



From the Hotline

If you have any questions on this column or on other policy and procedural material, please have your Hotline designee call the **Policy Hotline at 617-348-8478**. At the request of Field Operations, this month's *From the Hotline* includes a user-friendly chart of policy guidelines concerning timeliness standards for case maintenance activities in the TAFDC and EAEDC programs.

| Activity | 106 CMR: | Rule |
|--|-------------------------------|--|
| Child Care Referral | 207.210(A) | While waiting to begin activity, start referral 2 weeks prior to client's participation. For activities extending beyond 6 months, must complete referral before beginning of 7th month. See FYI, <i>Transitions</i> , May 2012. |
| Copies from case record and client access to case record | 701.330, 702.410, and 105.030 | Unless otherwise prohibited for privacy reasons, access and/or copies must be made ASAP, but in no case later than 20 days from receipt of client request. See Operations Memo 2010-50 on client confidentiality rules. |
| Remove AU member | 701.420 | Client required to report change within 10 calendar days of change. Implement change ASAP once reported. |
| Replace EBT Card | 701.450 | ASAP, no later than 5 calendar days via mail or 2 business days if request made in person, per Operations Memo 2011-9. |

(Continued on page 5)

**From the Hotline** *(Continued from page 4)*

| Activity | 106 CMR: | Rule |
|--|---|--|
| Issue MassHealth Card | 702.125(F), 701.520(B) 701.530(C) | Within one working day from client request. No DTA written notice required for request. |
| Increase in grant (includes adding AU member) | 702.400, 701.530 | No later than 19 calendar days from client request. (Client has 10 calendar days in which to provide verifications.)* |
| Replacement of Lost and Stolen Checks | 701.530, 706.510 and 706.520 | Twelve calendar days from day of client request to check issuance on uncashed check; 26 calendar days from day of client request to check issuance on cashed checks. |
| TAFDC Related Services: funeral/final disposition (705.700), infant benefits (705.600), relocation (705.350), medical transportation (705.150) | 701.530 | No later than 45 calendar days from client request. (Client has 26 calendar days in which to provide verifications.)* |
| Transfer Cases (includes change of address) | 701.530 and 702.400 | No later than 14 calendar days from client request. (Client has 8 calendar days, if verification necessary.)* See Operations Memo 2012-39. |

*Per 106 CMR 701.510, the allowable time period for providing benefits to eligible clients is extended by the number of days, if any, that a client is late in providing verification. Per 701.520, when a client is late in providing required verifications, but does so within 30 days of notification (or 45 days for TAFDC-Related Services), the request must be processed. If timely and adequate notice has been given, and verification has not been provided by the end of 30 days (or 45 days for TAFDC-Related Services) after it was requested, or if verification provided shows that the client is ineligible, the benefit must be denied.