



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

MAURA T. HEALEY
GOVERNOR


KATHLEEN E. WALSH
SECRETARY

KIMBERLEY DRISCOLL
LIEUTENANT GOVERNOR

JEFF McCUE
COMMISSIONER

Online Guide Transmittal 2024-65
November 21, 2024

To: Department of Transitional Assistance Staff

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

Re: Cross Program: Supporting Clients with Navigating MassHealth Concerns

Overview

The Department of Transitional Assistance (DTA) partners with MassHealth to offer a streamlined process for clients to access benefits and healthcare coverage for Transitional Aid to Families with Dependent Children (TAFDC) and Emergency Aid to the Elderly Disabled and Children (EAEDC) clients. However, clients may find it confusing to navigate the multiple access points available to them. Additional guidance is being provided so that DTA staff can better assist clients.

Purpose

The purpose of this Online Guide update is to inform staff of the updated and new guidance for:

- Preventing issues with MassHealth associated with TAFDC or EAEDC,
 - Reminding case managers to issue Temporary MassHealth cards when needed,
 - Advising clients that they should **not** file a separate MassHealth application if they have applied for TAFDC and EAEDC,
 - Identifying whether a client concern can be resolved by DTA or MassHealth staff.
-

**New Online
Guide Pages**

Topic: Cross Program
Book: MassHealth
Page: MassHealth and Economic Assistance Programs

Topic: Cross Program
Book: MassHealth
Page: NewMMIS Overview

**Revised Online
Guide Pages**

Topic: TAFDC
Book: Basic Case Activities & Maintenance
Chapter: TAFDC Application Interview
Page: TAFDC Application Interview-Overview

Topic: EAEDC
Book: Basic Case Activities & Maintenance
Chapter: EAEDC Application Interview
Page: EAEDC Application Interview-Overview

Topic: Business Process (BP)
Book: Procedures
Chapter: Phone Procedures
Page: Handling of MassHealth-Related Inquiries

**Obsoleted
Online Guide
Pages**

Topic: EAEDC
Book: Related Benefits
Chapter: MassHealth
Page: NewMMIS Overview and Implementation-EAEDC

Topic: TAFDC
Book: Related Benefits
Chapter: MassHealth
Page: NewMMIS Overview and Implementation-TAFDC

Topic: EAEDC
Book: Related Benefits
Chapter: MassHealth
Page: Creating a Temporary MassHealth Member ID Card-
EAEDC

Topic: TAFDC
Book: Related Benefits
Chapter: MassHealth
Page: Creating a Temporary MassHealth Member ID Card-
TAFDC

Topic: TAFDC
Book: Related Benefits
Chapter: MassHealth
Page: Member ID Card Replacement-TAFDC

Topic: EAEDC
Book: Related Benefits
Chapter: MassHealth
Page: Member ID Card Replacement-EAEDC

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.

Mass Health and Economic Assistance Programs

INDEX

<ul style="list-style-type: none">• Temporary MassHealth• Clients With Active MassHealth• Assisting With MassHealth Concerns• NewMMIS Codes Associated With TAFDC Or EAEDC• What happens with DTA Associated MassHealth?	<ul style="list-style-type: none">• Common MassHealth Concerns And Solutions• When NewMMIS and BEACON Information Matches• When DTA Cannot Resolve The MassHealth Concern• Can the client get Temporary MassHealth again?
--	--

Transitional Aid to Families with Dependent Children (TAFDC) and Emergency Aid to the Elderly, Disabled, and Children (EAEDC) clients receive healthcare coverage through MassHealth.

Note	The term MassHealth uses for clients who receive healthcare coverage through TAFDC or EAEDC is "Referred Eligibles".
-------------	--

Temporary MassHealth ([Back to Index](#))

Applicants are immediately eligible for healthcare coverage through MassHealth when they apply for TAFDC or EAEDC. This provisional period is called Temporary MassHealth.

At application, you must ask the client if they already have MassHealth.

If the client does already have MassHealth:

- see [Clients With Active MassHealth](#) below.

If the client does **not** already have MassHealth, explain to the client that:

- they are immediately eligible for healthcare coverage when they apply for TAFDC or EAEDC,
- they **should not** file a separate application for MassHealth,
- you can issue them a Temporary MassHealth Card if they need access to health care while their application is pending, and
- if the TAFDC or EAEDC is approved:
 - they will remain eligible for MassHealth, and
 - they will be sent a permanent MassHealth Card in the mail.

Clients With Active MassHealth ([Back to Index](#))

If the client already has healthcare coverage directly through MassHealth when they apply for TAFDC or EAEDC, they will have an existing record in NewMMIS.

