

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

**REVISION 47**  
(01/01/19 – 12/31/19)

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 EBT debit card, called a [QUEST Card](#), at ATMs and Point-of-Sale (POS) devices and authorized online vendors. (See [FAA Pilot Programs\(g\)](#)) Participants may 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 should always be accessible by 5:00 a.m. on the day of availability and may be accessible immediately as emergency benefits. For immediate access to benefits, see [EBT Emergency Benefits](#).

To establish and maintain card holder information in the EBT Processing System, see [EBPM](#).

EBT accounts are determined by the type of assistance a participant is eligible to receive. When a participant has both CA and NA benefits, both benefit accounts may be accessed using one EBT card. When both programs are connected to the same case number, the PI will not be issued two separate EBT cards.

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

EBT cards are mailed to the PI's address. Over the counter (OTC) cards are issued for expedited benefits or at the participant's request. (See [NA Expedited Applications](#) or [Emergency EBT Card Issuance](#))

**WARNING**

When the card holder requests a replacement EBT card, review the mailing address for accuracy.

When a second replacement EBT card is requested during a 12-month period, AZTECS sends the REPLACEMENT EBT CARD REQUESTS (X151) notice. The X151 notice issues each time the card holder requests a second replacement card, within a 12-month period, unless the card holder has been issued the REPLACEMENT EBT CARD REQUESTS - 3 OR MORE (X152). The notice informs the participant of the following:

- Two replacement EBT cards have been requested for their case in a 12-month period. (See [EBT QUEST Card - Replacement or Returned Card](#))
- Any additional requests for a replacement EBT card within a 12-month period will require the participant to contact FAA.

NOTE The 12-month period begins 12 months prior to the date the card holder requests two or more replacement EBT cards. Fidelity Information Services (FIS) Automated Response Unit (ARU) calculates the 12-month period and reports the card count to FAA Systems.

When the card holder requests three or more replacement EBT cards during a 12-month period see [EBT QUEST Card – Excessive Replacement Card Procedures](#).

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

- [EBT FAA Responsibilities](#)
- [EBT QUEST Card - Overview](#)
- [Special Participant EBT Situations](#)
- [EBT Benefit Issuance and Availability](#)
- [EBT QUEST Card – Excessive Replacement Card Procedures](#)
- [EBT 10% Cash Assistance Out of State Usage](#)
- [EBT Arizona Residency Change](#)
- [EBT Overpayment Claims](#)
- [EBT Screens](#)