



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

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Secretary

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**Online Guide Transmittal 2017-5**  
**January 20, 2017**

**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 – Approving or Denying a SNAP Application

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**Overview**

Automatic denials of SNAP applications for SNAP-only and SNAP/Cash combination households help to streamline the business process at the Department of Transitional Assistance. This automation allows households to receive a denial determination timely and eases administrative burden allowing more time for case managers to assist clients.

Automatic denials occur when:

- a pending application has outstanding mandatory verifications on Day 30 or Day 60 if a Pending Denial Notice was issued (unless Day 30 or 60 falls on a Holiday or Weekend during which the automated denial will occur on the following business day). The closure reason is *Fail to submit the required verifications*,
- a pending application with Expedited benefits issued but mandatory verifications are still outstanding on Day 30. The closure reason is *Ineligible for FS beyond initial expedited issuance*, or
- a pending application for which a Notice of Missed Interview (NOMI) was issued and the application interview was not subsequently completed. The closure reason is *Failure to complete FS application process*.

**Purpose**

This Online Guide update is to advise staff of:

- when automatic denials occur for SNAP applications; and
  - instructions for creating an Electronic Benefit Calculation (EBC) which have been updated to reflect BEACON changes that have been made.
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**Updated Online  
Guide Page**

**Topic:** SNAP  
**Book:** Application Processing  
**Chapter:** SNAP Application Processing  
**Page:** Approving or Denying a SNAP Application

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**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 Procedural Mailbox.

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

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