



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

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Governor

MARYLOU SUDDERS
Secretary

KARYN POLITO
Lieutenant Governor

JEFF McCUE
Commissioner

**Online Guide Transmittal 2019-78
October 17, 2019**

To: Department of Transitional Assistance Staff
From:  **Paul Sutliff, Assistant Commissioner for Programs and Field Operations**
Re: Cross Programs: Client Debt Collection

Overview

The Department is working with Premiere Credit to pursue past due debts owed by former clients. This debt collection agency will be making attempts to contact individuals to settle these debts.

Purpose

The purpose of this transmittal is to inform staff of these collection efforts.

New Online Guide Page

Topic: Cross Programs
Book: Overpayment and Recovery
Page: Client Debt Collection

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 them to DTA.Procedural Issues.

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