01 Electronic Benefit Transfer (EBT) – Overview

REVISION 03
(01/01/08 – 03/31/08)

Electronic Benefit Transfer (EBT) policy and procedures identifies guidelines for establishing and maintaining EBT accounts.

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

- Cash Assistance (CA)

- Nutrition Assistance (NA)

- Jobs payments

- State Public Assistance (ST)

Participants use a plastic debit card, called a QUEST Card, at ATMs and Point-of-Sale (POS) devices and authorized online vendors. Participants can access their benefits from assigned EBT accounts.

The EBT Processing System functions through an interface with AZTECS, allowing access to the EBT screens.

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) must process EBPM.

EBT accounts are determined by the type of assistance a participant is eligible to receive. When a participant has both CA or ST benefits and NA benefits, there are two EBT benefit accounts that are accessible by using one EBT QUEST card, as follows:

- One account is established for the participant's NA balance.

- One account is established for the participant'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 participant's cash balance may include Jobs Training Related Expenses (TRE).

QUEST cards are mailed to the PI,'s address. Over-the-counter (OTC) cards are issued for expedited benefits and under limited emergency circumstances at management's discretion. (See NA Expedited Applications or Emergency EBT Card Issuance)

> **WARNING**
>
> Review the MAILING address for accuracy when the QUEST card is being mailed to the participant.

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