

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

JOHN W. POLANOWICZ Secretary

STACEY MONAHAN Commissioner

Operations Memo 2013-62 December 12, 2013

To:

Department of Transitional Assistance Staff

From:

Lydia Conley, Acting Assistant Commissioner for Policy, Program and External Relations

Re:

TAFDC, EAEDC and SNAP: Preparation for Implementation of eNotification

Background

The Department is always exploring more efficient methods of communicating with clients. To that end, DTA plans to implement a test project called eNotification. eNotification works in conjunction with My Account Page (MAP).

The eNotification process will inform clients by email when Department notices are available to view on the client's MAP. This should not only provide clients with expedited access to Department notices, but it should also reduce the cost of paper and postage associated with mailing DTA notices.

Purpose of Memo

This memo serves to advise TAO staff about:

- the future eNotification project; and
- their preliminary responsibilities regarding the project.

Case Manager Responsibilities

To ensure project success, staff are asked to give the Opt-in/Opt-out form (Attachment A) to any grantee:

- who is interested in participating in eNotification,
- has an active Electronic Benefit Transfer (EBT) card;
- provides an email address that is accessible to the grantee; and

Note: Since only grantees have access to MAP, the email address provided by the client must be accessible to the grantee.

• registers for a MAP account, if they do not already have one.

Note: If a client does not currently have a MAP account, staff can provide the client with the Register for My Account Page (MAP) hand-out (Attachment B).

Important: There is no requirement for the client to provide an email address or participate in the eNotification project. Submission of the email address and participation in eNotification is optional.

Whenever there is face-to-face client contact, staff should explain that:

- once implemented, eNotification will be a fast way for the client to read important notices;
- once implemented, most Department notices will no longer be sent by mail to a client requesting the eNotification option;
- clients selecting this option will be notified when eNotification will be implemented, and additional details of the process will be provided at that time; and
- if interested in participating, the client must complete and sign the Opt-in/Opt-out form, including provision of current email address, and create a MAP account if they do not already have one.

Once the Opt-in/Opt-out form is completed and signed, Department staff must place the completed form in a central location, determined by the TAO manager. At the end of the each week, TAO staff designated by the TAO manager must send the forms by interoffice mail to the attention of the *eNotice Project Manager* at Central office. The email addresses will be entered on BEACON centrally.

Department staff and clients will be notified as to the details and the start date of the eNotification project.

Questions

If you have any questions, please have your Hotline designee call the Policy Hotline.

eNotification Opt-in/Opt-out Voluntary Participation Form

What is eNotification?

Why wait for the mail? DTA has developed a faster way for you to see information important to you. It is called eNotification.

How does it work?

If you choose eNotification, DTA will send you an email to let you know you have an important notice such as an approval letter or request for verifications. When you get the email, you will click on a link to view DTA notices on a secure website called My Account Page (MAP).

Here is how eNotification works:

- When DTA sends you information, you will receive an email from DTA.
- You will open the email, and click on the link in the email.
- The link will take you to MAP.
- You will sign into MAP using your Electronic Benefit Transfer (EBT) Card number along with your date of birth, SSN and zip code.
- You will see your notice and be able to download it or print it.

<u>Important</u>: If you do choose eNotification, you will not receive paper notices in the mail anymore. DTA notices are sometimes time sensitive and you should view the notices in MAP when the email is received to ensure that due dates are not missed.

How do I start getting my notices online?

- You must be the head of household or "grantee" for your case.
- You must tell us your email address.
- You must register for a MAP account, if you don't already have one.
- You must check the "Opt-In" box in Section I on the other side of this form.
- You must complete all the information in the Opt-In section on the other side of this form and give it to your case manager.

Am I required to use eNotification?

No. You are **not** required to participate in eNotification.

What is MAP?

MAP is a secure website where you can see information about your DTA benefits, household, case manager, local office, and notices.

- If you don't already have a MAP account, you can create one at www.mass.gov/vg/selfservice.
- You will need your Electronic Benefit Transfer (EBT) card number.
- You will also need a working email address.

When will I start getting my notices online?

DTA will notify you when we are going to begin sending you notices online.

What if I want to start getting paper notices again?

If you decide later that you prefer paper notices, simply fill out the "Opt-Out" part of the form on the other side and give it to your case manager.

I.	Opt-In to eNotification	n	
accou		and information about my case. I c	use the email address below. I will also create an stop participating in eNotification at any tin
Full N	Jame	My e-mail address is	
	(Please Print Clearly)		(Please Print Clearly)
SSN c	or Agency ID		
Signat	ture	Date	
II.		dress for eNotification	
☐ Ple	ease change the email add	ress where DTA sends my notices.	
Full N	Jame	My new e-mail address is _	
	(Please Print	Clearly)	(Please Print Clearly)
SSN o	or Agency ID		
Signat	ture	Date	
III.	Opt-Out of eNotificat	ion	
		te in eNotification. I understand I w sending my notices to the mailing a	vill no longer receive email notifications. I address DTA has on file for me.
Full N	Jame		
	(Please Print Clear	ly)	
SSN o	or Agency ID		<u></u>
a:		D .	
Signat	ture	Date	

Register for My Account Page (MAP)

▶ Introduction

Why is **My Account Page (MAP)** useful? You can access your case information at any time on the Internet.

Who can use **My Account Page (MAP)**? You must be the **head of the household** receiving benefits within the last **90 days**, and have an **e-mail account**.

NOTE: MAP is not available to clients with a Heightened Level of Security.

