



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


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**Online Guide Transmittal 2023-35**  
**April 20, 2023**

**To:** Department of Transitional Assistance Staff  
**From:**  Sarah Stuart, Associate Commissioner for Change Management  
**Re:** Cross Programs: Automatic EBT Adjustment Claims

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**Overview**

Clients are able to request an EBT adjustment claim through the Department's EBT vendor, Conduent. When a client submits a EBT adjustment claim to Conduent, the Benefit Issuance Unit at Central Office reviews each claim and determines if the claim is legitimate. Upon approving or denying a claim, the Benefit Issuance Unit would issue a manual notice to the client.

Systems enhancements, scheduled to be available on April 21, 2023 will provide a mechanism within BEACON for EBT Adjustment approvals and denial notices to be generated.

**Purpose**

The purpose of this Online Guide update is to advise Benefit Issuance staff of the new EBT Adjustment process and for all staff to be aware of how to advise clients who are claiming that benefits have been stolen.

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**Key  
Updates**

To streamline the process for the Benefit Issuance Unit, a new, **process will generate approval notices** via BEACON. EBT Adjustment claim approvals will now be sent to the client without Benefit Issuance Unit staff intervention. A **semi-automatic process will issue denial notices** to clients based on Benefit Issuance Unit staff action to trigger the notice from BEACON.

**Benefit  
Issuance Unit**

For example, if a client submits an EBT adjustment claim stating that they were debited an incorrect fee of \$5, but once reviewed it is identified as an online SNAP transaction, the claim would be rejected by the Benefit Issuance Unit. The client would also receive a notice explaining the denial reason. Similarly, if the client's EBT adjustment claim is approved, the client will receive an approval notice.

**PLEASE NOTE:** The notice process is restricted to the Benefit Issuance Unit and is informational to other DTA staff.

**All Staff**

All staff must be aware that they may receive questions from clients regarding benefits that were stolen and whose claim through Conduent has been denied. If a client is claiming benefits have been stolen by EBT card skimming, cloning, and/or a phishing scam, it is essential to gather a signed statement to authenticate the claim. This signed statement can be in telephonic, scanned, or physical form. In this regard, below is the procedure for gathering a signed statement and making a referral to Program Integrity (PI) for a claim of stolen SNAP benefits by completing the following steps:

1. Document the circumstances and details (report date, APID, amount) of the benefit theft in the case Narrative.
2. Follow the steps to obtain a telephonic signature. If it is not possible to obtain a telephonic signature, instruct the client on how to submit a signed statement via DTA Connect upload, mail, or drop-off methods.
3. Email the stolen benefits claim details to [DTA.ReportFraud@MassMail.State.MA.US](mailto:DTA.ReportFraud@MassMail.State.MA.US), noting if a signature was successfully obtained.
4. Notify the client that you have reported the claim to the PI Unit.

Gathering a signed statement and making a PI referral is not an approval of the claim. However, these are key steps that will ensure that the stolen benefits can be replaced once a claim is validated by the PI Unit and the agency's plan is implemented.

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**New Online  
Guide Page**

**Topic:** Cross Programs  
**Book:** Benefit Issuance Unit  
**Page:** EBT Adjustment Claims

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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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