

DTA Assistance Line Phone "Tree"

The DTA Assistance Line phone options changed slightly as of April 25, 2016. Here are some tips when calling the DTA phone system:

- To reach a **live DTA worker** for clients who do not have or do not know their SSN, we suggest waiting on the line then pressing “9” for help. If you need to reach a worker after entering SSN/year of birth, press “2” for an interview.
- **Most of the time** you can press * to repeat options or # to return to the previous menu. There is currently no option to press “0” to skip the menu and reach a person.
- Ask for **the name** of the DTA worker you speak with. This could be important if there is an issue down the road.
- Track if case managers ask for **excess verifications** or claim they do not have the documents that were sent to EDMC. If you have questions about whether DTA should have asked for something, let us know.
- If calling or talking to a First Available Worker does not fix the problem, contact the DTA Ombudsman or a local DTA office manager. See Masslegalservices.org/SNAPtriage for more information.

Steps to follow when calling the DTA Assistance Line:

1. Call **1-877-382-2363**
2. **Select Language**
 - 1 for English
 - 2 for Spanish
 - 3 for Portuguese
 - 4 for Cantonese
 - 5 for Vietnamese
 - 6 for a different language (to be connected to a person)
3. **Follow the IVR options as described below:**

*the number in the box = the button to press to select that option

1- Current/former clients or recently applied for benefits





