



Introducing:
www.mass.gov/vg/selfservice



Heads of Households that get SNAP, Cash, or Health Assistance Benefits can now use the Virtual Gateway to see their case information online!

We urge you to spread the word about this significant new opportunity that will greatly assist your clients and patients who currently get food, cash, and/or health assistance benefits.

- **MassHealth, Commonwealth Care, and Health Safety Net** heads of household – the person who signed the original application for benefits – can now use My Account Page on the Virtual Gateway to see their benefits online and to change certain information about themselves and/or household on file with MassHealth without having to call a MassHealth office.
- **Commonwealth Care members** with minimal changes to their cases can now use My Account Page on the Virtual Gateway, rather than a paper form, to submit their annual eligibility reviews online.
- Individuals who get **food and cash assistance benefits** through the Department of Transitional Assistance (DTA), including SNAP (formerly Food Stamps), TAFDC and EAEDC, can now view similar information on My Account Page. As with the health-assistance portion of MAP, the person needs to be the head of household to use MAP.
- Allowing food, cash and health-assistance members increased access and control over their own case information will help members and providers by ensuring that clients get the most appropriate benefits as efficiently as possible.

Thank you in advance for your assistance in helping to spread the word about My Account Page!

The Virtual Gateway Team

