

A EBT QUEST Card - Mailed Out Issuance

REVISION 48
(01/01/20 – 12/31/20)

At the interview inform the participant that their EBT card will be embossed with their name and issued by mail.

The EBT card is mailed to the **PI**'s mailing address. Inform the participant of the following:

- They will receive their mailed EBT card no later than five [workdays\(g\)](#) from the date of interview.
- Benefits will not be available on their EBT card until their application has been approved.

NA EXCEPTION

All applicants who are screened as NA Expedite or have a need for immediate access to their benefits, must have their EBT card issued over the counter (OTC) when they do not already have an EBT card. (See [EBT Card Issuance Over the Counter \(OTC\)](#))

Inform the participant of the available **PIN** selection options. (See [EBT PIN Selection](#))