



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


CHARLES D. BAKER
Governor

MARYLOU SUDDERS
Secretary

KARYN POLITO
Lieutenant Governor

MARY SHEEHAN
Acting Commissioner

**Online Guide Transmittal 2022-30
April 14, 2022**

To: Department of Transitional Assistance Staff
From:  **Sarah Stuart, Associate Commissioner for Change Management**
Re: Cross Program: Opting Out of Text Messaging

Overview

When clients provide a valid telephone number and it is added as their primary phone number in BEACON, they are automatically opted-in to text messaging. Clients will receive additional correspondence through text messaging, along with other modes of communication, such as paper notices, DTA Connect Alerts, robocalls and emails.

If clients wish to opt-out of text messaging, they can do so by updating their preferences on DTA Connect, replying “Opt Out” if they receive a text message, notifying the Department by calling the DTA Assistance line or in writing, and checking “opt-out” on certain forms.

Purpose

This Online Guide update advises staff of the options for clients wishing to opt-out of text messaging.

**Revised Online
Guide Page**

Topic:	Cross Programs
Book:	DTA Client Communications
Page:	Client Communications

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 the DTA. Procedural Issues Mailbox.

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