



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

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Commissioner

Online Guide Transmittal 2016-26
May 20, 2016

To: Department of Transitional Assistance Staff

From:  Sarah Stuart, Associate Commissioner for Program and Policy Implementation

 Paul Sutliff, Assistant Commissioner for Field Operations

Re: Cross Programs – DTA Assistance Line Enhancements

Purpose

This Online Guide Transmittal advises DTA staff of enhanced functionalities to the DTA Assistance Line.

Assistance Line Enhancements

The following Assistance Line enhancements have been implemented:

- Auto-dialer call reminders for recertification and appointments are fully functional. A BEACON narrative is created to document DTA's attempts to contact the client.
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**Assistance Line
Enhancements
(continued)**

- If an authenticated client calls the Assistance Line, the phone queue portal displays 333 followed by the client's APID.
 - If an authenticated client has a Heightened Level of Security (HLS) indicator, the phone queue portal displays 222 followed by the client's APID.
 - If a client does not authenticate in the IVR system, the portal displays the caller's phone number.
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**Updated Online
Guide Pages**

Topic: DTA Assistance Line
Page: DTA Alerts

Topic: DTA Assistance Line
Page: Screen Pop

Questions

If you have any questions, please email the DTA Mailbox.
Systems questions should be directed to the Systems Support Help Desk.
