

03 Electronic Benefit Transfer (EBT) QUEST Card



Participants use a plastic EBT debit card, called a QUEST Card, at Automated Teller Machines (ATMs) Point-of-Sale (POS) devices and authorized online vendors.

Policy

Participants may access their benefits from assigned Electronic Benefit Transfer (EBT) accounts. The EBT Processing System functions through an interface with the Arizona Technical Eligibility Computer System (AZTECS).

EBT benefits should always be accessible by 5:00 a.m. on the date of issuance and may be accessed immediately when issued as emergency benefits.

EBT accounts are determined by the type of assistance a participant is eligible to receive. When a participant has both NA and CA benefits connected to the same case number, both benefit accounts can be accessed using one EBT card.

EBT cards are mailed to the participant's address. Over the counter (OTC) cards are issued for emergency benefits or at the participant's request. Cardholders may request a replacement EBT card at any time.

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

- Nutrition Assistance (NA)
- Cash Assistance (CA)
- Jobs Program payments
- State Public Assistance (ST)

The EBT card is used to control access to EBT benefits in a participant's account when the cardholder enters their Personal Identification Number (PIN). The PIN is a four-digit number known only to the cardholder.

The participant may request their PIN by completing **any** of the following:

- Calling the Fidelity Information Services (FIS) Automated Response Unit (ARU)
See [EBT Customer Service 24-Hour Hotline](#) for contact information.
- Visiting www.ebtEDGE.com online

The [Primary Informant\(g\)](#) is always the Primary Payee cardholder on the EBT account. A maximum of three cardholders (the primary informant (PI), primary payee, and two alternate cardholders) may be on an account. Each cardholder on an EBT case is issued their own EBT card and has their own PIN.

The PI has the responsibility and security of their EBT Card and PIN. The participant is required to follow **all** of the following:

- Do not let anyone know the PIN number. Do not write the PIN on the EBT card.

- Benefits withdrawn by someone else cannot be replaced unless the benefits were stolen as a result of electronic benefit theft. See [Replacement Issuance of Stolen Benefits](#) for more information about electronic benefit theft and the requirements for benefits to be replaced.
- When the cardholder incorrectly enters the PIN four times, the PIN is deactivated until midnight, at which time the counter resets to zero.
- Report lost or stolen EBT cards, and compromised PINs, by calling the FIS ARU or by visiting their nearest FAA office.

When a cardholder forgets their PIN or believes someone else knows their PIN, the security of the account is compromised. The cardholder calls the FIS ARU to change their PIN. The card doesn't need to be replaced.

Primary cardholders and their alternate cardholders can access EBT benefits at ATMs and retailers displaying the EBT QUEST sign or symbol.

The participant's cash balance may include training allowances. See [Training Related Expense \(TRE\) Reimbursements](#) for more information.

Any funds spent before a card is reported as lost or stolen are not replaced. A replacement EBT card is mailed to the address of record within two [workday\(g\)](#) following the request and should be received within five workdays.

When there is a discrepancy between the mailing address reported to FIS and the address of record, FIS refers the cardholder to FAA. The participant is required to report their change to FAA. When the address is updated, a replacement card may be mailed to the updated address by FIS.

FAA completes **all** of the following when an elderly person or a person with a disability contacts FAA requesting a home visit delivery of a replacement EBT card:

- Obtain approval from management for a home visit delivery.
- Deliver a replacement EBT card no later than the second workday after the date of the EBT cardholder's request.

Accessing Nutrition Assistance Benefits

Primary cardholders and alternate cardholders can access their NA benefits at retailers displaying the EBT QUEST sign or symbol. There is no limit to the number of NA transactions a cardholder may make each month, provided they do not exceed the balance in the account. Retailers cannot charge fees for NA transactions.

NOTE Cardholders cannot receive cash back from an NA EBT account.

