

01 **Electronic Benefit Transfer (EBT) - Overview**

REVISION 01
(07/01/07 - 09/30/07)

Electronic Benefit Transfer (EBT) Policy and Procedures identifies the guidelines for establishing and maintaining EBT accounts.

The EBT Processing System is used to issue benefits for the following:

- Cash Assistance (CA)
- Food Stamp Benefits (FS)
- Jobs payments
- State Public Assistance (ST)

Participants use a plastic debit card, called a [QUEST Card](#), at [ATMs](#) and Point-of-Sale (POS) devices. Participants are able to access their benefits from assigned EBT accounts.

The EBT Processing System functions through an interface with [AZTECS](#), allowing access to the EBT screens.

MA EXCEPTION

EBT does NOT apply to MA benefits.

EBT benefits are always accessible by 5:00 a.m. on the day of availability, and may be accessible immediately as emergency benefits. (See [EBT Emergency Benefits](#))

To process information in the EBT Processing System the Eligibility Interviewer (EI) or the Office Support Team (OST), must press ENTER on EBPM. EBPM is used for the following:

- Generating a request to mail the QUEST EBT card
- Establishing or changing the [EBT Primary Payee](#) or [EBT alternate card holder](#)
- [Authorizing the use of EBT accounts.](#)

EBT accounts are determined by the type of assistance a participant is eligible to receive. When a Primary Payee has both CA or ST benefits AND FS benefits, there are TWO EBT benefit accounts that are accessible by using ONE QUEST card, as follows:

- One account is established for the payee's FS balance.
- One account is established for the payee's cash balance. Since a participant cannot receive CA and ST at the same time, the cash account is funded by either CA or ST benefits.

NOTE The payee's cash balance may include [Jobs Training Related Expenses](#) (TRE).

QUEST cards are mailed to the Primary Payee's address.

WARNING

Ensure that the MAILING address is reviewed.

Policy and procedures regarding EBT and the EBT Processing System are outlined as follows:

- [EBT FAA Responsibilities](#)
- [EBT QUEST Card](#)
- [Special Participant EBT Situations](#)
- [EBT Benefit Issuance and Availability](#)
- [EBT Arizona Residency Change](#)
- [EBT Overpayment Claims](#)
- [EBT Screens](#)
- [EBT Tutorial \(CBT\)](#)
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