



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


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**Operations Memo 2014-7
February 6, 2014**

To: Department of Transitional Assistance Staff

From:  **Lydia Conley, Acting Assistant Commissioner for Policy, Program and External Relations**

Re: TAFDC, EAEDC and SNAP - Electronic Benefit Transfer (EBT) Card Fees, Replacements and Notices

Overview

Operations Memo 2012-56: *TAFDC, EAEDC and SNAP—Electronic Benefit Transfer (EBT) Card Fees Replacements and Notices* advised TAO staff about changes to the EBT card replacement process, various client notices, and a \$5.00 replacement fee to be charged to TAFDC and EAEDC clients.

Effective April 25, 2013, the Department, with the approval of the U. S. Department of Agriculture's Food and Nutrition Service (FNS), started collecting a \$5.00 replacement fee from any SNAP household that requested a replacement card unless the household met a replacement card exemption. Notices were sent to clients advising them of this change.

Operations Memo 2013-18 detailed the entire EBT card replacement process for both SNAP and cash programs.

This Operations Memo is being reissued due to a change in how to access the EBT Accommodation page (formerly named the Accommodation page).

Obsolete Memo This Operations Memo obsoletes Operations Memo 2013-18.

Purpose of Memo

This Operations Memo:

- advises staff of the implementation of the \$5.00 replacement card fee for SNAP households;
 - explains how the fee will be taken from clients receiving both SNAP and cash; and
 - reminds staff about their responsibilities in the replacement card and fee charging process.
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Posters

Posters have been sent to all TAOs and must be displayed in all TAO lobbies until further notice. It informs SNAP, TAFDC and EAEDC clients about the \$5.00 fee being charged for all replacement EBT cards. Posters referenced in Operations Memos 2012-54 and 2012-56 must be recycled.

Client Mailing

During the week of April 8, 2013, notices were mailed which:

- advised clients about the \$5.00 replacement fee for EBT cards and how it will be deducted from benefits;
- reminded clients about the replacement process if clients request more than three EBT replacement cards within 12 months;
- reminded SNAP clients about SNAP trafficking rules and penalties for breaking rules; and
- reminded cash clients about prohibitions on the use of cash benefits.

The Important Rules That Affect You notice was customized into three versions, one for SNAP-only households, one for combination cash and SNAP households and one for cash-only households whose benefits were approved after this fee for cash benefits was introduced.

EBT Counter Conversion

For each replacement request, the EBT Card Request/Request page calculates whether the replacement request is countable. BEACON automatically determines the status of the current request and the number of countable requests in the last 365 days. If the current request is not due to a countable reason, then the Countable Counter will be blank, and the \$5.00 fee will not be charged. Otherwise, the Countable Counter will display the number of countable EBT Replacement Cards provided within the last 365 days.

**\$5.00
Replacement Fee
(continued)**

Effective April 25, 2013, clients will be automatically charged a \$5.00 fee for any replacement EBT card unless they have a non-countable reason.

If the household does not have a non-countable reason, the \$5.00 fee will be automatically deducted from the client's EBT account as follows:

- If the household receives cash-only, the fee will be automatically deducted from the cash benefits.
- If the household receives both cash and SNAP and there are sufficient cash funds, the \$5.00 fee will be automatically deducted from the cash funds. If there are insufficient funds in the cash account to collect the fee, it will be deducted from the SNAP benefits.

Note: There will be no partial deduction or fee splitting between cash and SNAP.

- If the household receives only SNAP benefits, and SNAP benefits are available, the fee will be automatically deducted from the SNAP EBT account.
- If the funds are insufficient, the EPPIC system will check the account daily for 90 consecutive days and automatically deduct the card fee when adequate cash benefits or SNAP benefits become available following the rules above.
- If both cash and SNAP benefits become available on the same day, the fee will be automatically deducted from the cash account.
- If sufficient funds are not available within 90 days of incurring the charge, the outstanding card fee will be waived.

All clients who request a replacement card in the TAO must be given the *Information About the \$5 EBT Card Replacement Fee* notice, (Attachment B) when it is determined that a \$5.00 fee must be charged for the replacement card.

