



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

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**Online Guide Transmittal 2017-81
September 1, 2017**

To:  Department of Transitional Assistance Staff
From: Sarah Stuart, Associate Commissioner for Change Management
Paul Sutliff, Assistant Commissioner for Field Operations
Re:  Cross Programs – Blocking Access to Online Services

Overview

DTA is committed to ensuring that clients are able to access their case information and Department updates in a safe and secure manner. DTA affords clients multiple access points and options to facilitate clear communication and contact. This includes:

- in-person;
- by phone;
- mail or fax; and
- online and automated services.

Purpose

The purpose of this Online Guide Transmittal is to advise staff of a new option for clients to opt out of online and automated case related services.

Online Services

Online services are those access options that a client can take advantage of remotely. This includes My Account Page (MAP), the Interactive Voice Response (IVR) options for authenticated callers to the DTA Assistance Line and DTA Connect mobile application.

**New BEACON
Page**

Scheduled for September 5, 2017 a new page will be added to the AU Composition Details Section after the Interview page, called Access Online Services. At application, reevaluation and recertification (when an interview is held) this page will require updates. Clients must be read the following:

“You may want to block access to MAP, IVR and DTA Connect if your personal identifying information has been compromised or you fear someone who knows your SSN and year of birth would try to access your case information without your permission.

Do you want to block access to online services?”

Blocking access means a client will still be able to conduct business with the Department over the phone. However they will not be able to use MAP, IVR or DTA Connect to get information about their case, or provide updates to DTA. This option is appropriate for clients who do not want the full restriction for only in-office contact that Heightened Level of Security (HLS) demands. A client who has been a victim of identity theft or has been or is in an abusive relationship and has had their personal identifying information compromised may want to block online services

Which clients
may want to
block online
services?

Clients who have these concerns can opt to block online access, whether they utilize or have established a MAP account, have downloaded or used DTA Connect or take advantage of IVR.

Clients can update this information at any time. No form or written statement may be required of a client. Staff must detail on the Narrative when this page is updated.

Reminder: If a client discloses domestic violence concerns the Domestic Violence page must be updated accordingly and a referral made to the Domestic Violence Specialist (DVS). While clients are never required to meet with a DVS, the referral must be made and the client must be provided the DVS contact information. Additionally the DTA staff person must provide the number for Safelink.

DTA staff completing case maintenance work, including DVSs, may update the Access Online Services page at any time in the course of working with a client.

**Clients with
HLS**

If a client has HLS on their case the Access Online Services page will default to Yes. The block cannot be removed so long as HLS is on the case. As a reminder HLS must not be applied to or removed from a case until a signed HLS-1 form has been completed by the client and scanned into the case record.

**Commitment to
Client
Confidentiality
and Safety**

As staff are aware, DTA case information is highly sensitive and confidential in nature. Staff are reminded that no client information may be disclosed without the client's express written permission or through the legal process.

While ensuring access is critical to efficient operations, client safety is of the utmost importance. If a client requests to opt out of online services, the case record must be updated immediately and the request noted in the narrative.

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 the DTA Mailbox.

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