I Go to: www.mass.gov/vg/selfservice



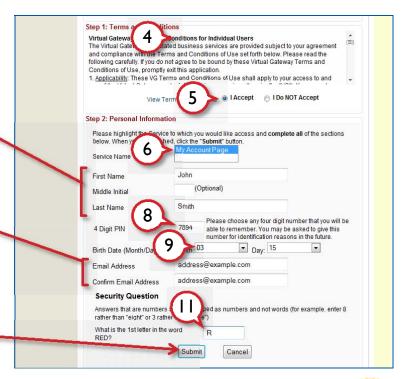
2 Click the **My Account Page** button.



3 Click the **Register** button.



- 4 Read the **Terms and Conditions**.
- 5 Click I Accept if you agree.
- 6 Select My Account Page.
- 7 Type your name into these boxes.
- 8 Type in any 4-digit number.
- 9 Select your birth month and birth day.
- Type in your e-mail address twice. You will receive a confirmation e-mail at this address.
- II Answer the **Security Question**.
- 12 Click Submit.





Gateway, Virtual (ehs) 13 Check your e-mail at the address Subject: Your Virtual Gateway Account Charset: US-ASCII (view as UTF-8) you entered in Step 10. Text View Forward Your request for a Virtual Gateway account has been processed. 14 Click the link in that e-mail. This link Click the link below to confirm your account information and continue the registration process. expires seven days after signing https://gateway.hhs.state.ma.us/authn/selfReg.do?reqType=page2&tokenId=mgi5kgwddyka4dqxfivdln3vtew29w8 up. This link will remain active for 7 days. After 7 days, you will need to begin the registration process 15 Make sure all the information here is Step 4: New User Confirmation correct. If you need to change it, Please review your information below. If this information IS correct, continue to Step 5. If this information IS NOT correct, click "Edit" to change the information and then continue press the **Edit** button. to Step 5. First Name John Middle Initial Smith Last Name 4 Digit PIN 7894 Day: 15 Birth Date (Month/Day) Month: 3 Service Name Edit Step 5: Create Password To log in to the Virtual Gateway, you will need to create a password. Passwords must be 8 to 16 characters long. Passwords must contain the following . Between 8 and 16 characters At least one uppercase character (A, B, C, ...)
 At least one lowercase character (a, b, c, ...) At least one number (1, 2, 3, ...) Passwords cannot contain: 16 Follow these directions to create The words "test", "password" or "pass" Your first name, your last name, or your full name
 Your Virtual Gateway Username
 Your email address your password. Important! Keep your information safe and secure. Do not share your Virtual Gateway password Password •••••• Type in your **password** twice. Confirm Password Step 6: Secret Questions 18 Select a secret question. Two secret questions must be selected and answered. These questions will be used if you forget your password acrosed to change it. Once you have selected and answered your questions, click the button and your Virtual Gateway username will be displayed. 19 Type in your answer to that 18 What is your favorite animal? question. 19 20 Do it again down here. What is your favorite drink? Secret Question 2 Orange Juice Answer to Secret Question 2 21 Click Submit. Submit Cancel Write down your username. Virtual Gateway Congratulations! Monday through Friday 8:30 am to 5:00 pm 800-421-0938 (Voice) 617-847-6578(TTY for the deaf and hard of hearing) have successfully created your Virtual Gateway account. Your username a: jsmith193
Please keep your username and password safe and secure. 23 Click Log in to the Virtual Log in to the Virtual Gateway Gateway.



Mass. Go

January 23

- 24 Type in your **username** from Step 22.
- Type in the **password** from Step



26 Click the My Account Page link.



To see your records, fill in the search fields below and click on the 'Search' button. You must be the head of your household to view benefit

If your records cannot be found please confirm your information is correct and matches what is on record with MassHealth and/or the Dep of Transitional Assistance. To make corrections to the information given during the registration process you will need to exit My Account Pacifick the Manage Relink on the Virtual Gateway Services Page.

alth Assistance Program Information please fill

on please fill in the following:

- 27 Type in the **year you were born**.
- 28 Type in your **Social Security Number**.
- 29 Type in the **zip code** where you live or where you get your mail.
- 30 Fill in the rest of the numbers of your EBT card.
- 31 Click **Search**.



search data for John Smith:

123 - 12 - 1234

30

Virtual Gateway

Welcome to My Account Page

28

29

Social Security

Residential Zip

Member ID #:

32 Click your name in the search results.



My Account Page (MAP)

What is MAP?

My Account Page (MAP) offers online access to healthcare and food assistance benefit information such as MassHealth, SNAP, TAFDC, and EAEDC. For DTA programs, MAP is informational only.

Website

www.mass.gov/vg/selfservice

Access

Once registered, users can log in and access MAP any time (except for daily scheduled maintenance from 2:00am to approximately 8:00am).

No additional updates are required for your MAP account after you register.

Your MAP password never expires.

▶ Login

To view your MAP account:

- 1. Go to www.mass.gov/vg/selfservice
- 2. Click the My Account Page button.
- 3. Enter your username and password that you chose during registration
- 4. Click the Login button.
- 5. Once logged in, select My Account Page.

From here you can review your account information.

Information you need to know

To view your MAP account, the following information must exactly match what is currently recorded with DTA:

- 1. Date of Birth.
- 2. Social Security Number, and
- 3. Residential Zip Code (where you live).

You also need at least one of the following:

- MassHealth Member ID Number (to see health benefits information), or
- Electronic Benefit Transfer (EBT Card) Number (to see food/cash assistance information).

Both if you are receiving both benefits (MassHealth and DTA benefits).

DTA information in MAP If you are receiving benefits from DTA and you are the head of household, you can see the following information with MAP:

- 1. Status of SNAP, TAFDC, or EAEDC benefits,
- 2. Amount of benefits,
- 3. Date of benefits,
- 4. Local DTA office and Case Manager,
- 5. DTA documents that have been sent to you by mail within the last 12 months.

