



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

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**Online Guide Transmittal 2014-9**  
**December 18, 2014**

**To:** Department of Transitional Assistance Staff

**From:** *POS* Anne O'Sullivan, Assistant Commissioner for Policy, Program and External Relations

**Re:** Business Process Redesign Reminders and Online Guide Updates

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**Overview**

DTA is committed to standardizing the client experience and ensuring that benefits are issued accurately and timely. To ensure accuracy and consistency, the Online Guide will be continually updated. Several Online Guide pages have been added and/or updated in response to Business Process Redesign (BPR) questions and issues raised by staff.

The new and enhanced Online Guide pages described in this transmittal reinforce the following reminders:

- When SNAP clients contact DTA via the Assistance Line or visit a TAO and wish to complete an interview and that interview is scheduled for a future date, staff must conduct the interview on demand. When a scheduled interview is conducted before the scheduled date, the scheduled interview must be cancelled.
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**Overview  
(continued)**

- The completion of Actions and Notifications associated with scanned documents requires that the documents be properly dispositioned. After reviewing and/or entering a document in BEACON, staff must:
  - review the document indexing information, checking for completeness and accuracy;
  - update the indexing information as needed; and
  - update the status of the document.
- When callers report changes or request that a SNAP application be mailed to them via DTA's Interactive Voice Response (IVR) system and the information provided is not properly transmitted or cannot be validated, SNAP Actions are generated and/or cash and central office views are populated. These discrepancies must be addressed by the appropriate staff.

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**Purpose**

The following pages have been added to the Business Process Redesign section of the Online Guide:

- Rescheduling SNAP Appointments;
- Cancelling SNAP Appointments; and
- IVR Requests-Unvalidated Address View.

The following pages have been updated within the Business Process Redesign section of the Online Guide:

- Dispositioning Scanned Documents;
- Completing IVR Change Requests With Unvalidated Addresses (SNAP) (formerly titled Completing IVR Change Requests With No Valid Address);
- Processing IVR SNAP Application Requests with Unvalidated Addresses (formerly titled Processing IVR Requests with Invalid Addresses); and
- Processing IVR Requests with Invalid Data.

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**New BEACON  
Online Guide  
Pages**

**Topic:** Business Process Redesign  
**Book:** Procedures  
**Chapters:** Processing Procedures  
**Page:** Rescheduling SNAP Appointments

**Topic:** Business Process Redesign  
**Book:** Procedures  
**Chapter:** Processing Procedures  
**Page:** Cancelling SNAP Appointments

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**New BEACON  
Online Guide  
Pages  
(continued)**

**Topic:** Business Process Redesign  
**Book:** Procedures  
**Chapter:** Cash Procedures  
**Page:** IVR Requests-Unvalidated Address View

**Topic:** Business Process Redesign  
**Book:** Procedures  
**Chapter:** Front Office, Processing, Cash, and Central Office  
Procedures  
**Page:** Dispositioning Scanned Documents

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**Updated  
BEACON Online  
Guide  
Books/Pages**

**Topic:** Business Process Redesign  
**Book:** Procedures  
**Chapter:** Processing Procedures  
**Page:** Completing IVR Change Requests With Unvalidated  
Addresses (SNAP) (formerly titled Completing IVR  
Change Requests With No Valid Address)

**Topic:** Business Process Redesign  
**Book:** Procedures  
**Chapter:** Central Office Procedures  
**Page:** Processing IVR SNAP Application Requests with  
Unvalidated Addresses (formerly titled Processing IVR  
Requests with Invalid Addresses)

**Topic:** Business Process Redesign  
**Book:** Procedures  
**Chapter:** Central Office Procedures  
**Page:** Processing IVR Requests with Invalid Data

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**Questions**

If you have any questions, please have your Hotline designee call the Policy Hotline.

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