Cash clients who request a replacement card telephonically will be mailed the *Information About the \$5 EBT Card Replacement Fee* notice through a BEACON batch process, if it is determined by BEACON that the \$5.00 fee should be charged.

**EBT
Replacement
Card Counter
(Non-Countable
Reasons)
*Fee Rescinded***

The following situations would not be considered countable and will **not** incur the \$5.00 fee when requesting a replacement card:

- EBT-Disability Accommodation request: A replacement request must have an associated Reasonable Accommodation Request approved by the EBT Team. If the client requests and receives an accommodation due to a disability directly impacting his or her need for a replacement (fee is charged and the household requests an accommodation. If the accommodation is approved, the fee is returned);

Note: Reasonable Accommodation Referral can be approved by the EBT Team for either one day (the date of the replacement request) or one year (the date of the replacement request plus one year).

- Approved Domestic Violence EBT accommodation: A replacement request must have an associated domestic violence EBT referral before being approved by the EBT Team;

Note: Domestic violence referral requests can be approved by the EBT Team for either one day (the date of the replacement request) or one year (the date of the replacement request plus one year).

Important: If a client requests a reasonable accommodation due to domestic violence, a referral to the TAO's domestic violence specialist is mandatory.

Fee Not Charged

A reasonable accommodation or a domestic violence EBT accommodation can be requested outside of the EBT replacement process by accessing the renamed EBT Accommodation page through the Client Search page of the ECF/Tools tab.

- SSN change;
- Name change;
- Damaged through the mail: A replacement request where the last card produced had a **Request Type of New**, a **Location of Central** and the **Replacement Reason is Damaged through Mail**;

Note: The client must bring the card to verify that it was damaged in the mail. If the client does not present the card, a \$5.00 replacement fee will be deducted and the card will be counted.

- Defective;
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**EBT
Replacement
Card Counter
(Non-Countable
Reasons)
(continued)**

Note: The client must bring the card to verify that it is defective. Clerical staff must check the card with the PIN machine. If the card cannot be read, it is defective and should be replaced. If the card can be read, it is not defective. If the client does not present the card a \$5.00 fee will be charged.

- Lost in the Mail: The client's initial card is lost in the mail and the client needs a replacement (subject to verification that this initial card was not used);
- Replacement of certain emergency EBT cards: Cards issued when EPPIC is down; or
- Case closed for 30 days or more: Client requests a new card when the case has been closed for 30 days or more. This will be treated as a new request.

The Countable Counter will be blank if the Not Countable reason is displayed.

For any non-countable situation, if the \$5.00 fee was deducted from the client's EBT account and it is later determined a waiver of the fee is appropriate, as in the case of an accommodation approval, it will be refunded to the client's EBT account.

When a replacement request is saved on the EBT Card Request page, either the Countable Counter or the Not Countable reason will be displayed on the EBT Card Request/Request and Review tabs.

**EBT Card
Replacement
Process: Clerical
Staff
Responsibilities**

If the client has a count of 3 or fewer countable replacement cards within the previous 12 months, or if the current request has a not countable reason:

- the request will be displayed on the TAO's Pending EBT Card Request view with a status of pending; and
- the client can have his or her card replaced without having case manager and/or the EBT Review Team intervention.

If the client has a count of 4 or more countable replacements within the previous 12 months, the client **cannot** have his or her card replaced without case manager or designated staff intervention.

**EBT Card
Replacement
Process: Clerical
Staff
Responsibilities
(continued)**

Effective April 25, 2013 when replacing an EBT card, clerical staff responsibilities will now be consistent for both cash and SNAP. When a client has more than 4 countable replacements within the previous 12 months, BEACON will display warning messages to alert the clerical staff member that the new procedures apply to this request.

When a client requests an EBT replacement card at the TAO, clerical staff will continue to:

- select Replacement as the Request Type on the Request tab of the EBT Card Request page;
- select the Card type: Primary, Authorized Payee, Authorized Rep or Agency;
- select the Reason: Lost, Lost in Mail, Damaged, Damaged through Mail, Stolen, SSN Change, Name Change, Defective; and

Note: Clerical staff must make certain that the correct Reason is selected to ensure that the client is not inappropriately charged the \$5.00 replacement fee and that the EBT Replacement Card Countable Counter is correctly calculated.