When completing a TAFDC or EAEDC application for a client with existing MassHealth, you must:

- access the client's record in NewMMIS, and
- enter the client's name and date of birth in BEACON exactly as it appears in NewMMIS even if it is incorrect.

This allows MassHealth to correctly match the client to their existing MassHealth record when they receive the data exchange from DTA indicating the client has applied for economic assistance benefits and prevents a duplicate record.

If the client's name has changed since their direct MassHealth was approved or the information that originally appeared in NewMMIS was incorrect:

- enter the client's name and date of birth in BEACON exactly as it appears in NewMMIS, and
- create a follow-up reminder to correct the client's name in BEACON in a day two action.

The corrected information will be sent to MassHealth in the daily data exchange and NewMMIS will be updated.

See [DTA Online/Training](#) for Job Aids about:

- accessing a member record in NewMMIS,
- issuing Temporary MassHealth Cards, and
- sending Replacement MassHealth Cards.

Assisting With MassHealth Concerns ([Back to Index](#))

The most effective way to prevent issues with MassHealth is to ensure that the information you have entered into BEACON matches the information for any existing MassHealth record.

When a client contacts you regarding an issue with their MassHealth benefits, you must first determine whether the issue can be resolved by DTA, or if the client needs to contact MassHealth directly to address their concerns.

Understanding what happens with the MassHealth when a client applies for TAFDC or EAEDC benefits will help guide you in determining whether you can help.

See [What happens with DTA Associated MassHealth?](#)

NewMMIS Codes Associated With TAFDC Or EAEDC ([Back to Index](#))

MassHealth Associated with TAFDC or EAEDC will have one of the following Aid Categories displayed on the Member Information screen in NewMMIS:

- 02 – TAFDC,
- 04 – EAEDC, or
- 06 – Extended MassHealth associated with TAFDC.

See NewMMIS Overview

What happens with DTA associated MassHealth? ([Back to Index](#))

Program	TAFDC	EAEDC
While Pending	<ul style="list-style-type: none"> • Client Eligible for Temporary MassHealth 	<ul style="list-style-type: none"> • Client Eligible for Temporary MassHealth
When Denied	<ul style="list-style-type: none"> • Temporary MassHealth Ends 	<ul style="list-style-type: none"> • Temporary MassHealth Ends
When Approved	<ul style="list-style-type: none"> • MassHealth receives approval through data exchange • Client receives MassHealth Standard • Client can enroll in a MassHealth health plan • Client receives MassHealth Card 	<ul style="list-style-type: none"> • MassHealth receives approval through data exchange • Client receives: <ul style="list-style-type: none"> ○ MassHealth Standard, ○ Care Plus, or ○ Family Assistance • Client can enroll in a MassHealth health plan • Client receives MassHealth Card
When Closed	<ul style="list-style-type: none"> • MassHealth is extended for four months to help with the transition unless closing was due to: <ul style="list-style-type: none"> ○ Receipt of SSI ○ Residency, or ○ Death • Client will be sent a MassHealth Application • MassHealth will determine eligibility beyond those four months based on MassHealth Rules 	<ul style="list-style-type: none"> • MassHealth ends right away • Client must contact MassHealth to apply directly for healthcare coverage. • MassHealth will make a new determination based on MassHealth Rules

See [MassHealth Coverage Types](#) and [MassHealth Choices](#) for more information.

Common MassHealth Concerns and Solutions ([Back to Index](#))

Certain concerns can be resolved by the client's economic assistance case manager and others will need to be escalated to MassHealth's Service Solutions Unit (SSU). In general, active or pending TAFDC and EAEDC clients can have most concerns addressed by DTA.

The chart below provides examples of some common MassHealth concerns and who can resolve them.

Issue	Possible Resolution	Resolved by
An active EAEDC client needs to update their address so that they can get transportation to a medical appointment from MassHealth. The client may refer to this as a PT-1.	For a client to receive transportation help, MassHealth must have the client's physical address. If the client has moved or has only a PO Box in BEACON, the case manager must update the Address page.	DTA
A TAFDC client whose application is pending states that they had MassHealth prior to applying for TAFDC and are trying to schedule an appointment for their newborn child but were told that the child does not have coverage.	The case manager must issue a Temporary MassHealth Card for the child. Once the TAFDC is approved, all-eligible household members will receive a MassHealth Card.	DTA
An active EAEDC client says they have only MassHealth Limited when they should have MassHealth Standard. They had MassHealth prior to applying for EAEDC and attempted to use the MassHealth card originally issued to them when their MassHealth was approved.	This can happen when the client has health benefits approved directly with MassHealth and MassHealth is temporarily unable to match the client due to a misspelling of their name, or an incorrect date of birth (DOB) or Social Security Number (SSN) in BEACON, resulting in a duplicate Member ID. The case manager should review the information in NewMMIS to determine if the client has more than one MassHealth Member ID Number, one for the direct MassHealth and one for the Aid Category 4 associated with their EAEDC. If so, make any corrections needed in BEACON and provide the client with the MassHealth Member ID Number associated with the current Aid Category 4 Record.	DTA
A client's TAFDC closed one month ago and they	The case manager must review the BEACON case record and NewMMIS to determine if	MH or DTA

