

Improvements to the DTA Assistance line!

On Monday, April 25 there will be a significant change
when you call 877-382-2363

The call choices are different – so listen carefully!

The selections are shorter and will help you get information quickly.

When you call and provide your information:

You can find out whether your case is open, pending or closed

Your current benefit amount and issuance date

Your EBT balance (as of the day before)

Your recertification due date

The last date a document was received by DTA (at EDMC)

also

DTA will call you to leave a reminder if you are due for a recertification and we have not received any documents 20 days before your case end date. We will also call to remind you of scheduled appointments! When you see “COMM of MASS” on your phone – that’s us calling you.

In the near future the DTA Connect mobile application will be available. You will be able to access your case information and receive text messages that are important to you. We will need your up-to-date phone number and you will need to opt-in for this service – ask your case manager about how to sign-up for when the application is available.