



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

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**Online Guide Transmittal 2022-79
October 7, 2022**

To: Department of Transitional Assistance Staff
From: Sarah Stuart, Associate Commissioner for Change Management
Re: Cross Program: P-EBT Case Information and P-EBT Replacement Card Requests via DTA Connect

Overview

DTA Connect has been effective in providing clients access to time-sensitive information quickly. As such, the Department has and will continue to make enhancements to the DTA Connect platform to support both clients and staff. To that end, the DTA Connect web portal at www.DTAConnect.com will now offer new, user-friendly access for P-EBT assistance. The P-EBT landing page provides more options for P-EBT clients to check on their case information, request a P-EBT replacement card, and learn more about SNAP and P-EBT. Clicking on the *Pandemic EBT (P-EBT) Assistance!* option on DTACConnect will take users to the P-EBT landing page. The P-EBT landing page can also be accessed directly via DTAConnect.com/pebt.

P-EBT clients can independently check their P-EBT case information and request a P-EBT replacement card; however, if a client calls DTA to request a replacement P-EBT card, staff must assist the client by completing the request at DTACConnect.com so that the client will be sent a replacement P-EBT card. A large percentage of P-EBT replacement card requests completed by P-EBT clients (on DTACConnect), do not match the information in BEACON. This causes a delay in the replacement of the P-EBT card. When DTA staff complete the P-EBT card replacement requests, this will reduce the occurrence of mismatched information and subsequent inquiries to the DTA Assistance Line about outstanding P-EBT replacement cards.

Purpose

The purpose of this Online Guide Transmittal is to inform staff of:

- the new P-EBT Landing page accessible via DTACConnect.com; and
 - the requirement for DTA staff to complete P-EBT replacement card requests via DTACConnect.com.
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**New Online
Guide Pages**

Book:	COVID-19
Book:	P-EBT
Page:	P-EBT DTA Connect Landing Page

**Revised Online
Guide Pages**

Book:	COVID-19
Book:	P-EBT
Page:	P-EBT Communication and Support
Book:	Self-Service Options
Page:	DTA Connect Online

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.