- click Save.

When the Save button is selected an automated calculation will be performed to determine the number of countable EBT replacement cards that were issued in the previous 365 days.

If the EBT Replacement Card Countable Counter is 3 or more, a batch notice, noting the number of cards requested and explaining the replacement card fee process will be mailed to the client.

Clerical staff should:

- complete the EBT Card Request page by completing the Identity field;
- complete the Assisting Person field, if required; and
- click Save.

If certain replacement reasons are selected, once Save is clicked, warning messages will be displayed:

EBT Card Replacement Process: Clerical Staff
*Responsibilities:
Warning Message Scenarios*

- If the new EBT Card Request Reason is **Lost in mail** and the card was used, the following warning message will display:

“The original card was mailed on {mail date}. The client’s account has been accessed using the new card. A \$5.00 fee will be deducted from the client’s EBT account.”
 - Click OK and continue processing the replacement following procedures in this memo.
 - If the new EBT Card Request Reason is **SSN change** or **Name change**, and the SSN change or Name change was not processed on BEACON since the previous card was issued, the following warning message will display:

“There is no record of a Name/SSN change in BEACON since the issuance of the last EBT Card. Press ‘OK’ and either change the replacement reason or press ‘Clear’ to cancel the request.”
 - If OK is selected, the replacement reason must be changed to another reason.
 - If Clear is selected, the client would need to return to his or her case manager to ensure that his or her SSN/Name is changed. Once that is completed, the replacement can be processed following the procedures in this memo.
 - If the client has **a count of 4 or more countable replacements** within the previous 12 months, the following warning message will display once the clerical staff clicks Save:

“The client has had [number of replacements] replacements in the last 12 months. The client needs to discuss this with [case manager/assistant director/director’s/designee name] before a replacement card can be issued today.”
- Important:** If the client requests the card in a TAO that does not hold the case, the assistant director’s name will appear. That client must be serviced in the TAO where the request is being made. The client should be told to return to the waiting room and ask to speak to the appropriate individual (case manager/duty worker/assistant director) who will be notified that a client is waiting for a case manager review. The client **must** be seen by another TAO staff person if the designated person is unavailable.
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**EBT Card
Replacement
Process:** *Clerical
Staff
Responsibilities:
Warning Message
Scenarios
(continued)*

In all approved situations the Status of the replacement request will be set to Pending Approval. The client's Pending Approval request will be displayed under Daily Priority Actions on the EBT Review Tracking/Case Manager view which lists all cases in the TAO with a Replacement Status of Pending Approval.

The client cannot have his/her card replaced until a Case Manager EBT Review process is concluded and the Request Status is changed from Pending Approval to Pending.

Important: The client must be assured that a card will be issued the day of the request (or the following day if time does not allow processing).

Once the Replacement Request is successfully saved, the request will appear on the Daily Priority Actions/Pending EBT Card Request view with a status of Pending if the Countable counter for the case is 3 or less cards or a Not Countable reason exists.

If the Status of the replacement request is Pending on the TAO's Pending EBT Card Request view, the EBT Clerk will follow current procedures and:

- go to the EBT Card Detail page to print the EBT Card;
 - select either the Submit & Print or Submit to EBT button; the EBT account with EPPIC will be updated and the card will be printed and the following warning message will be displayed: "Was an acceptable card printed? Yes or No";
 - ✓ If No is selected, the Card is unacceptable box will be checked. If the clerk agrees with the action, the clerk would click Save, and be returned to the view. The clerk would then reselect the client if they wished to try to print another card.
 - ✓ If Yes is selected, a message will be displayed advising that a \$5.00 fee will be charged. The client must be given the replacement card and the *Information About the \$5 EBT Card Replacement Fee* notice (Attachment B).
 - ✓ The message will display: "A \$5.00 fee will be deducted from the client's EBT account. Please give the client the EBT Replacement Fee Flyer."
 - Click OK.
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EBT Card Replacement Process: *Clerical Staff Responsibilities (continued)*

The Outline field of the EBT Card Request/Request tab will display the \$5.00 charge as a Debit Replacement Fee. This action can be deleted the *day of the transaction* only if this action was taken in error or the client is granted an accommodation that day (in which case, a member of the EBT Review Team would delete the request).

