



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

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Commissioner

**Online Guide Transmittal 2021-39  
May 14, 2021**

**To: Department of Transitional Assistance Staff**  
**From: Sarah Stuart, Associate Commissioner for Change Management**  
**Re: Cross Program: Telephonic Signature**

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**Overview**

The Department is implementing system enhancements to facilitate the telephonic signature procedures for applications, recertifications, Interim Reports (IRs), reevaluations, and certain self-declarable verification items. These enhancements are scheduled to take effect on May 21<sup>nd</sup>, and staff must immediately begin using **the new telephonic signature line at 855-343-3162 to capture telephonic signatures as soon as this functionality is available.**

By implementing this procedure, the Department will have a formal record that the client provided a telephonic signature. Clients will also be able to report certain changes over the phone and verify via telephonic self-declaration.

**The implementation of telephonic signature requires changes to the way certain factors are verified. These changes are detailed in the updated Online Guide pages.**

**The electronic telephonic signature line can only be initiated by Department staff.**

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**Overview  
(continued)**

Staff must no longer accept a client's verbal attestation as a telephonic signature for the Department's Rights and Responsibilities (R&R). Telephonic signature must be obtained through the telephonic signature line.

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**Household  
Misfortune  
Procedures**

The Department's Interactive Voice Response (IVR) system has been enhanced to allow clients to report household misfortune without speaking with a case manager. As part of this feature of the IVR system, BEACON automatically mails the SNAP-9B form to the client and generates a batch narrative confirming the replacement request.

Clients cannot use the telephonic signature line to self-declare household misfortune in lieu of the SNAP-9B form or other written documentation of the loss. To use the IVR line to report household misfortune, clients must call the regular DTA Assistance Line number at 877-382-2363.

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**Purpose**

The purpose of this Online Guide Transmittal is to advise staff of:

- systems enhancements to the IVR system and telephonic signatures procedures;
  - revisions to verification types; and
  - updates to the Online Guide.
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**New Online  
Guide Pages**

<b>Topic:</b>	Cross Programs
<b>Book:</b>	Electronic Telephonic Signature
<b>Page:</b>	Electronic Telephonic Signature

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**Revised Online  
Guide Pages**

**Topic:** Business Process (BP)  
**Book:** Procedures  
**Chapter:** Document Handling  
**Page:** Document Indexing and Dispositioning

**Topic:** Cross Program  
**Book:** Verifications  
**Chapter:** Verification Methods  
**Page:** Self-Declarations

**Topic:** Notices/Forms  
**Book:** Cross Program  
**Page:** Returned Document Notice

**Topic:** SNAP  
**Book:** Expenses and Deductions  
**Chapter:** Health Insurance/Medical Expenses  
**Subchapter:** Medical Expenses  
**Page:** Transportation Related Costs

**Topic:** SNAP  
**Book:** Expenses and Deductions  
**Chapter:** Dependent Care Expenses  
**Page:** Dependent Care Expenses Deduction

**Topic:** SNAP  
**Book:** Expenses and Deductions  
**Chapter:** Health Insurance/Medical Expenses  
**Subchapter:** Medical Expenses  
**Page:** Medical Expense Deduction During Review Periods

**Topic:** SNAP  
**Book:** Expenses and Deductions  
**Chapter:** Dependent Care Expenses  
**Page:** Federal Mileage Rates

**Topic:** SNAP  
**Book:** Expenses and Deductions  
**Chapter:** Health Insurance/Medical Expenses  
**Subchapter:** Medical Expenses  
**Page:** Federal Mileage Rates - Medical

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**Revised Online  
Guide Pages  
(continued)**

**Topic:** Cross Programs  
**Book:** Verifications  
**Chapter:** Questionable & Contradictory Info  
**Page:** Examples of Questionable & Contradictory Information

**Topic:** SNAP  
**Book:** Expenses and Deductions  
**Chapter:** Dependent Care Expenses  
**Page:** Dependent Care Expense - Examples

**Topic:** SNAP  
**Book:** Certification Types  
**Chapter:** Change Reporting  
**Page:** Change Reporting - Recertification

**Topic:** SNAP  
**Book:** Certification Types  
**Chapter:** Simplified Reporting  
**Page:** Simplified Reporting - Recertification

**Topic:** Cross Programs  
**Book:** Verifications  
**Chapter:** Basic Veri Activities & Timelines  
**Page:** Verifications at Reevaluation, Recertification & Interim Reports

**Topic:** SNAP  
**Book:** Eligibility Requirements  
**Chapter:** Income  
**Subchapter:** Noncountable Income  
**Page:** Combat

**Topic:** SNAP  
**Book:** Eligibility Requirements  
**Chapter:** Elderly/Disabled  
**Page:** Adult Foster Care

**Topic:** SNAP  
**Book:** Household Misfortune  
**Page:** Household Misfortune Procedures

**Topic:** SNAP  
**Book:** Household Misfortune  
**Page:** Household Misfortune Q & A

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**Revised Online  
Guide Pages  
(continued)**

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<b>Topic:</b>	SNAP
<b>Book:</b>	Certification Types
<b>Chapter:</b>	Bay State CAP
<b>Page:</b>	Bay State CAP Eligibility
<b>Topic:</b>	SNAP
<b>Book:</b>	Certification Types
<b>Chapter:</b>	Bay State CAP
<b>Page:</b>	Bay State CAP Examples
<b>Topic:</b>	SNAP
<b>Book:</b>	Eligibility Requirements
<b>Chapter:</b>	Income
<b>Subchapter:</b>	Other Income (Unearned)
<b>Page:</b>	Unearned Income Overview
<b>Topic:</b>	EAEDC
<b>Book:</b>	Basic Case Activities & Maintenance
<b>Chapter:</b>	Reevaluations
<b>Page:</b>	Reevaluations - EAEDC
<b>Topic:</b>	TAFDC
<b>Book:</b>	Program Nonfinancial Requirements
<b>Chapter:</b>	Child Support
<b>Subchapter:</b>	Absent Parent Information at Application
<b>Page:</b>	Entering Absent Parent Data
<b>Topic:</b>	Cross Programs
<b>Book:</b>	Applications
<b>Chapter:</b>	EAEDC Application Interview
<b>Page:</b>	Application Interview: Workflow Tab - RFA
<b>Topic:</b>	Cross Programs
<b>Book:</b>	Applications
<b>Chapter:</b>	TAFDC Application Interview
<b>Page:</b>	Application Interview: Workflow Tab - RFA
<b>Topic:</b>	TAFDC
<b>Book:</b>	Basic Case Activities & Maintenance
<b>Chapter:</b>	Reevaluations
<b>Page:</b>	Reevaluations - TAFDC

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**Obsoleted  
Online Guide  
Material**

This Transmittal obsoletes Online Guide Transmittals 2020-42, 2020-53 and 2020-53A.

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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 them to DTA.Procedural Issues.

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

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