When purchasing allowable NA items and non-allowable NA items together, the retailer asks the cardholder to pay for the food purchases from the NA EBT account first, and then the non-food items from the cash EBT account. Any money left in the NA EBT account after the transaction remains there until the next food purchase. When the cardholder returns food items, the benefits are restored to the NA EBT account. See [EBT Account Adjustments](#) for more information.

Cardholders can also access their benefits with non-traditional vendors that the [Food](#)

[and Nutrition Service\(g\)](#) has approved to accept NA. These vendors include, and are not limited to, **all** of the following:

- Farmer's Markets
- Food Share Program
- Meals-On-Wheels
- Route Delivery Retailers
- Online Vendors

Accessing Cash Assistance Benefits

Primary cardholders and alternate cardholders with CA or ST benefits can withdraw cash from an ATM displaying the EBT QUEST sign or symbol.

NOTE Banking institutions may charge transaction fees.

Cardholders who have CA benefits may use their EBT cards to purchase non-food products, money orders, and make cash withdrawals from retail merchants. When a retailer signs up to participate in Arizona's EBT Project, the retailer decides the level of cash access allowable per cardholder visit. Each store may have a different policy.

Retailers are only allowed to charge a fee for cash transactions when they charge the same fees to other commercial debit card customers.

Offline NA Voucher

Most non-traditional retailers use the Offline Food Stamp Voucher form.

Non-traditional retailers, and retailers equipped with Point of Sale (POS) devices whose terminals are not working, use the Offline Food Stamp Voucher form.

The retailer completes the voucher, including store information and the cardholder's name and EBT card number. The cardholder then signs the voucher verifying the amount of the NA purchase and is given a copy for their records.

EBT Card Replacement Fees

Each cardholder may request one free EBT card replacement per calendar year. After the first replacement, there is a \$5.00 fee. Replacement cards are to be issued even when the EBT account funds are less than the \$5.00 replacement fee. In these instances, the replacement fee is waived. The fee is deducted from the participant's NA or CA account.

The replacement fee is waived when **any** of the following applies:

- The EBT card sent through the mail has not been used
- The card was damaged
- There are not enough funds in the account
- The card is not accessible due to a presidentially declared disaster
- The cardholder meets the elderly criteria (60 and over)

- The cardholder legally changed their name
- The card was stolen
- Any other reason identified by the Region Program Manager

Procedures

See **all** of the following for procedures regarding the Electronic Benefit Transfer (EBT) Quest Card:

- [EBT Card Participant Education](#)
- [EBT Card Issuance - Over the Counter \(OTC\)](#)
- [EBT Card Personal Identification Number \(PIN\)](#)
- [EBT Card Issuance - Mailed Out](#)
- [EBT Excessive Replacement Card Procedures](#)
- [EBT Alternate Cardholder is Requested](#)
- [EBT Card Inventory & Card Stock Security](#)
- [Unclaimed EBT Card Procedures](#)

See [EBT Benefit Issuance and Availability](#) to establish and maintain cardholder information in the EBT processing system and for more information about immediate access to benefits.

See [Requirements for NA Expedited Services \(NAX\)](#) and [EBT Card Issuance – Over the Counter \(OTC\)](#) for more information about emergency benefits.

EBT QUEST Card Participant Education

When an initial EBT card is issued over the counter, provide the How to Use Your Arizona EBT Card (FAA-1045A) pamphlet to new participants and their alternate cardholders.

At the time of a new application and interview, review the FAA-1045A pamphlet with the [primary informant\(g\)](#) or [authorized representative\(g\)](#). Document the [case file\(g\)](#) that the FAA-1045A pamphlet was reviewed with the cardholder.

When an EBT card is mailed to the primary informant (PI), the Fidelity Information Services (FIS) Automated Response Unit (ARU) mails the FAA-1045A pamphlet to the participant.

Before ending the interview, inform the PI or representative of **all** of the following:

- Benefits are available on their EBT card once their application has been approved.
- To keep their Personal Identification Number (PIN) safe. See [EBT Card Personal Identification Number \(PIN\)](#) for more information about PINs.
- When the PIN is shared with another person, purchases made by the other person are considered valid transactions to the budgetary unit's EBT account.