Remember, the client will be charged a \$5.00 fee unless:

- the Card is unacceptable checkbox is selected; or
- one of the Not Countable reasons listed in the EBT Card Request/Review tab applies to the client's request.

Important: When the client is present in the TAO, always select the Print Location of Local on the EBT Card Detail page.

EBT Card Replacement Process: *Special Situations*

If an applicant does not receive an EBT card during the application process, and the application is subsequently denied, the EBT card request is deleted by clerical staff. If the applicant comes back to the TAO to reapply for benefits, the applicant's next EBT card request will be considered new because while an initial request was made, no EBT card was generated.

If a client receives an Emergency Card (because the system is down) **no** replacement card is required. The Emergency card **can** be used as an EBT card, even though it does not have the client's name displayed on it.

If the client who receives an emergency card requests an EBT card with their name on it, the client will not be charged a \$5.00 fee if the following process is completed:

- On the EBT Request page, DTA staff with the capability of EBT Card Fee Creditor (either a TAO manager or supervisor) would delete the transaction with a Request type of Debit Replacement Fee and a Status of Pending.
 - If the Status of the Debit Replacement Fee is Completed, DTA staff with the capability of EBT Card Fee Creditor may add a Request type of Credit Replacement Fee, and Reason of Replacement of an Emergency Card, to credit the previously debited \$5.00 charge. When the Credit Replacement Fee transaction is saved, a batch notice will be created advising the client about the refund of the \$5.00 fee.
 - If the client is present in the TAO, the client should be informed about the refund.
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**EBT Card
Replacement
Process: Case
Manager
Responsibilities**

The Case Manager EBT Review is required when a client is requesting a 4th or subsequent EBT card replacement within a 12-month period.

The EBT Review Tracking/Case Manager view will list all clients in the TAO with an EBT Request Status of Pending Approval. The client will remain on the view until the Review tab on the EBT Card Request page is completed. The EBT Request Status will be automatically changed to Pending when the Review tab is completed by the case manager.

The view will be displayed by the date and time of day requested displaying the following:

- Grantee;
- SSN;
- Request (date and time of day requested);
- Counter (EBT Counter: countable number of cards);
- Reason (replacement);
- Reviewer (for combination cash and SNAP cases, the client must see the case manager assigned to the cash case first and if the cash case manager is not available the SNAP case manager second. They do not have to be seen by both case managers. In the case where the client requests the replacement at a different TAO, this column will display the assistant director or director, if there is no assistant director within that different TAO); and
- TAO (TAO responsible for the client's case(s)).

Once the client is with the case manager, the case manager must access the Review tab of the EBT Card Request page and ask the client a series of questions to determine why a replacement is needed. Responses must be documented by the case manager.

If the case manager is unavailable, the case manager's supervisor, TAO Waiting Room Coordinator, or duty worker, or (if the client is requesting the card in a TAO that does not hold the case), an assistant director/director, as appropriate.

**EBT Card
Replacement
Process: Case
Manager
Responsibilities
(continued)**

The Review tab must be addressed as follows:

- Review the Countable Counter (this is a display only field that lists the number of countable cards replaced in the previous 365 days);
 - Review the Not Countable reason field (this is a display only field with the following reasons: Damaged through Mail, Lost through Mail, Defective, Domestic Violence, Reasonable Accommodation, SSN Change, Name Change (if none of those reasons are listed, the field will be blank));
 - On the Narrative field, (this is a display only field with a pop-up icon to open the Notepad page) type in the specific reason why the client is requesting the card. The text of the note will be displayed on this page;
 - Review the Last accessed field (this is a display only field listing the last location the card was used, as reported on EPPIC);
 - Review the At field (this is a display only field listing the last time the card was used, as reported on EPPIC);
 - On the Where the card was last used? field, ask the client where he or she used the EBT card last, and enter that information into the field;
 - On the When the card was last used? field, ask the client when he or she used the EBT card last, and enter that information into the field;
 - On the Supporting Documentation Provided field, select Yes or No based on whether the client provided verification of why the EBT replacement request was made;
 - If Yes is selected, on the Type of Supporting Documentation, select from the drop-down list one of the following verifications:
 - ✓ Disability;
 - ✓ Domestic Violence;
 - ✓ Fire Report;
 - ✓ Name Change;
 - ✓ Police Report;
 - ✓ SSN Change; or
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**EBT Card
Replacement
Process: Case
Manager
Responsibilities
(continued)**

✓ State of Emergency.

