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

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Online Guide Transmittal 2017-65
July 28, 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 – Overview of Verifications Overhaul Project

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Overview

DTA is committed to the timely and accurate delivery of benefits. Verification of financial and non-financial eligibility factors play a critical role in this. What we request, why we request it and the frequency with which we request it has a direct impact on DTA's ability to deliver services.

Purpose

The purpose of this Online Guide Transmittal is to advise staff of upcoming changes related to verifications that will improve accuracy and access.

Upcoming Verification Changes

Design

The Verification Checklist (VC-1) and verifications related notices (INT-1, INT-2, Pending denials and applicable EBCs) are all being redesigned. The redesign will address a number of areas:

- readability - consistent and simple terminology that clients are familiar with;
- clarity - specify exactly what is needed and the most common ways to verify it; and
- utility - checkboxes are being added so the VC-1 can be used as an actual checklist by clients.

**Upcoming
Verification
Changes**
(continued)

BEACON enhancements will support staff in avoiding over-verification, the timely request of necessary verifications and follow-up actions. These changes will expedite the delivery of benefits to those who are eligible, reduce processing time and churn, as well as reduce errors.

Systems
Enhancements

Edits will remind staff of critical policy points and prompt staff to consider alternative verification sources as well as the necessity of such eligibility factors.

Timeline

These verification changes are scheduled for implementation in November. Leading up to these BEACON changes DTA will continue to issue guidance related to policy and procedures that intersect with the Department's need for verifications. Statewide trainings will be conducted for all staff prior to implementation.

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.