



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


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Secretary

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Lieutenant Governor

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Commissioner

**Online Guide Transmittal 2019-52  
August 8, 2019**

**To: Department of Transitional Assistance Staff**  
**From:  Paul Sutliff, Assistant Commissioner for Programs and Field Operations**  
**Re: Cross Programs: AR Referral Folder Referral Tab Procedural Clarification**

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**Overview**

In response to suggestions received during June's Program Accuracy presentation, updates have been made to the Online Guide regarding appropriate date usage when completing an overpayment referral. These updates pertain to the completion of the AR Referral Folder Referral tab and situations where overpayments occur on future dates.

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**Purpose**

The purpose of this Online Guide Transmittal is to inform staff of updated Online Guide content.

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**Revised Online Guide Pages**

Topic: Cross Programs  
Book: Overpayments and Recovery  
Page: [AR Referral Folder Referral Tab](#)

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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 Issues Mailbox.

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

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