report that MassHealth told them DTA needs to fix their case.	the information matches. If not and the Assessed Person page is still available for edit, correct the information in BEACON. Remind the client they will receive a MassHealth application and to be sure to complete it and return it to MassHealth to continue their coverage. If information matches or the Assessed Person page is not available for edit, the client must contact MassHealth and ask the case to be escalated to their SSU. In some instances, DTA's Ombudsman Unit can work with MassHealth's SSU to resolve certain client concerns.	
A client applied for EAEDC and was denied. They did not have MassHealth prior to applying for EAEDC.	The Economic Assistance case manager cannot resolve this issue and the client must contact MassHealth directly to apply for healthcare coverage. See Information for MassHealth Applicants Mass.gov	MH
A client is active on TAFDC or EAEDC and needs information about or wants to change their MassHealth health plan enrollment.	The case manager should inform the client they will need to contact MassHealth directly. See MassHealth Plans and Enrollment Guide Mass.gov	MH

When NewMMIS and BEACON Information Matches [\(Back to Index\)](#)

If the information is identical to the information in BEACON and the client indicates they are not able to use their MassHealth card, this may be an indication that the client had MassHealth prior to applying for DTA benefits and is attempting to use the Member ID associated with the direct MassHealth.

- Review the information in NewMMIS to determine if the client has more than one MassHealth ID number and provide them with the number associated with the TAFDC or EAEDC Aid Category.

The MassHealth Member Search results will display the clients available MassHealth records. When you click on each, the Member Information screen associated with the Member ID will display, indicating the Aid Category for each.

For active or pending TAFDC or EAEDC clients, provide the client with the Member ID number associated with the TAFDC or EAEDC Aid Category. In general, MassHealth associated with DTA benefits has greater healthcare coverage.

See NewMMIS Overview

When DTA Cannot Resolve The MassHealth Concern [\(Back to Index\)](#)

If you are unable to resolve the concern you must:

- provide the client with the MassHealth phone number 800-841-2900, and
- inform the client they can:
 - apply for healthcare coverage,
 - get help with their MassHealth application,
 - get other information about MassHealth, and
 - schedule an appointment with a MassHealth representative at [Information for MassHealth Applicants | Mass.gov](#)

Reminder	After attempting to resolve the client's concern, if it appears that DTA is not able to assist a former TAFDC or EAEDC client, you must advise the client to contact MassHealth and request to be connected to the MassHealth SSU.
-----------------	--

Can the client get Temporary MassHealth again? [\(Back to Index\)](#)

Each time a client applies for TAFDC or EAEDC, they receive Temporary MassHealth while the application is pending.

Last Update: November 21, 2024

NewMMIS Overview

INDEX

<ul style="list-style-type: none">• What is NewMMIS?• What is NewMMIS used for?• How do I use NewMMIS?• Understanding NewMMIS Information	<ul style="list-style-type: none">• NewMMIS Codes Associated With DTA• Which Disability Status Codes Verify A Disability?• Can I use any other Codes?
--	---

What is NewMMIS? ([Back to Index](#))

New Medicaid Management Information System (NewMMIS) is an interface with MassHealth, that is accessible from the Virtual Gateway Application.

All Economic Assistance case managers and First Available Worker (FAW) staff are expected to understand and utilize NewMMIS.

What is NewMMIS used for? ([Back to Index](#))

The DTA uses new MMIS to:

- assist clients with resolving MassHealth concerns connected to a TAFDC or EAEDC benefit,
- issue replacement MassHealth Cards,
- issue Temporary MassHealth Cards, and
- verify a disability approved by MassHealth so a client can:
 - be federally certified as disabled for SNAP
 - gain eligibility for EAEDC, or
 - verify an exemption from TAFDC or EAEDC work rules.

See [DTA Online Training](#) for Job Aids to:

- access a member record in NewMMIS,
- issue a Temporary MassHealth Card, and
- send a Replacement MassHealth Card.

