



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


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Secretary

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Commissioner

**Online Guide Transmittal 2019-50  
September 5, 2019**

**To: Department of Transitional Assistance Staff**  
**From:  Paul Sutliff, Assistant Commissioner for Programs and Field Operations**  
**Re: Cross Programs: Identity Verification for EBT Procedural Clarification**

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**Overview**

If a client requests an EBT card in-person before his/her social security number is verified through the State Verification and Exchange System (SVES), identity may still be verified through other acceptable verification options.

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**Purpose**

The purpose of this Online Guide Transmittal is to inform staff of updated Online Guide content.

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**Revised Online Guide Pages**

Topic: Cross Programs  
Book: EBT  
Page: Overview Electronic Benefit Transfer (EBT)

Topic: SNAP  
Book: Application Processing  
Chapter: SNAP Application Processing  
Page: Issuing An EBT Card

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**Questions**

If you have any policy or procedural questions, after conferring with the appropriate TAO personnel, please have your Systems Information Specialists or TAO management email the DTA Procedural Issues Mailbox.

Systems issues should be directed to the Systems Support Help Desk.

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