- On the Request Accommodation, select Yes or No (if Yes is selected, the EBT Team Referral field will be automatically marked as Yes);
- On the Type field, select Domestic Violence or Reasonable Accommodation. A referral will be automatically made to the EBT Review Team to review whether the client will need a one-time or ongoing (12-month) accommodation to waive the \$5.00 fee from being charged;
- On the EBT Team Referral field, select Yes or No. If Yes is selected, a referral will be automatically made to the EBT Review Team to review whether the client's request for a replacement EBT card is questionable, or whether a Domestic Violence EBT referral or Reasonable Accommodation decision needs to be made;
- The Processed field, will display when the case manager last updated the request; and
- The By field, will display the case manager's name.

Once the Review tab has been completed, the Status of the Replacement Request will be changed to Pending allowing the replacement card to be printed. The client must be advised:

- that the \$5.00 fee will be debited from the cash benefits for cash-only or combination cash and SNAP cases and from SNAP benefits for SNAP-only or combination cash and SNAP cases where there are insufficient cash benefits available;
- if the \$5.00 fee waiver is approved, that the \$5.00 fee will be credited to his or her EBT account and he or she will be notified; and
- to return to the EBT Clerk to have the replacement EBT card request processed.

Important: Case managers must ensure that the pending request is processed and that a new request is not created.

**EBT Card
Replacement
Process: EBT
Review Team
Responsibilities**

The EBT Review Team consists of a TAO assistant director, a case manager or DV Specialist, as needed, and a supervisor. The EBT Review Team is responsible for determining the outcome of the EBT Review Team referral made by the case manager. The EBT Review Team is also responsible for:

- verifying the EBT card replacement request if unable to be verified by the case manager;
- approving the Domestic Violence or Reasonable Accommodation Request;
- determining the length of time for waiving the \$5.00 fee for Disability Accommodation Requests or Domestic Violence requests; or
- determining if a fraud referral must be made by the EBT Review Team.

The EBT Review Team has seven days to make a determination of an accommodation request and/or a \$5.00 refund to the client based on information provided by the client and the case manager.

Once the client is referred to the EBT Team, the client's name will be displayed on the EBT Review Tracking/EBT Team view (a view found under Daily Priority Actions). Each outstanding request will remain on the view until the review is complete (that is, all fields on the EBT Team Review tab are completed).

Note: Clients who request a replacement in a TAO to which they are not assigned, will appear on the EBT Team Review view of the TAO where the case is assigned.

The view will be displayed by the date and time of day requested displaying the following:

- Grantee;
 - SSN;
 - Request (date and time of the day requested);
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**EBT Card
Replacement
Process: EBT
Review Team
Responsibilities**

- Counter (countable);
- Reason (replacement);
- EBT Status (EBT Card Request Status);
- Referral Request (DV/RA/Blank);
- Reviewer (display name of the Case Manager/Assistant Director who completed the review); and
- TAO (display name of TAO where the Case Manager/Assistant Director who completed the review works).

