



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

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**Online Guide Transmittal 2024-27
April 23, 2024**

To: Department of Transitional Assistance Staff

From: Sarah Stuart, Associate Commissioner for Local Implementation and Special Populations
KPS for SS

Re: SNAP: Termination of COVID-19 Recertifications and Continuation of Recertification Interview Waiver

Overview

To assist the Department with transitioning from the end of the Public Health Emergency (PHE), the USDA Food and Nutrition Service (FNS) allowed the Department to extend certain administrative waivers for a year. Among those waivers was the COVID-19 recertification process (OLGT [2021-58](#)), in which staff applied the Interim Report (IR) rules to recertify most households.

Effective May 31, 2024, this waiver will end. To meet this deadline, **the Department stopped mailing COVID-19 recertification forms**. All SNAP households due to recertify for June 2024 or after will be sent the regular recertification form. DTA Connect aligned to allow clients who recertify online to complete the corresponding recertification form as this transition occurs.

To ease the transition back to the regular recertification process, the Department will continue waiving interviews at recertification for households that received the regular recertification and have no missing mandatory verification(s).

Purpose

The purpose of this Online Guide Transmittal is to inform staff of the resumption of the regular recertification process for all SNAP households (except Bay State CAP households, for whom the recertification process never changed), and the corresponding updates to the Online Guide.

Treatment of COVID-19 Recertifications

Households due to recertify for April and May were sent the COVID-19 recertification form. Please note that whenever a COVID-19 recertification is received during this transition period, you must continue to process using the [COVID-19 Streamlined SNAP Recertification Process and Interview Waiver](#) guidance.

Once the COVID-19 recertifications are completely phased out, all references to the form in the Online Guide will be removed.

Updated Procedures for Sections of Recertification Form Left Blank

Procedures have been updated for the regular recertification form when a client leaves an optional verification section blank.

If the recertification section for Housing Costs and/or Dependent Care Costs is left blank, staff must **no longer** take this as a self-declaration that these eligibility factors have not changed. Staff must treat this as a missing verification and follow the applicable procedures in the new Online Guide page: Temporary SNAP Recertification Interview Waiver page.

The exception is the Medical Costs section. If the client leaves the Medical Costs section blank and they have medical expenses on file, staff must continue accepting this as a self-declaration that their medical expenses have not changed. Staff must not pursue additional verification from the client and must leave the medical expense record as is.

The rules for handling sections of the recertification form left blank that pertain to mandatory items have not changed. If the sections on Household Information, Household Members, Noncitizen Status, and/or Students are left blank, then it is considered a self-declaration that these eligibility factors have not changed. Staff must not treat this as a missing verification.

Reminder: The regular recertification form does not include sections on income for the client to fill out. At recertification, clients must reverify earned income and unearned income unless available through external data sources.

New Online Guide Pages

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|---------------|---|
| Topic: | COVID-19 |
| Book: | COVID-19 Recertification Process |
| Page: | Temporary SNAP Recertification Interview Waiver |

**Revised Online
Guide Pages**

Topic: COVID-19
Book: COVID-19 Recertification Process
Page: COVID-19 Streamlined SNAP Recertification
Process and Interview Waiver

Topic: COVID-19
Book: COVID-19 Recertification Process
Page: COVID-19 SNAP Recertification Process versus
Regular SNAP Recertification Process

Topic: SNAP
Book: Expenses and Deductions
Chapter: Health Insurance/Medical Expenses
Subchapter: Medical Expenses
Page: Medical Expense Deduction During Review
Periods

Topic: COVID-19
Page: Processing Cases with Paid Family Medical Leave

Topic: SNAP
Book: Certification Types
Chapter: Change Reporting
Page: Change Reporting Recertification

**Obsolete
Transmittals**

- **OLGT 2021-58:** COVID-19 Streamlined Recertification Process and
Interview Waiver

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@massmail.state.ma.us](mailto:DTA.ProceduralIssues@massmail.state.ma.us).

Systems issues should be directed to the Systems Support Help Desk.