- To keep their EBT card in a safe place, because the EBT card does not expire. The same card can be used when the participant becomes eligible for benefits at a later date unless the card was reported as lost, stolen, or damaged.
- To call the FIS ARU to request a replacement card, obtain account balance information, or report information regarding their EBT card and PIN. See [EBT Customer Service 24-Hour Hotline](#) for contact information.
- To call the FIS ARU as soon as they are aware their card is lost, stolen, damaged, or when they have compromised their PIN. The replacement card is sent by U.S. mail within two [workday\(g\)](#) and should be received within five workdays from the date of the request.
- There is one free replacement card per calendar year. The participant is charged a \$5.00 replacement fee for each additional replacement card.
- When the participant does not receive a replacement card by the fifth workday, they may go to any FAA office to request a replacement card. See [EBT Card Issuance - Over the Counter \(OTC\)](#) for more information about the procedures for issuing EBT cards OTC.
- A fourth replacement card in a 12-month period is considered excessive. When a request for a fourth replacement card is received within a 12-month period, AZTECS sends the Replacement EBT Card Requests (X151) notice to the PI or authorized representative. See [Example 1](#) for additional clarification. The notice advises the participant of **all** of the following:

FAA is monitoring their EBT transactions for fraud or trafficking activities.

When suspected of trafficking the participant is referred to the Office of Inspector General (OIG), Trafficking Detection Unit.

Encourage participants to keep their EBT cards when their CA, NA, or ST case is closed. The same card can be used when the participant becomes eligible for benefits at a later date unless the card was reported as lost, stolen, or damaged.

EBT Card Issuance - Over the Counter (OTC)

FAA staff are responsible for issuing EBT cards over the counter (OTC).

An OTC EBT card must be issued when the cardholder meets *any* of the following:

- NA expedited benefits
- [Vulnerable Persons\(g\)](#)
- Requests an OTC EBT card and has an immediate need for their benefits
- Requests an OTC EBT card and a replacement EBT card has not been received by the fifth workday after the request was made

NOTE Advise the EBT cardholder that a replacement card fee may be deducted from the participant's NA or CA account when it has been less than five workdays since the replacement card was requested.

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

When an EBT cardholder requests a replacement EBT card OTC, review the 12 MO CARD COUNT field on EBCM. When the card count indicates 4 or more, see [EBT Excessive Replacement Card Procedures](#) for more information about the additional procedures.

When issuing an OTC EBT card, obtain positive identification (ID) of the Primary Payee and Alternate Cardholder before issuing an EBT card. See [Identity](#) for more information.

NOTE When proof of ID is verified from OnBase, document the [case file\(g\)](#). Documentation must include the details of what was used from OnBase to verify identity. Include the case number, Document Type, and Document Handle number.

EBT Card Personal Identification Number (PIN)

Emphasize the importance of the responsibility the EBT cardholder has for the security of their Personal Identification Number (PIN). Inform the EBT cardholder of *all* of the following:

- Do not write the PIN on the EBT card.
- Benefits withdrawn by someone else cannot be replaced unless the benefits were stolen as a result of electronic benefit theft. See [Replacement Issuance of Stolen Benefits](#) for more information about electronic benefit theft and the requirements for benefits to be replaced.
- When the cardholder incorrectly enters the PIN four times, the PIN is deactivated until midnight, at which time the PIN FAIL COUNTER resets to zero on EBCM.

NOTE Emphasize to the cardholder to call the Fidelity Information Services (FIS) Automated Response Unit (ARU), and not the FAA office. However, when a cardholder calls FAA to report a lost or stolen card, the designated staff responsible for EBT card maintenance must follow the proper procedures.

When a cardholder forgets their PIN or believes someone else knows their PIN, the security of the account is compromised. The cardholder must call the FIS ARU to change their PIN. See [EBT Customer Service 24-Hour Hotline](#) for contact information.