An icon will be available on the Toolbar to collect EBT Team Review Information on a pop-up page. Once the information is saved on the pop-up page, it will be displayed on the EBT Card Request/EBT Team Review tab. The EBT Team Review Pop-up consists of the following fields:

- Narrative (this is a display only field with a pop-up icon to open the Notepad page). Type in the specific reason why the client is requesting the card;
 - Supporting Documentation Provided (Yes or No);
 - Supporting Documentation for Replacement Reason (select from the drop-down list one of the following verifications:
 - ✓ Disability;
 - ✓ Domestic Violence;
 - ✓ Fire Report;
 - ✓ Name Change;
 - ✓ Police Report;
 - ✓ SSN Change; or
 - ✓ State of Emergency.
 - Request Accommodation (will display either Domestic Violence or Reasonable Accommodation);
 - Approve Accommodation (Yes or No). The EBT Review Team determines if the request must be approved or denied based on information provided by the client;
 - Approve Extended Accommodation (Yes or No). The EBT Review Team determines if the \$5.00 fee waiver is a one-time only occurrence or whether the waiver can last for 12 months based on information provided by the client. If this field is marked Yes, the Referral End Date field will be set to the request date plus 365 days; and
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**EBT Card
Replacement
Process: EBT
Review Team
Responsibilities
(continued)**

Note: If the Extended Accommodation is approved, the request will be marked as not countable on the Replacement Card Countable Counter field and any additional request up until the Referral End Date will have the not countable reason and no \$5.00 fee will be charged for that period.

If the replacement process has been completed, and the \$5.00 fee was charged to the client prior to the accommodation approval, BEACON will automatically create the \$5.00 Credit Replacement Fee transaction.

- Request Fraud Referral (Yes or No).

If the accommodation is approved and a fee was charged, an Accommodation Approval notice will be sent to the client informing him or her that the fee waiver request is approved and the length of time for the fee waiver.

If the EBT Team does not approve the accommodation, an Accommodation Denial notice and a notice noting the number of cards requested and explaining the replacement card fee process will be mailed to the client.

If a fraud referral must be made, a member of the EBT Review Team would update the Request fraud referral with a Yes on the EBT Team Review pop-up. This automatically creates and sends a fraud referral based on client information on BEACON and information entered in the Narrative tab. The suggested Narrative should be: "Client has requested their _____ EBT card in 12 month period. As part of the EBT card replacement process the EBT team has reviewed this request. Please investigate to determine if fraudulent activity has occurred."

When determining if a fraud referral must be made, the EBT Review Team must keep in mind the following:

- Was a large withdrawal or purchase made prior to each request for a replacement EBT card?
- Is the withdrawal/purchase at the same vendor each month?
- Is the withdrawal/purchase made at a large chain or small vendor?

If the client needs to be seen by the EBT Review Team for follow-up, an appointment must be made by the EBT Review Team.

**Accommodation
Request Prior to
EBT Review
Team**

Clients may request an accommodation at any time outside of the EBT Card Replacement process.

A new EBT Accommodation page will be available for case managers to request and for the EBT Review Team to approve or deny an accommodation request for a client. This page will be a pop-up page on both the Client Search page, and the ECF Tools Tab. The case manager must complete the following fields:

- Narrative regarding the accommodation (display only field with a pop-up icon to open the Case Note page).
- Request Accommodation (Yes or No).

The accommodation will be reviewed by the EBT Review Team following procedures in this memo.

The EBT Review Team must complete the following fields:

- Narrative (Display only field with a pop-up icon to open the Case Note page);
- Request Accommodation (Yes or No);
- Approve Accommodation (Yes or No);
- Approved Extended Period (Yes or No);
- (Accommodation) End (date) (display only);
- Processed: (display when the EBT Team Reviewer last updated the request);
- By: (display the EBT Team Reviewer name).

Note: This process is separate from the ADA process detailed in Operations Memo 2010-30. Clients should be informed about this accommodation process and encouraged to request an accommodation, if needed.

EBT Credit Fee

Credit Replacement Fee is included in the list of Request types found on the EBT Card Request/Request tab. When Credit Replacement Fee is selected, the Request (Credit Replacement Fee) Reason must be selected. The Request (Credit Replacement Fee) Reasons are:

- Administrative Error;
- Domestic Violence EBT Referral Approved;
- Fair Hearings Disposition;
- Reasonable Accommodation Approved; and
- Replacement of Emergency Card.

Note: The Request (Credit Replacement Fee) Reasons is displayed in the same field as the Replacement Reasons when the new Credit Fee Request Type is chosen.

Certain DTA staff (TAO managers and supervisors) has been given the new capability of EBT Card Fee Creditor to be allowed to create a Credit Replacement Fee.

