



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

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Online Guide Transmittal 2021-25
March 29, 2021

To: Department of Transitional Assistance Staff

From:  Sarah Stuart, Associate Commissioner for Change Management

Re: Cross Programs: Third Party Verification Requests

Overview

The Department receives income verification requests from third-party entities seeking to obtain their client's financial information on a regular basis. Third-party vendors, such as housing authorities, may ask for any one of the following four types of third-party income verification letters:

- Income Verification
- Termination Verification
- Financial History
- No Aid Letter

To streamline the processing of income verification requests from third parties, a new BEACON page entitled Third Party Verification Request has been built. The page enables staff to generate and mail the verification letters directly to the third-party requestor either via local or central print. An action will be created for clerks, Human Service Assistants (HSAs), and the Central Eligibility Processing (CEP) Unit to process these requests. These actions will not be included in the general FAW pool.

Purpose

This Online Guide update advises staff of the new BEACON enhancements for processing Third Party Verification Requests.

**New
Online Guide
Page**

Book: Cross Programs
Chapter: Third Party Verification Requests
Page: Third Party Verification Requests

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 them to DTA.Procedural Issues.

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