



*Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Transitional Assistance*


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Governor


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**Online Guide Transmittal 2017-70
September 29, 2017**

To:  **Department of Transitional Assistance Staff**

From:  **Sarah Stuart, Associate Commissioner for Change Management**

 **Paul Sutliff, Assistant Commissioner for Field Operations**

Re: **Cross Programs: Completing Unvalidated Address Change Requests**

Overview

Prospective SNAP clients may request that applications be sent to their address via the DTA Assistance Line. Additionally, active DTA clients (except for those with Heightened Level of Security or who have elected to block access to online services) can report address changes via the DTA Assistance Line or DTA Connect.

When BEACON cannot validate the address that was reported, it will be assigned as an Unvalidated Address Action with a status of Failed. Case managers must review the address to see if it can be corrected. If successful the status must be updated to Re-processed and if unsuccessful the status must be updated to Cancelled. The request must then be resubmitted by the case manager.

If the address is Re-processed, BEACON will update the address overnight and will send an SP-RMN form to the client. If the request is Cancelled, the request will end and the client will need to resubmit their address change.

Purpose

This transmittal advises staff of new procedures related to Unvalidated Addresses.

**Revised
BEACON Online
Guide Pages**

Topic: Business Process (BP)
Book: Procedures
Chapter: Processing Procedures
Page: Completing Unvalidated Address Change Requests (SNAP)

Topic: Business Process (BP)
Book: Procedures
Chapter: Processing Procedures
Page: Processing Actions Associated with Bay State CAP Cases

Topic: Business Process (BP)
Book: Procedures
Chapter: Central Office Procedures
Page: Processing IVR and DTA Connect Requests with Invalid Data

Topic: Business Process (BP)
Book: Procedures
Chapter: Central Office Procedures
Page: Processing SNAP Application Requests with Unvalidated Addresses

Topic: Business Process (BP)
Book: Procedures
Chapter: Cash Procedures
Page: IVR/Mobile Requests-Unvalidated Address View

Questions

If you have any policy or procedural questions, after conferring with the appropriate TAO personnel, please have your Systems Information Specialists or TAO management email the DTA Mailbox.

Systems issues should be directed to the Systems Support Help Desk.
