



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

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Governor

MARYLOU SUDDERS  
Secretary

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Lieutenant Governor

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Commissioner

**Online Guide Transmittal 2021-60  
August 5, 2021**

**To: Department of Transitional Assistance Staff**  
**From:**  **Sarah Stuart, Associate Commissioner for Change Management**  
**Re: Cross Programs: Clarification Regarding Third Party Income Verification Requests**

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**Overview**

The Department receives income verification requests from third-party entities seeking to obtain client financial information. Upon receipt of a request, an Action will be created for front end staff and the Central Eligibility Processing (CEP) Unit for processing. These actions will not be included in the general FAW pool and will be pulled from the Front Office Group pool.

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**Purpose**

This Online Guide update clarifies that front end staff are responsible for processing Third Party Income Verification Requests in addition to the Central Eligibility Processing Unit.

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**Revised  
Online Guide  
Page**

**Book:** Business Process (BP)  
**Chapter:** Procedures  
**Subchapter:** Document Handling  
**Page:** Document Indexing & Dispositioning

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**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.

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