



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

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**Online Guide Transmittal 2022-29
April 14, 2022**

To: Department of Transitional Assistance Staff
From: Sarah Stuart, Associate Commissioner for Change Management
Re: Cross Programs: Client Search in EPPIC

Overview

To enhance security and preserve client confidentiality, the Department is phasing out the use of a client's Social Security Number (SSN), or temporarily assigned number held in the SSN field, as the case number and the default search feature in the Electronic Payment Processing Information Control (EPPIC) system.

An enhancement was made in EPPIC to convert a client's case number to their APID. All cases going forward will be established with the client's APID as the case number in EPPIC.

Purpose

The purpose of this Online Guide update is to advise staff of changes to the client search functionality in EPPIC. A new book that provides information on the EPPIC system has been added to the EBT book in the Online Guide.

**New Online
Guide Pages**

Topic: Cross Programs
Book: EBT
Chapter: EPPIC
Page: Overview

Topic: Cross Programs
Book: EBT
Chapter: EPPIC
Page: Search in EPPIC

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.