Note	When attempting to access a member record in NewMMIS, if the client does not have a Social Security Number, you must search for the client using their name and date of birth instead.
-------------	--

For information on assisting clients with MassHealth Concerns see MassHealth and Economic Assistance Programs and [Handling of MassHealth Related Inquiries](#).

How do I use NewMMIS? ([Back to Index](#))

Once you have completed a member search to access a client's MassHealth Member Information the following screen will appear.

Member ID	Last Name	First Name	MI Suffix	Birth Date	SSN	Gender	Case Number	Casehead Name	City	ID Status
1000										Active
1000										Active
1000										Active
1000										Active
1000										Active
1000										Active
1000										Active

The client's available MassHealth records will display in the bottom section of the page. Select a record to see the relevant information.

Understanding NewMMIS Information ([Back to Index](#))

In addition to the client's demographic information, the member record in NewMMIS shows:

- whether the client's MassHealth is active as indicated by an end date of 12/31/2299,
- the type of benefit the client is approved for,
- the aid category the client is approved under,
- whether the eligibility is linked to a particular agency, and,
- whether the client is verified disabled as indicated by a qualifying Disability Status code.

Member Information		Personal Information		Benefit/Insurance Details	
Member ID	[Redacted]	Name	[Redacted]	Benefit Plan	STD 11/28/2013 - 12/31/2299
Previous ID	[Redacted]	Prev Name	[Redacted]	Aid Category	02 06/01/2020 - 12/31/2299
Medicare ID	[Redacted]	Address	[Redacted]	Medicare Coverage	No
MBI	[Redacted]	City	[Redacted]	Managed Care	DNTL1 03/22/2023 - 03/31/2024
Primary SSN	[Redacted]	State	[Redacted]	TPL	No
Other SSN	[Redacted]	Zip	[Redacted]	Lockin	
Gender	[Redacted]	County	[Redacted]	Level of Care/MMC	
Birth Date	[Redacted]	Undeliverable	[Redacted]	Level of Care/MDS	
Death Date	[Redacted]	Phone Number	[Redacted]	Patient Pay Amount	
Age	[Redacted]	Email Address	[Redacted]	Deductible/Spendedown	
Race	[Redacted]			PETI Amount	\$0.00
Ethnicity	[Redacted]			Medicare Buy-in	No
Citizen	C			Commercial Buy-in	No
Language Spoken	ENGDEF			Disability Status	MA
Language Written	ENG			Disability Onset Date	10/01/2017
ID Cards Issued	0			Agency Affiliation	DTA 06/01/2020 - 12/31/2299
				Link Status	Active

The above example shows the client:

1. has active MassHealth,
2. is approved for MassHealth Standard,
3. receives their MassHealth through TAFDC eligibility indicated by Aid Category 02,
4. is certified disabled through MassHealth with a Disability Status code of **MA**, and
5. has MassHealth linked to DTA benefits.

NewMMIS Codes Associated with DTA [\(Back to Index\)](#)

MassHealth Associated with TAFDC or EAEDC will have one of the following Aid Categories displayed on the Member Information screen in NewMMIS:

- 02 - TAFDC,
- 04 - EAEDC, or
- 06 - Extended MassHealth associated with TAFDC.

Which Disability Status Codes Verify Disability? [\(Back to Index\)](#)

Disability Status codes that identify the client as disabled for DTA purposes are:

- DA** – verified as federally disabled via SSA
- MA** – verified as disabled via UMass Disability Evaluation Services
- BL** – verified as disabled via Massachusetts Commission for the Blind

Can I use any other codes? [\(Back to Index\)](#)

At this time the above referenced Disability Status codes are the only three codes that have been approved to verify disability for DTA programs.

Last Update: November 21, 2024

TAFDC Application Interview - Overview

INDEX

<ul style="list-style-type: none">• Helping Clients Access Other Benefits• Who can I conduct the interview with?• Offering the Use of Interpreter Services• TAFDC and MassHealth• Domestic Violence Supports	<ul style="list-style-type: none">• Assignment of Support Rights and Child Support Cooperation• Disability• Offering Americans with Disabilities Act (ADA) Accommodations
--	---

Every person has the right to file an application or reapplication with the Department, even if they have prior denials or are unsure if they are eligible.

Helping Clients Access Other Benefits [\(Back to Index\)](#)

Case managers must review their assigned applications to ensure the client is applying for the correct program, being mindful of the client's potential eligibility for each DTA program. The case manager must tell the client about other benefits and DTA programs they might be eligible for during the interview process and offer the opportunity to apply for those program(s) as well.