EBT Card Issuance - Mailed Out

When the participant has no record of a previous EBT card, inform the participant that their EBT card is embossed with their name and issued by mail.

The CARD ISSUE field on EBPM defaults to an M and must only be changed to O when an over the counter (OTC) card is issued, and the card number is updated on EBCM before benefits pay on the case. See [EBT Card Issuance – Over the Counter \(OTC\)](#) when an OTC EBT card must be issued.

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

- Their EBT card is mailed right away and should be received no later than five workdays from the date of the interview.
- Benefits are not available on their EBT card until their application has been approved.
- The available PIN selection options. See [EBT Card Personal Identification Number \(PIN\)](#) for a list of the PIN selection options.

An EBT card does not automatically mail when the PI has an active card. Ask the PI if they still have the active card or if they need a replacement. Review **all** of the following when a participant needs an EBT card replacement:

- [EBT Card Maintenance \(EBCM\)](#)
- [EBT Card Replacement](#)

EBT Excessive Replacement Card Procedures

Replacement cards must be issued even when the EBT account funds are less than the \$5.00 replacement fee. In these instances, the replacement fee is waived.

A request for a fourth replacement EBT card within a 12 [calendar month\(g\)](#) period is considered excessive. The 12 calendar month period is a rolling 12 calendar months and the EBT card count is the total number of requests made for the case.

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

When a participant is suspected of [NA trafficking\(g\)](#) refer the participant to the Office of Inspector General (OIG) Office of Special Investigations (OSI) for investigation. See [OSI - Potential Fraud Referral Requirements](#) for more information about OSI referral procedures.

When a participant requests a fourth replacement EBT card within a 12-month period, Fidelity Information Services (FIS) mails the replacement card to the cardholder and AZTECS sends the X151 notice.

The X151 notice advises the participant of **all** of the following:

- FAA is monitoring their EBT transactions for fraud or trafficking activities.
- When suspected of fraud or trafficking the case is referred to the OIG/OSI, Trafficking Detection Unit.

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\(g\)](#) for more information about who meets the definition of a vulnerable person.

EBT Alternate Cardholder is Requested

The EBT Primary Payee must provide written authorization to establish EBT Alternate Cardholders.

During the interview or when an EBT Alternate Cardholder is requested, complete the

Designation of EBT Alternate Cardholder (FAA-1004A) form. The FAA-1004A form identifies the person to act as the EBT Alternate Cardholder.

NOTE A resident of an authorized drug and alcohol treatment center (DAATC) or [Group Living Arrangement\(g\)](#) completes the FAA-1004A form to designate the institution's NA authorized representative as their EBT Alternate Cardholder.

Give a copy of the FAA-1004A form to the Primary Payee when the Alternate Cardholder returns to the FAA office for an OTC EBT card. Place the original in the [case file\(g\)](#). See EBCM [Establishing the EBT Alternate Cardholder, Set up, and Changes](#) for more information.

NOTE The FAA-1004A form is used for both the NA and CA programs.

A participant may select up to two EBT Alternate Cardholders for a case. Explain **all** of the following to a participant requesting an EBT Alternate Cardholder during the interview:

- The EBT Alternate Cardholder is issued their own EBT card.
- The EBT Alternate Cardholder selects or is mailed their own EBT Personal Identification Number (PIN).
- The EBT Alternate Cardholder has full access to the Primary Payee's EBT benefits they are authorized to use.
- Funds spent by the EBT Alternate Cardholder are treated as though the EBT Primary Payee spent the funds themselves and are not replaced.
- Residents of an authorized DAATC do not have access to their EBT card or benefits while actively residing in the facility.

EBT Card Inventory & Card Stock Security

The EBT card inventory is kept in each FAA office for expedited and emergency OTC card issuance. Procedures regarding EBT card inventory are outlined in **all** of the following:

- [EBT Card Issuance Log \(FAA-1007A\) form](#)
- [Daily EBT Card Audit](#)
- [Ordering EBT Cards](#)

All EBT cards must be inventoried each workday. To ensure proper security, the Local Office Manager (LOM) or the LOM's designee is responsible for **all** of the following:

- Keeping the card inventory in a safe location, such as a safe or locked file cabinet, that can only be accessed by designated staff.
- Allowing only designated FAA staff to issue OTC EBT cards.

