



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

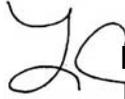
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Governor

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

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**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.

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**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.

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**Questions**

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

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## 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.

**Important:** 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](http://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**

I want to participate in eNotification. I give DTA permission to use the email address below. I will also create an account in MAP to view notices and information about my case. I can stop participating in eNotification at any time by telling my case manager in writing.

Full Name \_\_\_\_\_ My e-mail address is \_\_\_\_\_  
(Please Print Clearly) (Please Print Clearly)

SSN or Agency ID \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_



**II. Update My Email Address for eNotification**

Please change the email address where DTA sends my notices.

Full Name \_\_\_\_\_ My new e-mail address is \_\_\_\_\_  
(Please Print Clearly) (Please Print Clearly)

SSN or Agency ID \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_



**III. Opt-Out of eNotification**

I no longer wish to participate in eNotification. I understand I will no longer receive email notifications. I understand that DTA will begin sending my notices to the mailing address DTA has on file for me.

Full Name \_\_\_\_\_  
(Please Print Clearly)

SSN or Agency ID \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

# Register for My Account Page (MAP)

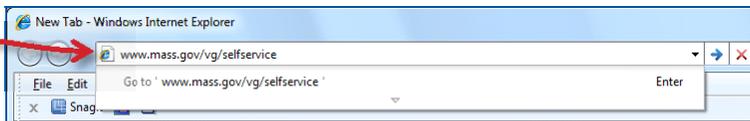
## Introduction

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.**

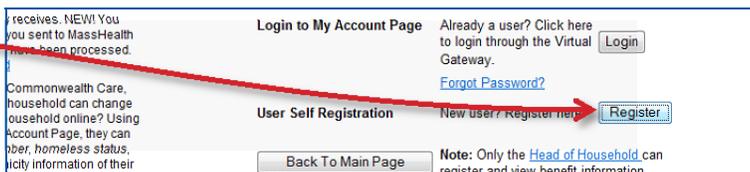
1 Go to: [www.mass.gov/vg/selfservice](http://www.mass.gov/vg/selfservice)



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.

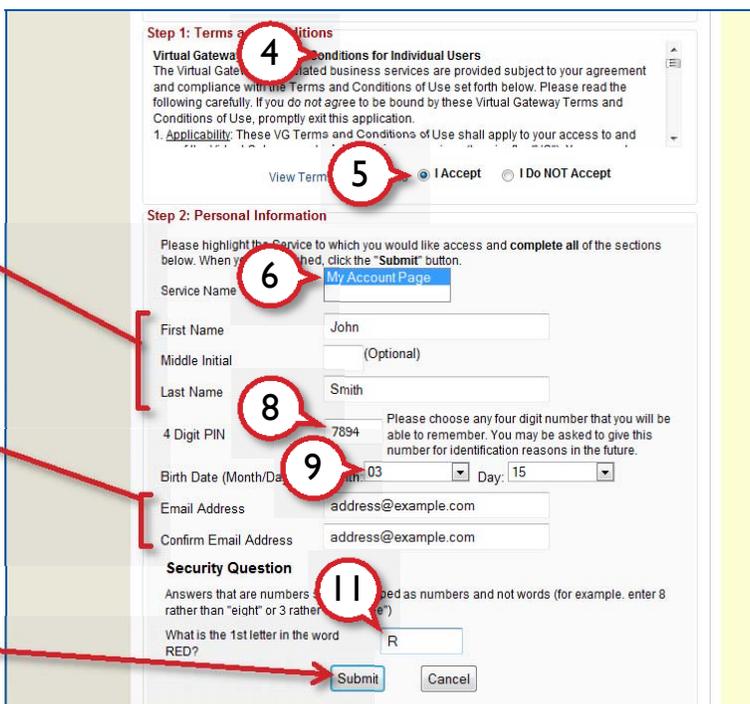
8 Type in any 4-digit number.

9 Select your birth month and birth day.

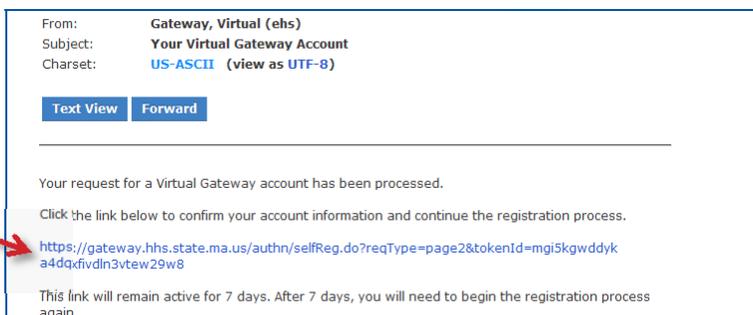
10 Type in your e-mail address twice. You will receive a confirmation e-mail at this address.

