

ENGLISH SAMPLE

DTA-DPC P.O. Box 4406
Taunton, MA 02780-0420

Massachusetts Department of Transitional Assistance

Mary Jones
101 Main Street
Boston, MA 02112

Agency ID: 9999999
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DTA Alerts Opt-In/Opt-Out Voluntary Participation Form

Dear Mary Jones:

What is eNotification?

eNotification is a faster way to see information about your DTA benefits. You will not have to wait for notices and forms to be sent through the mail. DTA will send you an email that you have a notice on My Account Page (MAP). You must be registered for MAP to participate in eNotification.

What is MAP?

MAP is a secure website. You can see your DTA notices and information about your DTA benefits, household members, case manager and local office. To enter MAP:

- you must be the head of household;
- **you must be registered for MAP** at www.mass.gov/vg/selfservice; and
- you need to enter a username, password, date of birth, Social Security number, zip code and your EBT card number.

How Do I Use eNotification?

- You need to have a working email address
- You need to add the Department's email address to your address book.
- DTA will send you an email alert when notices are posted on MAP.
- You will open the email and click the link to go to the MAP login page.
- You will log into MAP.
- You will see your notices and be able to download and print them.
- You cannot respond to DTA notices by email.

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Important: DTA will continue to mail forms to you that you must complete. These forms also will be available to print from your MAP account. Many DTA notices need immediate attention, so it is important to view notices on MAP as soon as you receive an email about them.

What if I want to start getting paper notices again?

You do **not** have to participate in eNotification. If you want to get paper notices, complete the Opt-Out form on the next page. Mail the form to: **DTA Document Processing Center, P.O. Box 4406, Taunton MA 02780-0420**. If you cannot regularly check your email or are missing notices with eNotification, you should consider opting out.

What is SMS Text Messaging?

An SMS Text Message is a short message sent to your cell phone. Text messaging is a fast way to find out information about your benefits.

IMPORTANT: Message and data charges may apply. Speak to your cell phone provider if you have questions about these charges.

How Does SMS Text Messaging Work?

- You need to have a cell phone that accepts SMS Text Messages.
- DTA will send a text message about things like office closings and program changes.
- You cannot respond to DTA Text Messages.

You will continue to get paper notices and forms while participating in SMS Text Messaging.

How Does Voicemail Messaging Work?

Voicemail Messaging is an audio message that is left on a voice mailbox on your phone .

- You need to have a working phone that accepts voicemail messages.
- DTA will leave a voicemail message about your benefits.
- DTA will leave a voicemail message for an upcoming appointment or paperwork that is due.
- DTA will leave you a voicemail message if we cannot reach you but have questions or information about your case.

You will continue to get paper notices and forms while participating in Voicemail Messaging.

Client Information

Full Name _____

Email Address _____

Cell phone for SMS Text Messaging _____

Phone number for Voicemail Messaging _____

SSN or Agency ID _____

Opt-In (Check all that apply)

- I want to participate in **eNotification**. I give DTA permission to use the email address above. I will create an account in MAP to view notices and information about my case. I can stop eNotification at any time by telling DTA in writing.
- I want to get **SMS Text Messages**. I give DTA permission to use the cell phone number above to send me text messages. I understand that data charges may apply. I can stop SMS Text Messaging at any time by telling DTA in writing.
- I want to get **Voicemail Messages** if I cannot take a phone call. I give DTA permission to use the phone number above to leave a voicemail. I can stop voicemail messaging at any time by telling DTA in writing.
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Change Information (Check all that apply)

- I want to change the email address where I receive **eNotifications**.
- I want to change the cell phone number where I receive **SMS Text Messages**.
- I want to change the phone number where I receive **Voicemail Messages**.
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Opt-Out (Check all that apply)

- I no longer want to participate in **eNotification**. I understand I will no longer receive email alerts. I understand that DTA will begin sending my notices to the mailing address DTA has on file for me.
- I no longer want to get **SMS Text Messages** from DTA.
- I no longer want to get **Voicemail Messages** from DTA.

Client Signature _____ Date _____

Please return this completed form to: DTA Document Processing Center, P.O. Box 4406, Taunton MA 02780-0420.