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

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Commissioner

Online Guide Transmittal 2021-75
October 13, 2021

To: **Department of Transitional Assistance Staff**

From: **Sarah Stuart, Associate Commissioner for Change Management**

Re: **Cross Program: Additional Enhancements for Clients Requesting an EBT Card**

Overview

The majority of DTA clients use an Electronic Benefit Transfer (EBT) card to access their SNAP or cash benefits. Active and pending clients can request an EBT card via DTAConnect.com and through the DTAConnect Mobile App at any time. Additionally, clients who apply for benefits via the DTAConnect.com portal may request a new EBT card upon submission of their application.

Additional enhancements have been made to both the DTAConnect Mobile App as well as the DTAConnect.com portals to better assist clients with obtaining an EBT card.

Purpose	This Online Guide update is to advise staff that: • Clients can request a new EBT card at application even if they have received an EBT card within the last 12 months; • At SNAP application, once a client has verified identity and provided a valid mailing address a new EBT card must be sent unless the client indicated that they already have an EBT card or one was issued automatically through DTAConnect and; • Various technical enhancements were made to the DTAConnect Mobile App and DTAConnect.com portals to better assist clients with obtaining an EBT card.

Revised Online Guide Pages

Book: Cross Programs
Chapter: EBT
Page: EBT Card Issuance Tracking

Book: Cross Program
Chapter: EBT
Page: Requesting an EBT card Via DTAConnect.com and DTA Connect Mobile App

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.