If it becomes clear during the interview that the client does not qualify for TAFDC but may be eligible for EAEDC and/or SNAP and hasn't applied, you must:

- ask the client if they would like to apply for EAEDC and/or SNAP,
- complete a narrative stating that the client was informed about potential EAEDC and/or SNAP eligibility,
- state in the narrative whether the client decided to apply for EAEDC and/or SNAP, and
- initiate an application for EAEDC and/or SNAP with the initial application date, if the client decides to apply for additional benefits.

Who can I conduct the interview with? [\(Back to Index\)](#)

When completing the TAFDC interview, you can speak to:

- any adult member of the TAFDC filing unit,
- a DTA authorized representative,
- a documented legal guardian, or
- any individual for whom the client has signed a *Voluntary Consent to Release Information* (VARI-OI) form or provided written permission for DTA to speak to.

Offering the Use of Interpreter Services ([Back to Index](#))

When a client's primary language is not English or if the client uses American Sign Language (ASL), and you are not approved to provide interpreter services in their language, you must:

- offer the client the opportunity to use interpreter services provided by the Department, in accordance with Department procedures, regulations and its Language Access Plan,
- provide the client with interpreter services unless the client prefers to use their own adult interpreter,
- complete a detailed narrative indicating:
 - the method of interpretation including the ID when using the Department's contracted vendor, or
 - the client's declination of an interpreter if applicable.

See [Department Interpreter Services and American Sign Language \(ASL\) Protocols](#)

Note	A warning pop-up will display on the Assessed Person page when the selected client language is "Other", and the free-form other language value exactly matches one of the known languages in BEACON. You must update from the Language dropdown list.
-------------	---

TAFDC and MassHealth ([Back to Index](#))

TAFDC applicants are immediately eligible for MassHealth. When completing the TAFDC application interview, you must refer to the guidance provided in MassHealth and Economic Assistance Programs. Following these procedures will:

- prevent confusion for clients,
- prevent duplicate MassHealth applications,
- ensure the client's access to healthcare coverage.

If a client or another AU member does not have MassHealth at the time of application and needs medical care during the pending application period, you must issue a Temporary MassHealth Card.

See [Creating Temporary MassHealth Cards](#).

- When the TAFDC is approved, the Temporary MassHealth ends and the family is approved for MassHealth Standard.
- If the TAFDC is denied the Temporary MassHealth ends and the client must apply for healthcare coverage directly with MassHealth.

See MassHealth and Economic Assistance Programs

Domestic Violence Supports ([Back to Index](#))

TAFDC applicants must be informed about services and support offered by the Domestic Violence (DV) Unit. Any client indicating a history of or who is currently experiencing domestic violence must be referred to the DV Specialist.

See [Domestic Violence Services Available](#) and [Domestic Violence Specialists](#).

Assignment of Support Rights and Child Support Cooperation [\(Back to Index\)](#)

When completing the application interview, to help ensure that clients understand their requirements for child support when there are non-custodial parents for the child they are applying for, you must carefully explain the child support rules.

When speaking to the client you must:

- take into consideration any potential language and cultural differences, and
- make a referral to a Domestic Violence (DV) Specialist when the client appears hesitant about the child support process, prior to accepting a voluntary withdrawal or denying the TAFDC for "Failure to Assign Support Rights".

A DV Specialist has the expertise to explore the different ways DV can present itself with the client and help them determine whether good cause is needed.

See [Importance of Client Cooperation](#).

Disability [\(Back to Index\)](#)

Sometimes clients have difficulty meeting a DTA requirement due to a disability. It is important to remember that not all disabilities are immediately apparent or obvious. During your engagement with the client, you must listen carefully to what is being said so that you fully understand the client's circumstances. This will ensure you can provide what the client needs pertaining to their case, including any additional supports they may need.

At times, asking a direct question may not always result in the client being able to identify their needs, but a further exploration of their circumstances can reveal additional information that can help you help your clients. For TAFDC, identifying a disability and the potential need for a disability exemption can be an important factor in helping the family over time.

See [Disability Overview-TAFDC](#)

Offering Americans with Disabilities Act (ADA) Accommodations [\(Back to Index\)](#)

To assist clients in accessing all Department services and meeting program requirements, Case managers must review the ADA workflow pages in BEACON and talk to all clients about ADA Accommodations, keeping in mind that all disabilities are not visible to the eyes. DTA must provide Americans with Disabilities Act (ADA) accommodations to qualified individuals with disabilities who request one.

You must ask the client if they are requesting an ADA accommodation:

- at each application,

- at each reevaluation, and
- anytime a client indicates a disability.

