



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


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**Online Guide Transmittal 2021-43
May 18, 2021**

To: Department of Transitional Assistance Staff
From:  Sarah Stuart, Associate Commissioner for Change Management
Re: Cross Programs: Temporary COVID-19 Procedures

Overview

On March 10, 2020, a State of Emergency was declared by Governor Baker to support the Commonwealth's response to the coronavirus pandemic. Since then, DTA has taken the necessary steps to ensure that active clients do not experience a disruption in benefits, while maintaining timely benefits for new applicants. Initial procedures were issued on March 18, 2020.

Over the past year, subsequent Transmittals and Online Guide updates have clarified and enhanced these initial procedures. Additionally, self-declaration procedures are now updated with the rollout of the Telephonic Signature procedures taking effect on May 21, 2021.

Purpose

This Transmittal is to advise staff that procedures previously outlined in OLG 2020-78: Cross Programs - COVID Updates to Verification Procedures have now been uploaded to the new COVID-19 Online Guide book; some temporary procedures have been updated; other temporary procedures have been eliminated and certain pre-COVID procedures have been reinstated.

Updates include:

- rollback of some temporary COVID-19 procedures
- when to process optional verifications at application
- removal of Interim Report procedures;
- updated guidance on forms required at application and reevaluation
- updated guidance on verifying disability, and;
- updated guidance regarding The Work Number.

**New COVID-19
Online Guide
Page**

Book: COVID -19
Page: Temporary COVID-19 Procedures

**Updated
COVID-19
Online Guide
Page**

Book: COVID -19
Page: Authorization for Reimbursement of assistance (AP-SSI-IAR)
Improvements

**Obsoleted
Online Guide
Transmittal**

OLGT 2020-78: Cross Programs: COVID Updates to Verification Procedures

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.
