



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


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**Online Guide Transmittal 2021-86
November 2, 2021**

To: Department of Transitional Assistance Staff
From:  Sarah Stuart, Associate Commissioner for Change Management
Re: SNAP: Re-Indexing MassHealth Combo Application for SNAP

Overview

SNAP applications received from MassHealth **are not** indexed by DTA-DPC staff. These applications are indexed through a MassHealth process which does not include DTA APID information.

Although the action created provides the client's name and SSN, it will not include an APID. These documents will be filed under "Unidentified Documents" if the Client information in the Details field is not updated manually. When a worker receives an action to process a "MassHealth Combo Application for SNAP" the worker must re-index the document to the client once their APID is established.

Purpose

The purpose of this Online Guide Transmittal is to advise staff of procedures to re-index SNAP applications received from MassHealth.

**Revised Online
Guide Pages**

Topic: SNAP
Book: Application Processing
Page: MassHealth SNAP Application Supplement

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.