See [ADA and Reasonable Accommodations ADA Overview -TAFDC](#), [Recognizing an ADA Accommodation Request](#), and [ADA and Assisting Clients](#).

[TAFDC Application Interview Policy and Procedures](#)

Last updated: November 21, 2024

EAEDC Application Interview - Overview

INDEX

<ul style="list-style-type: none">• Helping Clients Access Other Benefits• Who can I conduct the interview with?• Offering the Use of Interpreter Services• EAEDC and MassHealth	<ul style="list-style-type: none">• Domestic Violence Supports• Disability• Offering Americans with Disabilities Act (ADA) Accommodations
---	---

Every person has the right to file an application or reapplication with the Department, even if they have prior denials or are unsure if they are not eligible.

Helping Clients Access Other Benefits [\(Back to Index\)](#)

Case managers must review the assigned applications to ensure the client is applying for the correct program, being mindful of the client's potential eligibility for each DTA program. The case manager must tell the client about other benefits and DTA programs they might be eligible for during the interview process and offer the opportunity to apply for those program(s) as well.

If it becomes clear during the interview that the client does not qualify for EAEDC but may be eligible for TAFDC and/or SNAP and hasn't applied, you must:

- ask the client if they would like to apply for TAFDC and/or SNAP,
- complete a narrative stating that the client was informed about potential TAFDC and/or SNAP eligibility,
- state in the narrative whether the client decided to apply for TAFDC and/or SNAP,
- initiate an application for TAFDC and/or SNAP with the original EAEDC application date if the client decides to apply for additional benefits.

A noncitizen aged 65 or older applying for EAEDC who is not eligible for SNAP based on their noncitizen status, may also have a disability that could make them eligible for SNAP.

See Disability below and [Disabled Noncitizen-SNAP](#)

Who can I conduct the interview with? [\(Back to Index\)](#)

When completing the EAEDC interview, you can speak to:

- any adult member of the EAEDC filing unit,
- a DTA authorized representative,
- a documented legal guardian, or

- any individual for whom the client has signed a *Voluntary Consent to Release of Information* (VARI-OI) form or provided written permission for DTA to speak to.

Offering the Use of Interpreter Services [\(Back to Index\)](#)

When a client’s primary language is not English or if the client uses American Sign Language (ASL) and you are not approved to provide interpreter services in their language, you must:

- offer the client the opportunity to use interpreter services provided by the Department, in accordance with Department procedures, regulations and its Language Access Plan,
- provide the client with interpreter services unless the client prefers to use their own adult interpreter,
- complete a detailed narrative indicating:
 - the method of interpretation including the ID when using the Department’s contracted vendor, or
 - the client’s declination of an interpreter if applicable.

See [Department Interpreter Services and American Sign Language \(ASL\) Protocols](#)

Note	A warning pop-up will display on the Assessed Person page when the selected client language is “Other”, and the free-form other language value exactly matches one of the known languages in BEACON. You must update from the Language dropdown list.
-------------	---

EAEDC and MassHealth [\(Back to Index\)](#)

EAEDC applicants are immediately eligible for MassHealth. When completing the EAEDC application interview, you must refer to the guidance provided in MassHealth and Economic Assistance. Following these procedures will:

- prevent confusion for clients,
- prevent duplicate MassHealth applications,
- ensure the client’s access to healthcare coverage.

If a client or another AU member does not have MassHealth at the time of application and needs medical care during the pending application period, you must issue a Temporary MassHealth Card.

See [Creating Temporary MassHealth Cards](#).

- When the EAEDC is approved, the Temporary MassHealth ends and the MassHealth is approved. The type of MassHealth coverage is determined by the categorical eligibility reason and the AU Member’s circumstances.
- If the EAEDC is denied, the Temporary MassHealth ends and the client must apply for healthcare coverage directly with MassHealth.

See [MassHealth and Economic Assistance](#)

Domestic Violence Supports [\(Back to Index\)](#)

EAEDC applicants must be informed about services and support offered by the Domestic Violence (DV) Unit. Any client indicating a history of or who is currently experiencing domestic violence must be referred to the DV Specialist.

See [Domestic Violence Services Available](#) and [Domestic Violence Specialists](#).

Disability [\(Back to Index\)](#)

A disabled client applying for EAEDC may need additional support to navigate the application process or meet a program requirement. During your engagement with the client, listen carefully to what is being said so that you fully understand the client's circumstances. This will ensure you can provide what the client needs pertaining to their case, including any additional supports needed.

