



*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 2021-96  
December 23, 2021**

**To: Department of Transitional Assistance Staff**  
**From:  Sarah Stuart, Associate Commissioner for Change Management**  
**Re: SNAP: Unclear Information**

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**Overview**

Unclear information is information about a household's circumstances from which staff cannot readily determine the effect on the household's benefit amount or continued eligibility for SNAP. During a household's certification period, if the Department receives unclear information that is fewer than 60 days old and was required to be reported, staff must follow up to determine whether the information, if accurate, will impact the household's eligibility for SNAP benefits.

Staff must also follow up if the unclear information appears to present information that *significantly conflicts* with the information used by the Department at a prior certification period. All significantly conflicting information is unclear, but not all unclear information is significantly conflicting. **To be significantly conflicting, the information must have been applicable to the household at a prior reporting period but not recorded in BEACON.**

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**Purpose**

The purpose of this Online Guide Transmittal is to clarify the rules involving unclear and significantly conflicting information, and advise staff of the corresponding updates to the Online Guide.

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**New Online  
Guide Page**

**Topic:** SNAP  
**Book:** Case Maintenance  
**Page:** Unclear Information

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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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