

## From the Hotline

**Q.** A recipient in our office on Direct Deposit recently submitted updated bank account information to us. The AU Manager went into the Liquid Assets window to update the account information. He found, however, that the new information was already there. How did BEACON obtain the change in bank account information?

**A.** Any time a change is initiated by a bank, the bank also notifies the Finance Unit at Central Office of changes in direct deposit bank account information. Once notified, the Finance Unit then makes the appropriate changes to the banking information on the Liquid Asset and Benefit Issuance Mechanism windows.

**Q.** If the Finance Unit is taking the action described in the answer above, should the AU Manager do anything to update the bank account information?

**A.** If the recipient submits the new bank account information to your TAO, the AU Manager, prior to taking any action, must review all bank information on the Benefit Issuance Mechanism window to ensure that the update has been made by the Finance Unit at Central Office. If the bank account information has been changed, the AU Manager should take no action. If the bank account information has not been changed, the AU Manager should proceed with the two-day process for updating direct deposit bank account information.

For more information on Direct Deposit and EBT procedures, refer to *A User's Guide*, Chapter XVI, Section C.

**Q.** I have a two-parent AU receiving TAFDC. The couple has a one-year-old baby. The father is a disabled grantee as described in 106 CMR 203.100(A)(1)(a). If the father is claiming an exemption from time-limited benefits, can the mother also claim an exemption because she is the parent of a child under the age of two as described in 106 CMR 203.100(A)(1)(d)?

**A.** As a member of a two-parent family, this mother would normally be unable to claim an exemption. The only way for her to claim an exemption as the parent of a child living in the home under the age of two is if the father provides medical documentation proving that his disability is so severe that he is unable to

provide care for this child. Refer to 106 CMR 203.100 (A)(3)(a). Also, remember that in a two-parent family, when one parent does not meet an exemption, the entire AU is considered nonexempt from time-limited benefits.

**Q.** Does the exemption status of the AU described above impact the work program requirement for these two parents?

**A.** Yes. As an exempt grantee, the father is not work program required. The mother is nonexempt and therefore she *is* work program required.



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