Offering Americans with Disabilities Act (ADA) Accommodations [\(Back to Index\)](#)

To assist clients in accessing all Department services and meeting program requirements, Case managers must review the ADA workflow pages in BEACON and talk to all clients about ADA Accommodations, keeping in mind that all disabilities are not visible to the eyes. DTA must provide ADA accommodations to qualified individuals with disabilities who request one.

You must ask the client if they are requesting an ADA accommodation:

- at each application,
- at each reevaluation, and
- anytime a client indicates a disability.

See [ADA and Reasonable Accommodations](#), [ADA Overview - EAEDC](#), [Recognizing an ADA Accommodation Request](#), and [ADA and Assisting Clients](#).

[EAEDC Application Interview Policy and Procedures](#)

Last Update: November 21, 2024

Handling MassHealth-Related Inquiries

INDEX

<ul style="list-style-type: none">• About MassHealth and DTA• Responding to Calls About MassHealth• When the client is not known to BEACON• When can EA staff help the client with MassHealth questions?• When can Faw staff help the client with MassHealth questions?	<ul style="list-style-type: none">• What do I do if the information in NewMMIS and BEACON do not match?• What do I do if the Information in NewMMIS and BEACON match?• DTA Associated NewMMIS Codes• When DTA Cannot Resolve the MassHealth Concern• Contacting MassHealth
---	--

About MassHealth and DTA ([Back to Index](#))

DTA has a partnership with MassHealth to promote access to benefits administered by each agency.

- Clients applying for health care coverage directly with MassHealth can also apply for SNAP benefits at the same time. See [MassHealth Combo Application for SNAP](#) for information on processing these applications.
- Clients applying for Transitional Aid to Families with Dependent Children (TAFDC) or Emergency Aid to the Elderly, Disabled, and Children (EAEDC) are immediately eligible for healthcare coverage through MassHealth. This provisional coverage is called Temporary MassHealth. The term MassHealth uses is Referred Eligibles. See MassHealth and Economic Assistance Programs for more information.

Responding to Calls About MassHealth ([Back to Index](#))

At times clients may call the DTA Assistance Line with questions about MassHealth. If a client calls the Assistance Line with questions about MassHealth, you must first determine:

- if the client is known to BEACON, and
- what, if any, DTA benefits they have applied for or are receiving.

This will guide you in providing the client with the best information and/or connecting them to the right individual.

When the client is not known to BEACON ([Back to Index](#))

If the client is not known to BEACON, any MassHealth issues or concerns cannot be addressed by DTA staff. In this case you must screen the client for potential eligibility for DTA benefits.

See [TAFDC Application Interview Overview](#) , [EAEDC Application Interview-Overview](#), and [Responding to Callers Requesting Assistance](#).

- If the client decides to apply for TAFDC or EAEDC, you must:

- provide the client with their options to apply, and
- advise the client **not** to file a separate application for MassHealth.
- If the client:
 - applies for SNAP only,
 - does not wish to apply for any DTA benefits, or
 - does not appear to be eligible for benefits:
 - provide the client with the contact information for MassHealth and offer to mail the client a MassHealth Application. See [Contacting MassHealth](#) below.

When can EA staff help the client with MassHealth questions? ([Back to Index](#))

A TAFDC or EAEDC case manager may be able to help resolve questions about MassHealth when the client:

- has a pending TAFDC or EAEDC application,
- has an active TAFDC or EAEDC case,
- had their TAFDC or EAEDC **denied** within 30 days,
- had their TAFDC case **closed** within four months, or
- had their EAEDC case **closed** within 30 days.

The clients above must be transferred to their Economic Assistance case manager for help resolving their concern.

You must follow up with an email to the case manager with a copy to your supervisor explaining the client's concern.

For information regarding common MassHealth concerns and assisting clients who have recently received EAEDC or TAFDC, see MassHealth and Economic Assistance Programs.

When can Faw staff help the client with MassHealth questions? ([Back to Index](#))

If the client does not meet one of the circumstances above, most times the client will need to contact MassHealth directly to resolve their concern.

However, if a client reports that MassHealth told them that DTA needs to fix their case, there are some concerns that can be addressed by FAW staff with a few simple steps.

If a client is known to BEACON but does not have active, pending or recent TAFDC/ EAEDC as described in [When can EA staff help the client with MassHealth questions?](#), they do not have an Economic Assistance case manager and must not be transferred to their former case manager. Instead, you must:

- confirm the spelling of the client's first and last name,
- confirm the client's date of birth and SSN,
- access the client's record in the NewMMIS, and
- compare the information in the client's BEACON case record to the information displayed on the client's NewMMIS record.

