

B EBT QUEST Card – Over The Counter (OTC) Issuance

REVISION 47
(01/01/19 –12/31/19)

FAA office staff are responsible for the following:

- Issuing EBT cards to participants screened as requiring expedited NA benefits
- Issuing replacement EBT cards (See [EBT Card Replacement](#))
- Keying the appropriate information on the [EBPM](#) and [EBCM](#) screens, for the Primary Payee or the Alternate Card Holder.

WARNING

An initial EBT card cannot be issued over the counter (OTC) until the case is established on EBPM. When the case has not been setup on EBPM, the following edit message displays *INFO* CASE DOES NOT EXIST ON EBT SYSTEM-MUST ADD.

Obtain positive identification (ID) of the Primary Payee and Alternate Card Holder before issuing initial EBT cards. (See [Identity Verification](#))

NOTE When proof of ID is printed or visually viewed from OnBase, document the [case file\(g\)](#). Include the details of what was printed or visually viewed from OnBase (document type, number etc.) in the case file.

Complete the following to issue the EBT card:

- Review the How to Use Your Arizona EBT Card (FAA-1045A) pamphlet with the Primary Payee or Alternate Card Holder.

NOTE Educate the Primary Payee or Alternate Card Holder with this information during the interview. Document the case file that the FAA-1045 was reviewed with the card holder.

- Key O in the CARD ISSUE field on [EBPM](#).
- Authorized FAA staff will key the Primary Account Number (PAN) from the EBT card on [EBCM](#). The card can then be issued to the Primary Payee and Alternate Card Holder. The following individuals are authorized to access EBCM:

Authorized FAA staff

An Office Manager (LOM)

A Region Program Manager (RPM) when the LOM is not available or unable to complete the required actions

- Request the Primary Payee or Alternate Card Holder to sign the EBT CARD ISSUANCE LOG (FAA-1007A) and to sign the back of the EBT card.

NOTE Benefits are not available until they are authorized and loaded into an EBT account.

- The Primary Payee and the Alternate Card Holder may select a PIN by calling the FIS Automated Response Unit (ARU) (See [EBT Help Desk Phone Number](#))

NOTE Only initial EBT cards must have a PIN selected.