

## EBT Card Issuance Cheat Sheet

Clients can receive their first card at the County office if ebtEDGE shows no previous card.

If there is a card already showing in ebtEDGE and the client no longer has a card, the client must call EBT Customer Service for a replacement card.

### Card Already Showing in ebtEDGE

A Card cannot be issued in office, client must call EBT Customer Service to replacement card.

To verify if a previously issued card is showing in the ebtEDGE:

- Card issuers can view the ebtEDGE to see if client has a previous card there
- Worker can check with a County EBT Card Issuer or someone with Inquiry access to the EBT System
- Worker can also view MONY/DISB EBT Account Open field though this is less reliable than checking the ebtEDGE.

### If No Card is Showing in ebtEDGE or Case Not Known to EBT System at All

#### SNAP Only Case

Client's first card can be issued at the County office.

If the SNAP issuance is via REI, the issuance will not generate a mailed EBT card. The client can either get their first card at the County office or call EBT Customer Service to request their first card be mailed. This card will not expire.

If the SNAP issuance is not via REI, the issuance will generate a mailed card. The client can still get their first card at the County office, but it will expire 30 days from when the mailed card is issued.

#### Cash Only Case

Client's first card can be issued in the office if the county deems necessary.

The Cash issuance will generate a mailed card whether a card is issued at the County office or not. The first card will expire 30 days after the mailed card is issued.

If the client wishes to get the first card at the County office, they must do so before the Cash issuance batch runs be it the noon REI, 5:00 REI or nightly batch.

#### Cash/SNAP Case (Including MFIP Cash and Food Portion)

Client's first card can be issued in the office.

If the client wishes to get the first card at the County office, they must do so before the Cash issuance batch runs be it the noon REI, 5:00 REI or nightly batch. This is because the Cash batch will generate a card automatically in the system.

If the client does get their first card at the County office, it will expire 30 days after the system generated card is issued due to the Cash issuance.

### **EBT Additional Adults**

Do not use the bottom of STAT/AREP if the additional adult is known to the case (has a household reference number ; 03, 20, 22 for e.g.)

Instead, leave the bottom of AREP blank and enter the household reference number in the EBT Additional Adult field under FS on MONY/DISB.

Additional adults added via the bottom of STAT/AREP will have to bring their EBT card in to the County office to pick a PIN once they receive it in the mail because they will have no SSN showing in the ebtEDGE.

Any client or Additional Adult with no SSN must pick their PIN at the County office.

See POLI/TEMP TE16.02

- MONY/DISB could have "N" on EBT Account Open but there could be a card on ebtEDGE, ebtEDGE would overrule MONY DISB and NOT allow a card to be issue in office.
- Head of Household card will be issued on any New Cash Applications including Emergency Assistance if Head of Household field on MONY/DISB is "blank" or "B".
- Persons without a SSN (including persons entered on the bottom of STAT/AREP) must come into the office to select a PIN. For more additional information see POLI/TEMP TE16.02
- New EBT cards issued at recertification will be mailed the day after cash cut-off. This is the same day the 30 day expiration begins on the old card.
- Address discrepancy between MAXIS and ebtEDGE: when an address is updated on MAXIS a trigger is sent that night, which will update ebtEDGE. Clients may then call the EBT Customer Service number to request a replacement card. If an address does not update ebtEDGE, then notify BENE via SIR Web Form.
- EBT cards will be mailed to PO boxes and general delivery addresses. If the client is homeless, then the financial worker should update the STAT/ADDR mailing address with an alternative address. This can be the county office. However, if the client chooses to use the county office, the financial worker must remove this address once the EBT card has been mailed to prevent other mailings from being directed to the county. If this is a replacement card situation, then the client should be instructed to wait until the day after the mailing address has been updated to allow for the EDGE system to be populated with the new address for the card mailing. The financial worker will be able to determine when the EBT card was mailed by viewing the 'Head of Household Card' field on MONY/DISB.