

From the Hotline

Q. I have a recipient who was opened on PACES with a dummy SSN. When SSA issued her an SSN, I changed the SSN on PACES and issued her a new EBT card and PIN. How does she access EBT benefits remaining under the dummy SSN?

A. If she still has the old EBT card that was issued under her dummy SSN, she should continue to use the old card until the benefits are exhausted.

If she no longer has the old EBT card, and a new EBT card and PIN have been issued under the new SSN:

1. Print the PACES Case Record screen with the new SSN. On the screenprint, request that the EBT benefits be moved from the old SSN to the new SSN. Be sure to include the old SSN and the Transitional Assistance Worker's name and telephone number.

2. Fax the PACES Case Record screen to:

EBT Management Unit at (617) 348-5501
Attn: Peggy Chan-Quach.

Requests received by 4:00 p.m. will be processed by the close of business on the day received.

Note: The same answers apply if the recipient had an incorrect SSN on PACES and the SSN was corrected.

Q. When an EBT card is returned to the Transitional Assistance Office for a reason other than a change in the Social Security Number, should it be canceled on the EDGE system?

A. When an EBT card is returned to the Transitional Assistance Office for any reason other than a Social Security Number change, and it is replaced with a new active EBT card, the old EBT card will automatically be canceled on the EDGE system.

However, if an EBT card is returned to the Transitional Assistance Office and it is not replaced with a new EBT card, the IIS operator or EBT liaison must cancel the card on the EDGE system. All returned cards must be hole-punched through the magnetic stripe and returned to Central Office at:

Department of Transitional Assistance
Image ID Unit - 3rd floor
600 Washington Street
Boston, MA 02111

FYI

Fuel Assistance Program Mailing

During the first mailing cycle in September, recipients in categories 2, 4 and 9 will receive a brochure about the Fuel Assistance Program. Information in this brochure includes an overview of the program and explains how to apply for assistance. It also includes a list of the agencies statewide where applications can be filed.

Recipients in categories 2 and 4 will receive a name and address card with verification of their cash grant amount. Category 9 food stamp benefit recipients will receive information about the Fuel Assistance Program but will not receive verification of their benefit amount. The program overview brochure notifies food stamp benefit recipients that if 1) they receive fuel assistance, and 2) their heat is included in their rent, they may be entitled to more food stamp benefits.

