



From the Hotline

A *From the Hotline* Index of the questions and answers that appeared in *Transitions* during 2012 has been compiled below. The Index is intended to provide quick access to policy and procedural information. Please remember that this Index explains policy/procedure as of the month/year in which the question and answer were issued.

Emergency Aid to the Elderly, Disabled and Children		
Topic	Month	Related Procedure/Policy, 106 CMR:
Application Requirements	May	701.410, 702.300, 702.310
Assistance Unit Composition Changes	November	701.420
Benefit Access Card Replacement	November	701.450
Case Record	November	701.330, 702.410, 105.030
Case Transfer	November	701.530, 702.400, Operations Memo 2012-39
Checks, lost or stolen	November	701.530, 706.510, 706.520
Client Confidentiality	November	Operations Memo 2010-50
EBT Card Replacement	November	701.450
Fraud Referrals	May	<i>A User's Guide: Transitional Assistance Programs and BEACON, Chapter II, Section E.</i>
Funeral and Final Disposition	April	Operations Memo 2012-35 (Updated from 2010-54)
	September	705.700, 705.710
	November	705.700

(Continued on Page 7)

From the Hotline *(Continued from Page 6)*

Emergency Aid to the Elderly, Disabled and Children (continued)		
Topic	Month	Related Procedure/Policy, 106 CMR:
Grant Increase	November	701.530, 702.400
MassHealth Card	November	701.520(B), 701.530, 702.125(F)
Medical Transportation	November	705.150
Noncitizen, Legal Permanent Resident	October	320.620(A)
Noncountable Income, victims of violent crimes	September	321.250(EE)
Verifications	May	Operations Memo 2010-55

(Continued on Page 8)

**From the Hotline** (Continued from Page 7)

Supplemental Nutrition Assistance Program		
Topic	Month	Related Procedure/Policy, 106 CMR:
Add Assistance Unit Member	December	366.120(A)
Address Change	December	366.110(A)
Annual Reporting	March	Operations Memo 2011-31, Operations Memo 2011-43
Benefit Decrease	December	366.100, 366.120(C)
Benefit Increase	December	366.120(A), 366.120(B)
Case Record Data	December	360.300, 105.030, 105.050
Client Confidentiality	December	Operations Memo 2010-50, 360.400
Client Information	May	361.620, 361.630
Disabled	October	361.210
EBT Card Replacement	December	364.910, Operations Memo 2012-56
Excluded Income, victims of violent crimes	September	363.230(K)
Expenses, medical	March	Medical Deductions Job Aid
	August	364.500(E), 364.500(F)
Fraud Referral	May	<i>A User's Guide: Transitional Assistance Programs and BEACON, Chapter II, Section E.</i>

(Continued on Page 9)

**From the Hotline** (Continued from Page 8)

Supplemental Nutrition Assistance Program (continued)		
Topic	Month	Related Procedure/Policy, 106 CMR:
Gross Income Change of \$50 or More	December	366.120(A)
Income Verification	March	Operations Memo 2010-55
Ineligibility	December	366.120(C)
Initial Certification, verifications	May	Operations Memo 2010-55
Interim Report	March	Operations Memo 2011-31, Operations Memo 2011-43
Noncitizens, Iraqis and Afghans	October	Operations Memo 2010-19
Noncitizens, Legal Permanent Resident	October	362.220(B)
Proration	March	366.340
Verification	March	Operations Memo 2010-55
Verifications at Initial Certification	May	Operations Memo 2010-55
Veterans or Active Duty Personnel	October	362.240(F)
Zero Net Income	December	366.120(A)

(Continued on Page 10)

From the Hotline *(Continued from Page 9)*

Transitional Aid to Families with Dependent Children		
Topic	Month	Related Procedure/Policy, 106 CMR:
Application Requirements	May	701.410, 702.300, 702.310
Assistance Unit Composition Changes	November	701.420
Caretaker Requirements	July	203.100(B)
Case Record	November	701.330, 702.410, 105.030
Case Transfer	November	701.530, 702.400, Operations Memo 2012-39
Checks, Lost or Stolen	November	701.530, 706.510, 706.520
Child Care Referral Services	June	207.210(A)
	November	207.210(A)
Client Confidentiality	November	Operations Memo 2010-50
Community Service	June	207.170
Competent Medical Authority	July	701.600(H)
Disability	July	203.530
Domestic Violence Referral	February	203.110
EBT Card Replacement	November	701.450
Employment Development Plan	June	207.110
Employment Services Requirements	June	207.000 through 207.180

(Continued on Page 11)

From the Hotline (Continued from Page 10)

Transitional Aid to Families with Dependent Children (continued)		
Topic	Month	Related Procedure/Policy, 106 CMR:
Exemptions from Time Limit	July	203.100
Fair Labor Standards Act	June	207.170
Fraud Referral	May	<i>A User's Guide: Transitional Assistance Programs and BEACON, Chapter II, Section E.</i>
Grant Increase	November	701.530, 702.400
Infant Benefits	November	705.600
Living Arrangements	February	203.595(A)
MassHealth Card	November	701.520(B), 701.530, 702.125(F)
Medical Transportation	November	705.150
Noncitizens, Iraqis and Afghans	October	Operations Memo 2010-19
Noncitizens, Legal Permanent Resident	October	203.675(A)
Noncountable Income, victims of violent crimes	September	204.250(FF)
Relocation Benefit	November	705.350
Verifications	May	Operations Memo 2010-55
Work Program	June	203.400