



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

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**Online Guide Transmittal 2024-22
April 25, 2024**

To: Department of Transitional Assistance Staff

From: Sarah Stuart, Associate Commissioner for Local Implementation and Special Populations
KP for SS

Re: **SNAP: How to Resubmit a Benefit Theft Claim When the Initial Claim for Request for Replacement of Benefits was Denied in Error**

Overview

There are times when a caseworker may forget to enter the date into the “Signed Statement” field in BEACON. The “Signed Statement” field captures the date the signature is provided either electronically or via wet signature on the *Claim for Replacement of Benefits Stolen Electronically* form.

If the benefit theft claim gets submitted without a date in the “Signed Statement” field, it will be denied by the Fraud Investigations Unit processing the claim. When this happens, you must resubmit a claim with the correct date in the “Signed Statement” field. You must also write detailed notes in the “Claim Comment” field to assist the Fraud Investigation Unit.

Purpose

The purpose of this Online Guide update is to advise staff about how to resubmit a Benefit Theft claim when the initial claim for request for replacement of benefits was denied in error due to not entering the date the benefit theft claim was signed either electronically or via a wet signature on the form.

**Revised Online
Guide Pages**

Topic: Cross Programs
Book: EBT
Chapter: Replacement of Stolen Benefits
Page: Benefit Theft

Topic: Cross Programs
Book: EBT
Chapter: Replacement of Stolen Benefits
Page: Replacement of Stolen SNAP Benefits

Questions

If you have any policy or procedural questions, after conferring with the appropriate TAO personnel, please have your Systems Information Specialists (SIS) or TAO management email them to [DTA.Procedural Issues](#).

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