



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

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Acting Commissioner

**Online Guide Transmittal 2022-40
May 24, 2022**

To: Department of Transitional Assistance Staff

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

Re: Cross Program: Client Option to Reschedule Appointments

Overview

Clients will now have the option to reschedule an existing telephonic appointment by using the DTA Connect Mobile App or the DTACConnect.com portal. Clients having the option to reschedule their existing appointments will help to reduce the number of missed appointments due to dates and times that are inconvenient or not possible for the client to keep. This new client option will reduce the instances of staff having to reschedule appointments, reduce NOMI letters that may result in an adverse action, and will improve customer service. These systems changes are anticipated to go live on Thursday, May 26, 2022.

Purpose

This purpose of this Online Guide Transmittal is to advise staff of new functionality that will enable client to reschedule existing appointments and procedures for staff to support these changes

**New Online
Guide Pages**

Topic: Self-Service Options
Book: Clients to Reschedule Appointments
Page: Clients to Reschedule Appointments - SNAP

Topic: Self-Service Options
Book: Clients to Reschedule Appointments
Page: Clients to Request a Rescheduling of Their Appointments –
TAFDC/EAEDC

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.