Important: When a Debit Replacement Fee is charged as a result of a completed EBT Card replacement request, the status will remain Pending until the transaction is sent in the overnight batch. Certain DTA staff may delete the transactions with a Pending status.

The following edit was created to ensure that a \$5.00 fee was charged before the credit transaction will be approved: “A Credit Fee transaction cannot be approved because a \$5.00 fee has not been charged to this case.”

When the Credit Replacement Fee transaction is saved, a batch notice (*\$5 Credit Replacement Fee*) will be sent informing the client about the refund of the \$5.00 fee.

Functionality Change On Certain Pages

On both the Request for Assistance/Signature page and the Web Application/Match Request Page, the following change has been made:

A Replacement Reason field was added (and is required entry, if enabled) below the Identity field. The field will be enabled if the client is a grantee in an active case or if the case being reopened has been closed for 30 days or less:

**Functionality
Change on
Certain Pages
(continued)**

- if the Request primary EBT card field is checked, a New EBT card request will be created if the Replacement reason field is blank.
- if the Request primary EBT card field is checked, a Replacement EBT card request will be created if a Replacement reason is selected.

**EBT Card
Replacement
Process:**

Accessing EPPIC

The Training Unit Job Aids on accessing and using EPPIC are available at the following link: http://dtaonline/training/tr_online/job_aids.asp.

**EBT Card
Replacement
Process: *Phone
Calls***

When a client calls the TAO to request a replacement EBT card or PIN be sent by mail, staff must ask the client for the following information to verify the caller's identity:

- Name;
- Social Security number (see note below);
- date of birth;
- address of record or mailing address; and
- ZIP code.

Note: If the client does not have an SSN and this is confirmed in BEACON, name, date of birth, address and ZIP code are sufficient to verify the caller's identity.

If all of the information the client provides is correct (that is, matches the information that appears in BEACON), access the EBT Card Request page and follow the current card issuance procedures found in this Operations Memo, with the following two exceptions:

- the Print location is Central (unless the client wishes to pick up the card at the TAO; then the Print location is Local). Clients who request a replacement card telephonically (who do not wish to pick up the card at the TAO) will be mailed the *Information About the \$5 EBT Card Replacement Fee* notice through a BEACON batch process if it is determined by BEACON that the \$5.00 fee should be charged; and
 - clients may mail verification(s) in to their case manager (the defective EBT card, damaged EBT card etc.).
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**EBT Card
Replacement
Process: Phone
Calls**
(continued)

If the client fails to prove their identity and/or all of the information the client provides is not correct or is otherwise questionable, ask the client to make the request in person at the TAO, where acceptable identification will be required.

Important: Be sure to always send the replacement card to the client's address of record or mailing address on BEACON. Document in the Narrative tab how the client's identity was verified.

Remind clients to call the toll-free EBT Customer Service number immediately at 1-800-997-2555 if they need to report a lost or stolen EBT card. Clients may also call this number to change a PIN.

Questions

If you have any questions, please have your Hotline designee call the Policy Hotline.

IMPORTANT!
**EBT CARD REPLACEMENT FEE FOR
SNAP, TAFDC and EAEDC CLIENTS**

As of April 25, 2013, DTA will charge a \$5 fee for all replacement EBT cards.

The \$5 fee will be taken from your benefits when you ask for a replacement card.

Information about the \$5 EBT Card Replacement Fee

If you receive a total of 4 or more EBT cards within 12 months, you must have a discussion with a Department staff member. Based on this discussion, the Department may investigate to ensure that no fraudulent activities have occurred.

Effective April 25, 2013, if you ask for a replacement of your EBT card, we will charge you \$5. The money will be taken directly from your EBT account. If you do not have \$5 in your account right now, we will take the \$5 when the money is in your account.

If you have a disability that is interfering with your access to benefits, let your case manager know. If you think someone else is using your EBT card illegally, you should call the Fraud Hotline at 1-800-FRAUD-99.

Please be aware that your EBT card will last for years. You can use the same EBT card every month even if your case closes and reopens. You are entitled to receive the full value of the benefits on your card.