



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


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**Online Guide Transmittal 2017-94
December 08, 2017**

To: Department of Transitional Assistance Staff
From:  Paul Sutliff, Assistant Commissioner for Field Operations
Re: Cross Program – Verifications

Overview

Verification is the proof DTA requests from a client to validate his/her statements and information known to DTA. These proofs are an essential component to all authorizations, closings, applications, recertifications, reevaluations and benefit changes that take place. The Verification Checklist (VC-1), Pending Denial Notice, INT-1, and INT-2 are the Department generated documents, that inform clients of the proofs needed to determine eligibility and benefit amount.

Scheduled for production on December 18, 2017, several BEACON modifications will be made to enhance the verification process. Prior to these modifications, all Online Guide sections pertaining to verifications will be consolidated into one Cross Program book.

Purpose

The purpose of this Online Guide transmittal is to advise DTA staff of the following changes related to the VC-1:

- The due date on VC-1 notices generated for case maintenance have been changed from 10 days to 20 days for all programs.

**Purpose
(Continued)**

- A BEACON batch job will automatically close active cases at case maintenance for the reason failure to submit the required verifications for TAFDC, EAEDC, and combo SNAP cases, provided at least one mandatory verification with a due date is outstanding.
 - An existing Program Application Denial batch job for pending FAW SNAP cases with overdue verification has been updated to prioritize actions for those cases with any unprocessed scanned documents, excluding Central Office scanned documents.
 - At application, if there are outstanding verifications (both mandatory and optional) and no VC-1 has been issued, an automated VC-1 will be generated on the 2nd business day subsequent to the completion of the Interview page for all programs.
 - The user entered drop down verification item entitled Other has been changed to Additional Verifications. Case managers must indicate if the additional verification item is Mandatory, Optional, or NA (not applicable) for each individual DTA program.
 - Within the Electronic Case Folder (ECF) Verification tab, each item will display the name of the page that has generated the verification item. If this item is user entered, it will read as user entered.
 - To avoid over verification, items that are not subject to reverification will appear on the ECF Verification tab as verified. The received status will display the date in which that item was last-verified.
 - A hard edit will now display when attempting to issue/request a VC-1 or INT-2, if there are unprocessed scanned documents of any type in the ECF, excluding Central Office scanned documents.
 - To prevent over verification, a hard edit will display when attempting to issue/request a VC-1 or INT-2 notice for any verification item that could either be self-declared, electronically verifiable through a data match, or if the item is not subject to reverification.
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**Purpose
(Continued)**

- A new FAW action has been created for overdue mandatory case maintenance verifications entitled Verifications due.
 - A new action dismissal reason of Due to Simplified Reporting Requirements will be available specifically for Verifications due actions to properly dismiss an outstanding action that must result in a case maintenance closure.
 - New functionality will prevent a VC-1 from being issued for any items that are not required for the specific program for which a client is applying.
 - In the existing Assisting Person page in BEACON, the dropdown role Authorized Rep- Contact (CASH) will be replaced with the name Release of Information for all programs.
 - An additional 16 forms have been added to BEACON, to avoid user generated verifications, facilitate timeliness, and lesson confusion for clients.
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**New Online
Guide Pages**

Topic: Cross Program
Book: Verification
Chapter: The Verification Checklist (VC-1)
Page: VC-1 Overview

Topic: Cross Program
Book: Verification
Chapter: The Verification Checklist (VC-1)
Page: Client Submittal of Verifications

Topic: Cross Program
Book: Verification
Chapter: The Verification Checklist (VC-1)
Page: Case Manager Responsibilities for Verifications

Topic: Cross Program
Book: Verification
Chapter: The Verification Checklist (VC-1)
Page: Client Responsibilities for Verifications

Topic: Cross Program
Book: Verification
Chapter: Basic Verification Activities and Timelines
Page: Verifications at Applications

Topic: Cross Program
Book: Verification
Chapter: Basic Verification Activities and Timelines
Page: Verifications at Reevaluation, Recertification & IR's

Topic: Cross Program
Book: Verification
Chapter: Basic Verification Activities and Timelines
Page: Verifications at Case Maintenance

**Removed Online
Guide Pages**

All Online Guide verification pages previously within individual programs have been obsoleted.

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.
