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

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Online Guide Transmittal 2023-16
January 30, 2023

To: **Department of Transitional Assistance Staff**

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

Re: **Cross Program: Temporary COVID-19 Waiver for Collecting Telephonic Signature**

Overview

Due to technical problems with the Department's IVR line, there are times when staff are unable to collect telephonic signatures from clients. **The Department has obtained a temporary waiver allowing clients to provide a verbal telephonic signature in instances where technical problems prevent them from providing an electronic signature through the IVR line**.

The specific procedures for this workaround are detailed in a new Online Guide page in the COVID-19 book. **Staff must apply this workaround only if the regular procedures fail due to technical problems**. Staff must always begin by using the procedures outlined in the Obtaining a Telephonic Signature section of the Telephonic Signature page.

Only if technical problems prevent the client from providing a telephonic signature through the IVR line, staff must verbally read the Rights and Responsibilities (R&R) to the client. If the client verbally agrees to the R&R and the accuracy of the information they have provided, staff can accept the client's verbal agreement as their telephonic signature. Afterwards, designated staff must send in a ticket to the Systems Support Helpdesk to report the technical problems with the IVR line. **The ticket number must be documented in the BEACON narrative for this case action.**

Purpose

The purpose of this Online Guide Transmittal is to advise staff of the temporary workaround for obtaining a telephonic signature, and the corresponding updates to the Online Guide.

New Online Guide Page(s)

Topic:	COVID-19
Page:	Temporary COVID-19 Waiver for Collecting Telephonic Signature

Revised Online Guide Page(s)

Topic:	Cross Program
Book:	Telephonic Signature
Page:	Telephonic Signature Q and A

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.