11 Answer the **Security Question**.

12 Click **Submit**.

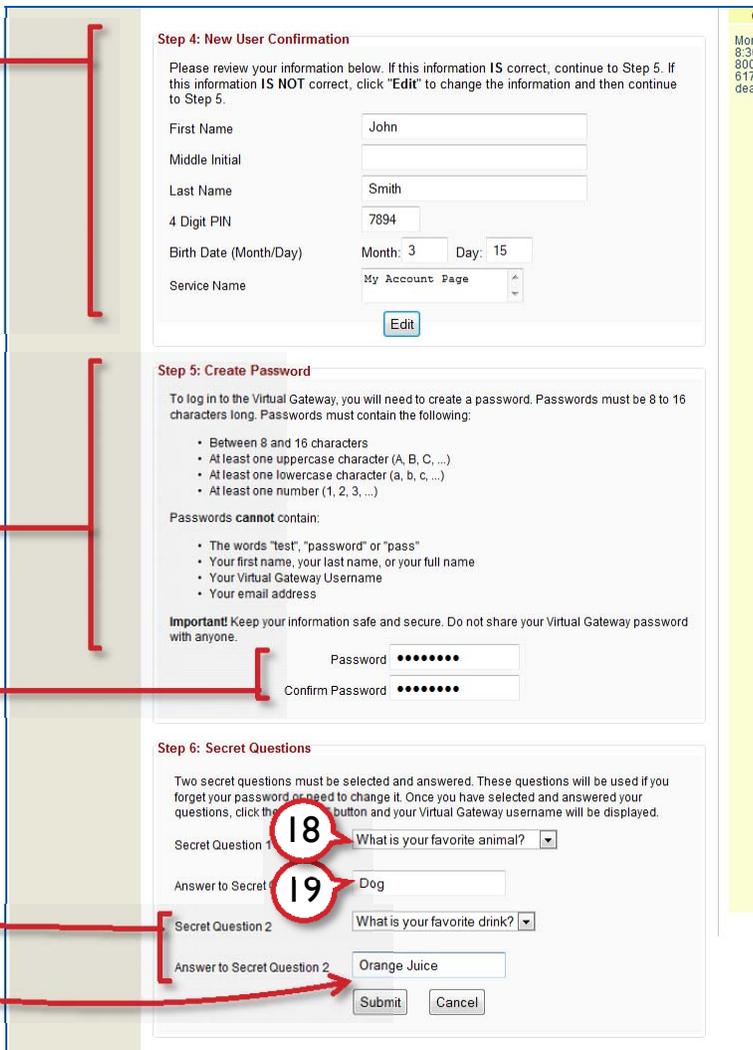


13 Check your e-mail at the address you entered in Step 10.



14 Click the link in that e-mail. This link expires **seven days** after signing up.

15 Make sure all the information here is correct. If you need to change it, press the **Edit** button.



16 Follow these directions to create your password.

17 Type in your **password** twice.

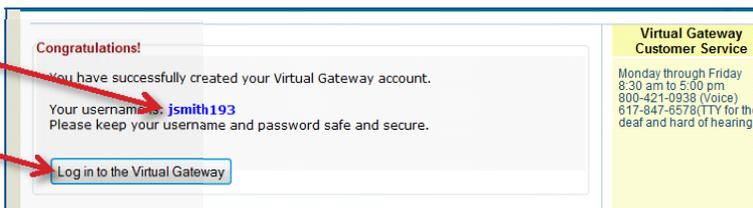
18 Select a secret question.

19 Type in your answer to that question.

20 Do it again down here.

21 Click **Submit**.

22 Write down your **username**.



23 Click **Log in to the Virtual Gateway**.



24 Type in your **username** from Step 22.



25 Type in the **password** from Step 17.

26 Click the **My Account Page** link.



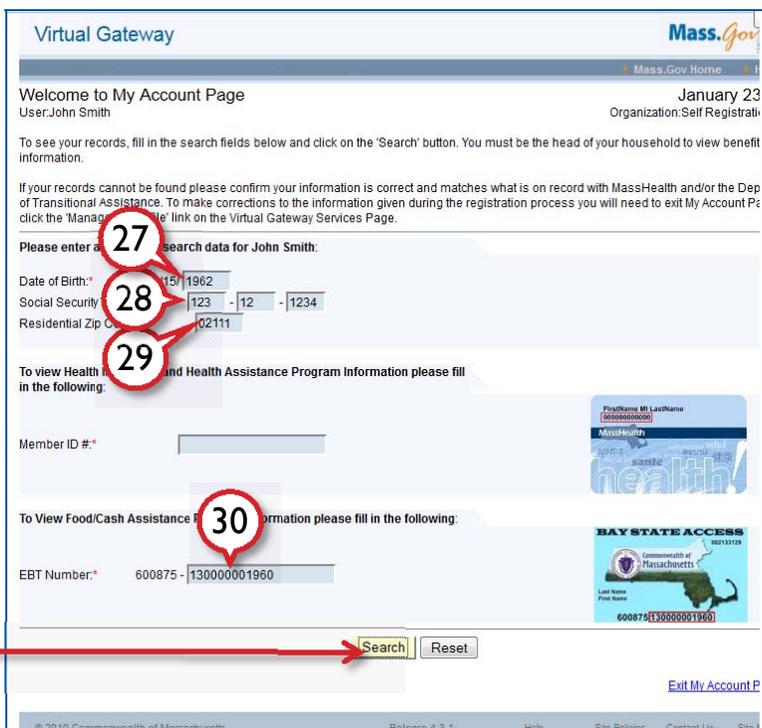
27 Type in the **year you were born.**

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.**



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/vq/selfservice](http://www.mass.gov/vq/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/vq/selfservice](http://www.mass.gov/vq/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.