informs case managers about case closings initiated by the Special Match Unit due to the clients' failure to verify for the IRS Match;
  - provides the correct closing reason if the client fails to submit verification(s) to the Special Match Unit;
  - revises the Special Match Unit's responsibilities when the client submits acceptable or unacceptable verification(s); and
  - provides instructions to case managers for responding to clients as a result of the case closings.
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**Obsolete Memo**

This memo obsoletes Field Operations Memo 2008-21.

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**Special Match Unit Actions**

The Special Match Unit will send an Unearned Income Match notice to the client requesting that current verification(s) of the unearned income reported on the match be provided within 30 days from the date of the notice. The notice will not appear in Document History.

If the client fails to provide the requested verification(s) or other acceptable verification(s) by the due date, the Special Match Unit will:

- using the BEACON Noncooperation reason: *Failure to submit the required verification*, close the case for all DTA programs affected by the unearned income based on DTA policies;
- disposition the match in the CEO-Special Match view with the "Close" annotation; and
- annotate the reason for the case(s) closing on the BEACON Narratives tab.

The closing notice will appear in Document History.

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## Case Manager Responsibilities

**Case managers must not remove any pending case closing requests in the BEACON Interview Wrap-up window or reopen cases closed as a result of the IRS Match unless instructed to do so by the Special Match Unit.**

When a client contacts his or her case manager regarding the case closing, the case manager should:

- go to the BEACON Narratives tab and read the notation entered by the Special Match Unit;
- advise the client to call the Special Match Unit at **1-877-703-7186** to discuss any concerns regarding the match and/or verification(s);
- offer to assist the client with obtaining verification(s) (See 106 CMR 702.310 (B) (5) and 361.650.); and
- inform the client that he or she must resolve the unearned income match with the Special Match Unit before the case closing can be stopped or the case can be reopened.

If the client submits verifications to the case manager, the case manager must follow the procedures in *Field Operations Memo 2007-37* for safeguarding the IRS Match information and assisting clients with providing verifications to the Special Match Unit.

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## Resolving the IRS Match

If the verification(s) is received by the Special Match Unit prior to the case closing, the Special Match Unit will annotate the BEACON Narratives tab that the verification(s) was received and whether or not it is acceptable.

- If the verification(s) is acceptable, the Special Match Unit will remove the pending request(s) and update the BEACON Narratives tab.
- If the verification(s) is not acceptable, the Special Match Unit will not remove the pending request(s). The Special Match Unit will update the BEACON Narratives tab stating that the verification(s) is not acceptable.

If acceptable verification(s) is received by the Special Match Unit after the case has closed, the Special Match Unit will follow procedures in *Field Operations Memo 2007-37* for reopening a closed case.

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## Appeals

If the client files an appeal, refer to *Field Operations Memo 2007-3*, page 7 – “TAO Appeals Liaison’s Responsibilities” for procedures.

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**Questions**

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

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