

Department of Transitional Assistance

Client Access

Believing you can.



Interactive Voice Response (IVR) System



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DTA Interactive Voice Response (IVR) System

All callers to the DTA Assistance Line, are directed to the enhanced IVR system from which callers can:

- hear information about their case:
 - case status
 - benefit amount
 - next benefit issuance
 - recertification end date, and
 - the date DTA last received a document associated with their case
- update a mailing address and/or phone number.
- request an Income Verification Letter

DTA Interactive Voice Response (IVR) System

- obtain general information about Department programs
- request a SNAP application be mailed to them
- connect with a Domestic Violence Specialist, the Division of Hearings, Fraud Investigation Unit, Data Match Unit, EBT Hotline or Fraud Hotline
- be transferred to a TAO phone line
- be transferred to an assigned cash case manager's phone line (if applicable)
- be transferred to a First Available Worker (FAW) SNAP case manager

DTA Interactive Voice Response (IVR) System

IVR services are offered to clients in five languages:

- English
- Spanish
- Portuguese
- Cantonese, and
- Vietnamese.

The IVR system is available to clients seven days a week, 24 hours per day.

The DTA Assistance Line is staffed Monday through Friday from 8:15 AM to 4:45 PM, except on holidays and other non-business days.

DTA Interactive Voice Response (IVR) System

To access the IVR system, call **1-877-382-2363**.

You will need to enter your **SSN** and **Year of Birth**.

Outbound Calls from DTA now display as: **COMM of MASS**

Mobile Application



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DTA Connect


With the **DTA Connect app**

Save time Save minutes

Now you can manage your benefits with a few quick clicks. No more long lines or hold times.

GET IT ON
Google Play

Download on the
App Store

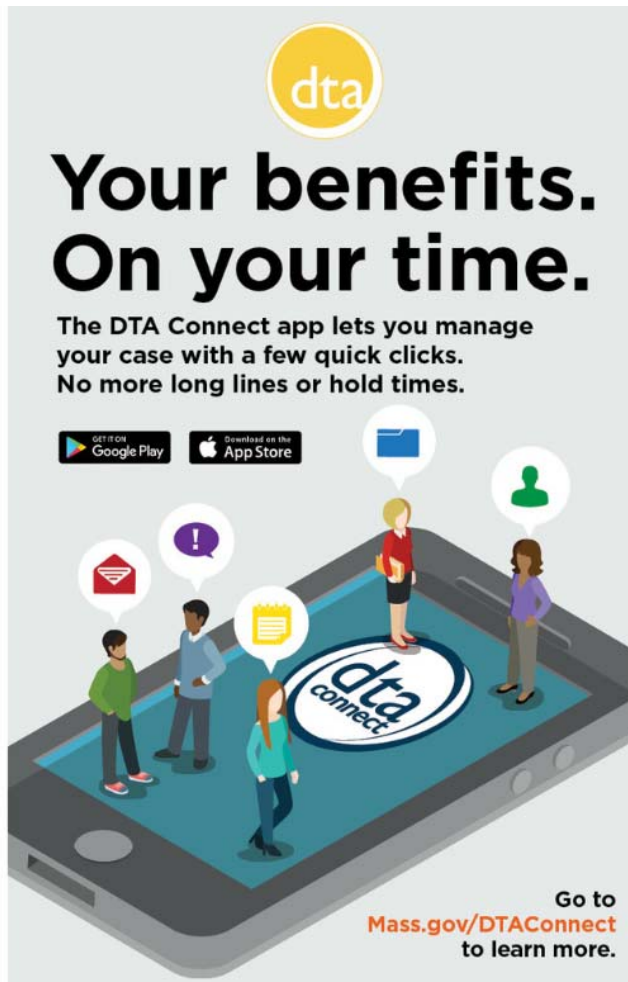


Go to
[Mass.gov/DTAConnect](https://www.mass.gov/DTAConnect)
to learn more.

DTA Connect is a mobile application available on Smartphones and tablets that offers clients:

- the ability to access case information;
- view and print documents that DTA has mailed to them; and
- get important reminders.

DTA Connect



- status of cases
- EBT Balance for SNAP and cash clients with EBT cards
- next benefit issuance date
- detailed information for each household member in the case
- case manager contact information for cash clients
- DTA Assistance Line contact information for SNAP-only clients

DTA Connect

- documents submitted to the Document Processing Center (DPC), organized by document type, date received, and document status (Processed or In Process)
- notices and forms sent by DTA in the past 90 days, including recertifications, verification checklists, and appointment letters
- alerts of all outstanding actions that require action from the client
- printing capabilities for any letter, notice, form, or alert displayed on DTA Connect

DTA Connect

Ability to:

- submit pictures of required documents
- request income verification letters
- request to update mailing and/or residential addresses
- update primary phone number
- update primary e-mail address
- opt-in/opt-out of eNotification



My Account Page



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My Account Page (MAP)

MAP can be used to view:

- case status
- benefit amount
- date the benefit will be received
- TAO and case manager contact information
- DTA Assistance Line phone number and TAO contact information (SNAP Only)
- next recertification due date for SNAP cases
- notices sent to clients in the last 90 days
- documents received by DTA's Document Processing Center; and
- information about opting in/out of eNotification

My Account Page (MAP)

To enter MAP, clients must:

- be the head of household;
- register at www.mass.gov/vg/selfservice; and
- enter a username, password, date of birth, Social Security number, zip code and EBT card number.