EBT Card Issuance Log (FAA-1007A) form

EBT card Primary Account Numbers (PAN) are pre-printed on the EBT Card Issuance Log (FAA-1007A) form.

The FAA-1007A forms are accessed by authorized staff, designated by the office manager or their designee. Contact the EBT Unit when assistance is required to access the FAA-1007A form. See [EBT Customer Service 24-Hour Hotline](#) for contact information.

The office manager or designee creates the daily working inventory of EBT cards and completes **all** of the following:

- Removes up to 30 cards from the FAA office inventory depending on the average daily issuance. This group of cards becomes the working inventory. Do not add additional EBT cards to the working inventory until five or fewer cards remain.
- Pulls the corresponding FAA-1007A forms with the pre-printed numbers that correspond to the working inventory. Always maintain an inventory of EBT cards that match the FAA-1007A forms.
- Keeps the daily working inventory secured within an area designated by the office manager or designee.
- Verifies the PAN printed on the FAA-1007A form with the number on the card, as each EBT card is issued.

NOTE Each EBT card has a 16-digit PAN embossed on the front. The first 15 numbers of the PAN run sequentially on the FAA-1007A form. The 16th number of the PAN is called the Control Digit. The Control Digit is established as a fraud deterrent. This number does not run sequentially on the FAA-1007A form.

- Documents **all** of the following on the FAA-1007A form:
 - AZTECS case number
 - Date of issuance

Do not use **any** of the following on the FAA-1007A form:

- Correction Fluid
- Correction Tape
- Ditto Marks ("")
- Erasures
- Initials
- Pencil
- Rubber Stamps

To make corrections to the FAA-1007A form, draw a line through the error and document the corrected information directly above the error.

The office manager or designee must sign the FAA-1007A form for all cards being voided, for any reason. Both the staff issuing the card and the cardholder must sign the FAA-1007A form. The cardholder also signs the back of the card.

NOTE All unused EBT cards must be returned to the office manager, or the designee, to be returned to the FAA office inventory, in numerical order at the end of every workday.

The FAA-1007A form is an accountability document and must be retained for three years from the month of origin. When more than one working supply is in use, such as for itinerate sites, each supply must be supported by an FAA-1007A form.

Daily EBT Card Audit

To ensure that all previously issued EBT cards are accounted for, the LOM or the LOM's designee must perform an EBT card audit daily. The daily EBT card audit must be completed by close of business on the workday that the OTC Issuance (MR034) report is available in the CA OM Web Viewer or SYSOUT Archival and Retrieving System (SARS). See [SYSOUT Archival and Retrieving System \(SARS\)](#) for SARS instructions. Review all the EBT cards indicated on the MR034. The MR034 displays all EBT cards that were issued two workdays before the audit date.

NOTE The Daily EBT Card Audit (FAA-1206A) form is not completed for workdays that cards are not issued or when the MR034 is not available. When the MR034 is not available, the FAA-1206A form must be completed by the close of business the workday the report becomes available.

To complete the daily audit, complete **all** of the following:

- Print the MR034 from the CA OM Web Viewer or SARS every workday.
- Compare the MR034 to the FAA-1007A form from two workdays earlier.
- Document the FAA-1206A form. The FAA-1206A form, and the instructions on how to complete the form, are available in the Document Center.
- After completion, attach the FAA-1206A form to the MR034, and place it in a secure area designated and monitored by management.

Ordering EBT Cards

EBT card orders are submitted and filled every quarter. An order for EBT cards is placed in November, February, May, and August each calendar year. The order is placed by a designated FAA office representative by submitting a request via the OnBase Unity Client E Forms. From the OnBase Home tab, select the Forms Icon and the E-Form, FAA-Request for EBT QUEST Cards. Enter all the required information then click the Submit button. The form is received by the FAA Systems EBT Unit. See [Accessing OnBase E Forms](#) for additional instructions.

