



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

MAURA T. HEALEY
GOVERNOR

KATHLEEN E. WALSH
SECRETARY

KIMBERLEY DRISCOLL
LIEUTENANT GOVERNOR

JEFF McCUE
COMMISSIONER

Online Guide Transmittal 2024-23
April 8, 2024

To: Department of Transitional Assistance Staff

From: Sarah Stuart, Associate Commissioner for Local Operations and Special Populations

Re: Cross Program: P-EBT Replacement Card Requests in BEACON and End of Monthly File Transfer from Department of Early and Secondary Education (DESE)

Overview

An enhancement has been made in BEACON to allow DTA staff to issue P-EBT replacement cards. Staff are no longer advised to complete P-EBT replacement card requests via the P-EBT landing page on DTACConnect.

The P-EBT landing page was removed from DTACConnect. After March 31, 2024, P-EBT clients will no longer be able to request a P-EBT replacement card or check their P-EBT case information on the P-EBT landing page.

If a client calls DTA to request a replacement P-EBT card, staff must assist the client by completing the request in BEACON; staff must not direct the client to DTACConnect.

The last monthly file transfer for P-EBT occurred on March 25, 2024. Although the Department will no longer receive monthly files from DESE, any client who was eligible but did not receive P-EBT benefits due to agency error is entitled to benefits beyond March 2024. If a client reports that they did not receive P-EBT benefits, you must advise the client to contact the school to ensure that the file is sent to the Department to issue the benefit.

Purpose

The purpose of this Online Guide update is to inform staff of the:

- new P-EBT replacement card request functionality in BEACON;
 - requirement for DTA staff to complete P-EBT replacement card requests in BEACON;
 - the removal of the P-EBT landing page from DTACONnect; and
 - the end of monthly file transfers from DESE.
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**Revised Online
Guide Pages**

Book: COVID-19
Book: P-EBT
Page: P-EBT DTA Communication and Support

Book: COVID-19
Book: P-EBT
Page: P-EBT Functionality in BEACON

**Obsoleted
Online Guide
Page**

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

**Obsoleted
Online Guide
Transmittal**

This Transmittal obsoletes Online Guide Transmittal 2022-79: Cross Program: P-EBT Case Information and P-EBT Replacement Card Requests via DTA Connect

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.