What to do if the information in NewMMIS and BEACON do not match? (Back to Index)

If the client's information in BEACON differs from the information displayed in NewMMIS:

- make the change in BEACON, and
- complete an Interview Wrapup.

The change will be sent to MassHealth in the daily batch.

Important	You must ask the client which is the correct information. If it is determined that the information that was in BEACON was the correct information, create a follow up action to change the information back to the correct information. The new information will again be sent to MassHealth in the daily batch and will now be matched to the client, which may resolve the issue.
------------------	---

What do I do if the information in NewMMIS and BEACON match? (Back to Index)

If the information is identical to the information in BEACON, this may be an indication that the client had MassHealth prior to applying for DTA benefits and has another MassHealth ID number associated with the direct MassHealth.

Review the information in NewMMIS to determine if the client has more than one MassHealth ID number and provide them with the number associated with their direct MassHealth application.

The screenshot displays the 'Search Criteria' section of the NewMMIS interface. It includes input fields for Member ID, Previous ID, Other ID, Medicare ID, MBI, Case ID, and SSN. On the right side, there are dropdown menus for Last Name, First Name, and Gender (set to 'F - Female'), and text input fields for Birth Date (+ or - months) (set to '02/19/2024'), County, and Zip Code. A red arrow points from the search criteria section down to the 'Search Results' table.

Search Results							
Member ID ▲	Last Name	First Name	MI Suffix	Birth Date	SSN	Gen	
5				02/19/2024		F	
1				02/19/2024		F	
1				02/19/2024		F	

The MassHealth Member Search results from New MMIS above indicates the client has had two different MassHealth Member IDs, one ending in the number five and the other ending in the number one.

When you click on each, the Member Information screen associated with the Member ID will display, indicating the Aid Category for each.

Provide the client with the Member ID associated with the Active MassHealth Member ID. If there is more than one Member ID with an active MassHealth, give the client both numbers.

For more information on how to access the NewMMIS portal, see [Navigating NewMMIS](#).

DTA Associated NewMMIS Codes ([Back to Index](#))

When MassHealth is associated with TAFDC or EAEDC, NewMMIS will display one of the following Aid Categories:

- 02 - TAFDC,
- 04 - EAEDC, or
- 06 – Extended MassHealth associated with TAFDC.

The screenshot shows the 'Member Information' screen in the NewMMIS portal. The interface is divided into several sections:

- Search Results:** A list of fields with corresponding values. Member ID is 1, and ID Cards Issued is 2.
- Personal Information:** Fields for Name, Prevl Name, Address, City, State, Zip, County, Undeliverable, Phone Number, and Email Address.
- Benefit Information:** Fields for Benefit Plan (STD 02/19/2024 - 12/31/2299), Aid Category (02 02/19/2024 - 12/31/2299), Medicare Coverage, Managed Care (DNTL1 02/19/2024 - 12/31/2299), TPL (No), Lockin, Level of Care/MMC, Level of Care/MDS, Patient Pay Amount, Deductible/Spendedown, PETI Amount (\$0.00), Medicare Buy-in (No), Commercial Buy-in (No), Disability Status (NO), Disability Onset Date, Agency Affiliation (DTA 02/19/2024 - 12/31/2299), and Link Status (Active).

Job Aids are available in [DTA Online/Training](#) regarding NewMMIS functionality including:

- accessing a client's MassHealth Member record in NewMMIS,
- issuing Temporary MassHealth cards, and
- replacing MassHealth cards.

When DTA Cannot Resolve the MassHealth Concern ([Back to Index](#))

If the client's information is identical, there are no Active MassHealth Records with a DTA Aid Category, and the client does not have more than one MassHealth ID number, DTA cannot resolve their issue. The client must contact MassHealth directly.

The client may need to ask the MassHealth representative to escalate their issue to MassHealth's Service Solutions Unit (SSU). In some instances, DTA's Ombudsman unit can work with MassHealth's SSU to help resolve some certain client concerns.

Contacting MassHealth ([Back to Index](#))

Clients with MassHealth concerns that **cannot** be resolved by DTA can:

- contact MassHealth by phone at 800-841-2900, or
- access [Information for MassHealth Applicants | Mass.gov](#) where they can:
 - apply for healthcare coverage,
 - get help with their MassHealth application,
 - get other information about MassHealth, and
 - schedule an appointment with a MassHealth representative.

Note	MassHealth Applications are available in local TAOs and can be mailed to clients if they prefer the paper application. If you cannot locate an application, one can be printed at ACA-3 . If the client is an individual age 65 or older with no children under the age of 19 in their care or needs Long-Term-Care Services, a separate application can be found at SACA-2 .
-------------	---

Last Update: November 21, 2024