The EBT Unit collects the orders and sends the orders to Fidelity Information Services (FIS) at one time. FIS ships the cards via Federal Express delivery directly to each FAA office regardless of the region or location. The cards arrive in the FAA office around the 20th of the month following the order placement to FIS.

When the amount of cards in the order is not sufficient to last the quarter or the FAA office runs low on cards, the designated FAA office representative submits a request for additional cards via the OnBase Unity Client. In the Special Instructions section of the form explain why an increase in cards is needed.

All of the following is the quarterly EBT cards inventory schedule:

- The EBT Unit sends a reminder out to all OMs around the 15th of November, February, May, and August each calendar year.
- The EBT Unit sends another reminder out to all OMs around the 30th of November, February, May, and August each calendar year.
- FAA Offices submit their request for EBT cards through the OnBase E Form when they need cards for the next quarter or when running low on cards.
- The EBT unit compiles the orders of all the FAA offices and submits that information in one transaction to FIS. This is done in December, March, June, and September each year.
- Cards are sent to the FAA offices in January, April, July, and October each year.

Reminder to Order Cards Sent to FAA Offices	Order Placed to Fidelity Information Services (FIS)	Cards Received at the FAA Office
November 15th and 30th	December 1st	January 20th
February 15th and 28th	March 1st	April 20th
May 15th and 30th	June 1st	July 20th
August 15th and 30th	September 1st	October 20th

Unclaimed EBT Card Procedures

When a card is received by mail at the FAA office, submitted by an authorized drug and alcohol treatment center (DAATC) or [Group Living Arrangement\(g\)](#), or is left in the FAA office for any reason, the designated staff responsible for EBT card maintenance must complete *all* of the following:

- Contact a supervisor.
- Destroy the card, witnessed by a supervisor, by cutting the card in half.
- Document the case file regarding the return of the card, the EBT card number, the destruction, and the witnessing supervisor’s name.
- Change the Status Code in the EBT CARD STATUS field on EBCM to 09 (canceled).
- Place the destroyed card in a confidential shred bin or box.

NOTE Failure to follow these procedures may lead to disciplinary action.

AZTECS Procedures

EBT QUEST Card Replacement and Fees

After the first replacement EBT QUEST card has been received or issued there is a

\$5.00 fee. The fee is deducted from the participant's NA or CA account. When the fee is waived, designated staff responsible for EBT card issuance must key Y in the REPLACEMENT CARD OVERRIDE field on EBCM. Keying Y in this field automatically accesses CADO. The reason the fee is waived must be documented in the [case file\(g\)](#).

Quick Access Menu:

- [EBT Card Over the Counter Issuance AZTECS Procedures](#)
- [EBT Payee Maintenance \(EBPM\)](#)
- [Establishing the EBT Primary Payee, Set Up and Changes](#)
- [Establishing the EBT Alternate Cardholder, Set Up and Changes](#)
- [Authorizing Use of the EBT Account](#)

EBT Card Over the Counter Issuance AZTECS Procedures

When an over the counter (OTC) EBT card must be issued, information on EBCM in AZTECS must be keyed.

When EBCM has been keyed, complete **all** of 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 Cardholder.

NOTE Educate the Primary Payee or Alternate Cardholder with this information during the interview. Document the [case file\(g\)](#) that the FAA-1045A pamphlet was reviewed with the cardholder.

- Key O in the CARD ISSUE field on EBPM.
- Authorized FAA staff keys the Primary Account Number (PAN) from the EBT card on EBCM. The card can then be issued to the Primary Payee and Alternate Cardholder.
- Request the Primary Payee or Alternate Cardholder to sign the EBT Card Issuance Log (FAA-1007A) form 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 Cardholder may select a PIN by calling the FIS ARU, see [EBT Customer Service 24-Hour Hotline](#) for contact information.

