



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


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Acting Commissioner

**Online Guide Transmittal 2022-74  
September 15, 2022**

**To: Department of Transitional Assistance Staff**  
**From:  Sarah Stuart, Associate Commissioner for Change Management**  
**Re: Cross Program: Special Messages Report**

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**Overview**

When a TAFDC or EAEDC case approval results in a retroactive payment that exceeds \$1,500 or a household member has been added to the case and has remained in a pending status for more than 6 cyclical periods prior to approval, the benefit is not issued by BEACON. To ensure that clients receive these benefits, a daily Special Message report is generated in RAPID to notify case managers that they must issue these benefits manually. The report has been updated and a new Online Guide page created to ensure the timely and accurate issuance of these retroactive payments.

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**Purpose**

The purpose of this Online Guide Transmittal is to advise staff of the following:

- The retroactive benefit amount has been removed from the Special Message report
  - A new Online Guide page has been created to provide instructions for using the Proration Calculation Sheet in determining the retroactive benefit owed to the client
  - Instructions for accessing the report on RAPID are included in the new Online Guide page.
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**New Online  
Guide Pages**

**Topic:** Cross Program  
**Book:** RAPID Reports  
**Page:** Special Messages Report

**Topic:** Cross Program  
**Book:** RAPID Reports  
**Page:** RAPID Reports Job Aid

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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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