



HUMAN SERVICES  
DEPARTMENT


Susana Martinez, Governor  
Brent Earnest, Secretary  
Marilyn Martinez, Director

---

## Interim Policy & Procedure Memorandum

---

**ISD-IPP 15-05**

**TO:** ISD Employees  
**FROM:**  Marilyn Martinez, Director, Income Support Division  
**RE:** Intuit (Turbo Tax)  
**DATE:** 05/06/2015

This IPP rescinds IPP 15-03 previously issued on February 2, 2015 and is written to provide the functions and enhancements of Intuit's Benefit Assist Program.

Intuit (Turbo Tax) initiative allows individuals to screen themselves for SNAP eligibility and apply for SNAP and other federal benefits using Intuit's free software program, Benefit Assist. The United States Department of Agriculture Food and Nutrition Services (FNS) confirmed Intuit utilizes the most current version of the New Mexico Application for Assistance (HSD 100).

These applications should be processed using the normal processing standards. Applications will be accepted that contain, at a minimum, name, address and signature. Applications that do not contain the minimum requirements are not required to be processed by ISD but the case worker will attempt to contact the applicant to inform them that their application could not be processed and offer alternate ways to complete the application.

A brief summary of the Intuit application process and capabilities is attached for reference.

If you have questions regarding this IPP, please contact Marisa Vigil via email at [Marisa.Vigil@state.nm.us](mailto:Marisa.Vigil@state.nm.us) or by phone at 505-827-1326.

## Intuit SNAP Application Process

Low-income households that file their taxes with Turbo Tax are provided with a prompt that says they may be eligible for SNAP and to click if they would like to apply. If the individual opts to apply for SNAP, the system, Benefit Assist, auto-populates a writeable PDF version of the most recent State's SNAP application using the individual's existing tax data. The individual is asked questions about additional household members, their income and resources. Once the application is signed by the individual TurboTax will fax it to CASA to be scanned and indexed. If the individual decides not to submit an application, they may exit at any time. There is no cost to use the Benefit Assist and it is completely optional. Benefit Assist is also accessible to individual's that do not file their tax forms with TurboTax, at no cost.

The Benefit Assist program has made some enhancements since implementation. Applicants will receive a more accurate estimate of what they may qualify for based on the information found in their existing tax data and the information retrieved from each question. Applicants will be presented with a range of possible SNAP benefit amounts that they may qualify for. The Estimated Benefit Page that applicants will visit includes prominent language that benefits are subject to state approval. Applicants are able to take pictures and upload verification(s), for example, pay-stubs. Anything that is uploaded will be faxed along with the application to CASA to be scanned and indexed.

<https://benefitassist.intuit.com/#!/home>



### How TurboTax Benefit Assist works for you

#### 1 Benefits relevant to you and your family

TurboTax Benefit Assist asks you simple questions about your life to find the government benefits that are right for your situation.

#### 2 Know you qualify before you apply

We search a comprehensive database of official government benefit programs and let you know exactly which benefits you could qualify for.

#### 3 Connect year-round to resources

We connect you to the right applications so you can apply immediately and focus on the more important things in life.