



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


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Online Guide Transmittal 2016-2
January 4, 2016

To: Department of Transitional Assistance Staff
From:  Anne O'Sullivan, Assistant Commissioner for Change Management
Re: Cross Program: The Assisting Person Page

Overview

Some DTA clients need assistance to complete forms and transact their benefits. The Assisting Person page records information about the person or organization fulfilling these roles for a client. The role of the Assisting Person varies on a case-by-case basis. Some have limited roles while others can sign applications/forms and transact cash and/or SNAP benefits. Clients may designate one person to assist with all roles or may designate more than one individual to assist with multiple roles.

Effective with BEACON Build 48.2 on January 4, 2016, changes were made to the Assisting Person page to make it easier for users to identify the purpose of the roles identified in the dropdown list. In addition, a social security number will no longer be required for any role when completing the Assisting Person page.

Important: When completing information on an Assisting Person, name, gender and relationship are required for all roles. Other fields are required based on the role the person is designated to perform. Before leaving the page, a soft edit will inform the user if an outstanding field must be completed.

Because an EBT role is authorized to transact benefits, Date of Birth (DOB) is required. The agency FEIN is required when an agency performs an assisting person role.

Purpose

This Online Guide update:

- advises staff of changes on the Assisting Person page;
- transmits the newly revised Authorized Representative form (Image-10); and
- introduces the *Request to Choose Someone to Be My Agency Representative for My SNAP Benefits* form (Image-10A).

The Image-10 form is used to designate a family member, friend or neighbor who the client chooses to play an assisting role.

The Image-10A is used to assign an agency such as a group home, healthcare agency or other such organization as the authorized representative. Whenever the agency form is completed, the federal tax identification number (FEIN) FEIN is required. The authorized representative will be issued an EBT card for any role that requires him or her to transact benefits for the client.

**Updated
BEACON Online
Guide Page**

Topic: Cross Programs
Book: Request for Assistance
Page: Assisting Person (RFA)

Questions

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