



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


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**Online Guide Transmittal 2022-86
November 3, 2022**

To: Department of Transitional Assistance Staff
From:  Sarah Stuart, Associate Commissioner for Change Management
Re: Cross Program: Discontinuation of the P-EBT Mailbox

Overview

Effective immediately, staff must no longer send P-EBT inquiries to the P-EBT Mailbox, as use of the P-EBT Mailbox will be discontinued. P-EBT inquiries must be sent to the Procedural Mailbox by the local office System Information Specialist (SIS) or TAO management.

P-EBT procedures are outlined in the Online Guide. When a worker has a question about P-EBT policy or procedure, the worker must consult the Online Guide. If the worker is still unsure about how to proceed, they must email the question to their supervisor for assistance. If the supervisor is unable to resolve the issue, the supervisor must forward the case details to a TAO's SIS or managers to be sent to the Procedural Mailbox.

Purpose

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

- the discontinuation of the P-EBT Mailbox; and
 - procedures to follow when submitting P-EBT inquiries to the Procedural Mailbox.
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**Revised Online
Guide Pages**

Book: COVID-19
Book: P-EBT
Page: P-EBT Communication and Support

Book: COVID-19
Book: P-EBT
Page: P-EBT Eligibility and Amounts SY 2021-2022

Book: COVID-19
Book: P-EBT
Page: P-EBT Eligibility and Amounts SY 2020-2021

Book: COVID-19
Book: P-EBT
Page: Summer P-EBT

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.
