



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Transitional Assistance
600 Washington Street • Boston, MA 02111

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Lieutenant Governor

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Secretary

DANIEL J. CURLEY
Commissioner

Operations Memo 2012-54
November 20, 2012

To: Department of Transitional Assistance Staff

From:  Stephanie Brown, Assistant Commissioner for Policy, Program and External Relations

Re: TAFDC, EAEDC, and SNAP: Electronic Benefit Transfer (EBT) Card Fees, Replacements and Notices – Mailing to Clients

Overview

In October, the Department sent notices to any cash and/or SNAP household informing clients that DTA records show they had received more than four replacement cards within the past year and explained that EBT cards can be used continuously. The notice advised the client to call their case manager if they felt a reasonable accommodation was needed, if they felt the card was being used inappropriately, or to request guidance in the use of EBT cards.

The notice also explained that if the client continues to request an excessive number of replacement cards their case will be referred for investigation. It also informs clients that the Department will investigate and refer for possible prosecution all claims of fraudulent or prohibited use of EBT cards

Operations Memo 2012-50 advised TAO staff about the notice and the process to be followed when a client makes contact with the Department about receiving the notice.

Purpose of Memo

This operations memo serves to advise TAO staff about:

- a mailing to clients explaining the change in EBT policy; and
 - a poster to be placed in every TAO waiting room.
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Client Mailing

During the week of November 26, 2012, clients will be sent a notice. See Attachment A. The notice will tell clients about:

- the \$5 replacement fee for EBT cards; and
- the new EBT process if clients request more than three EBT replacement cards within 12 months.

The mailing will be sent to cash clients.

Poster

Attachment B is a poster that must be displayed in all TAO lobbies until further notice. It informs DTA cash clients about the \$5 fee being charged for all replacement EBT cards.

Questions

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

Attachment A

2201 Washington Street

CAN 710

Roxbury, MA 02119

Important Notice - Read Carefully
Este Mensaje Es Importante – Lea Cuidadosamente

Massachusetts Department of Transitional Assistance

Mary Jones
101 Main Street
Roxbury, MA 02119

Agency ID: 9999999
Dudley Square TAO - DTA

xx/xx/2012

Dear Mary Jones,

We are letting you know about new rules that apply to all DTA clients.

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

Additionally, effective December 10, 2012, if you ask for a replacement of your EBT card, we must 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. We used Massachusetts General Law c. 18 s. 2(B)(i) to make this decision.

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.

IMPORTANT INFORMATION ABOUT REPLACING YOUR EBT CARD

DTA must charge a minimum \$5 fee for all replacement EBT cards for TAFDC and EAEDC clients. This is because of Massachusetts law.

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

The fee will start December 10, 2012.