

H EBT QUEST Card – Excessive Replacement Card Procedures

[REVISION 50](#)
(01/01/22 –12/31/22)

A request for a fourth or more replacement Electronic Benefit Transfer (EBT) card within a 12-month period is considered excessive. The 12-month period is a rolling 12 months.

When any additional EBT replacement cards are requested, the system looks at the prior 12 months starting with the date the EBT card is requested.

When a participant requests a fourth replacement EBT card within a 12-month period the replacement card is mailed and AZTECS sends the REPLACEMENT EBT CARD REQUESTS (X151) notice.

The X151 notice advises the participant of the following:

- The Family Assistance Administration (FAA) is monitoring their EBT transactions for fraud or trafficking activities.
- When suspected of fraud or trafficking the case is referred to the Office of Inspector General (OIG), Trafficking Detection Unit. See [OSI – Investigation Referral](#) for OIG/OSI referral procedures.

Only one X151 notice is generated within a 12-month period.

In all cases, FAA acts to protect vulnerable participants who may lose EBT cards but are not committing fraud or trafficking. (See [Vulnerable Persons Definition](#) for a list of vulnerable persons)