EBT Payee Maintenance (EBPM)

EBPM is used to establish an EBT account in the EBT Processing System.

Once an EBT account is established, EBPM is used to set up or change EBT Alternate Cardholders, and to authorize EBT QUEST card use for the appropriate benefit type.

EBT Primary Payees and EBT Alternate Cardholders must be positively identified before card issuance.

FAA office responsibilities regarding establishing EBT accounts include, and are not limited to, **all** of the following:

- [Establishing the EBT Primary Payee, Set Up and Changes](#)
- [Establishing the EBT Alternate Cardholder, Set Up and Changes](#)
- [Authorizing Use of the EBT Account](#)

Establishing the EBT Primary Payee, Set Up and Changes

When EBPM is accessed, either through the roadmap or from function 1 on EBME, AZTECS interfaces with the EBT Processing System. An EBT Primary Payee must be set up for the case. When an EBT Primary Payee has not been set up, AZTECS displays the following edit message:

CASE DOES NOT EXIST ON THE EBT SYSTEM - MUST ADD

To set up the EBT Primary Payee, press ENTER. **One** of the following occurs:

- When the setup is successful, the EBT Processing System displays the following edit message: *INFO* PRIMARY PAYEE CLIENT DATA ADDED ON THE EBT SYSTEM
- When the setup is unsuccessful, the EBT Processing System displays an edit message indicating the reject reason. Correct the error, and press ENTER again to resubmit the request. When the setup continues to be unsuccessful, continue working on the case, and try later.

NOTE Benefits cannot be authorized until the EBT Primary Payee information is successfully added.

Once the EBT Primary Payee has been set up on EBPM, the only Primary Payee information that can be changed on EBPM is the authorization to use CA benefits. To change the authorization to use CA benefits, complete the following:

- Key C in the ACTION field.
- Key N in the AUTHORIZED TO USE CASH field.

NOTE An N can only be keyed when an Alternate Cardholder has been established to use CA benefits.

- Press ENTER. **One** of the following occurs:

When the setup is successful, the EBT Processing System displays the following edit message: *INFO* PRIMARY PAYEE CLIENT DATA MODIFIED ON THE EBT SYSTEM

When the setup is unsuccessful, the EBT Processing System displays an edit message indicating the reject reason. Correct the error, and press ENTER again to resubmit the request to the EBT Processing System.

- When keying or changing the authorization to use CA benefits, at least one person must be authorized. When the AUTHORIZED TO USE CASH field is changed to N, the EBT Processing System displays the following edit message: A CASE MUST HAVE AT LEAST ONE PERSON WITH THE CASH FIELD FLAG = TO "Y"

NOTE When no C is keyed in the ACTION field, and information is changed, the

EBT Processing System displays the following edit message: *ERROR* YOU ARE CHANGING PAYEE INFO. USE CHANGE FUNCTION.

Identifying information on the EBT Primary Payee is changed in the EBT Processing System through interface with AZTECS, as follows:

- When name or date of birth changes are keyed on SSDO or CLMA.
- When a site code change is keyed on CARC or a site code is keyed for a new application on REAP.

Establishing the EBT Alternate Cardholder, Set Up and Changes

When an EBT Alternate Cardholder is required, or to change EBT Alternate Cardholder information, for a case, key A in the SETUP OR CHANGE PRIMARY OR ALTERNATE field on EBCM.

See **all** of the following for AZTECS keying instructions:

- [EBT Alternate Cardholder Set Up](#)
- [EBT Alternate Cardholder Changes](#)
- [EBT Alternate Cardholder Deletions](#)

In a combination NA and CA case, a CA EBT Alternate Cardholder can only access CA and an NA EBT Alternate Cardholder can only access NA. (See [CA EBT Alternate Cardholder](#) for more information.)

For emergency situations complete **one or more** of the following necessary to block access to the applicable program benefits:

- Key N in the AUTHORIZED TO USE FS field to block the CA EBT Alternate Cardholder's access to NA.
- Key N in the AUTHORIZED TO USE CASH field to block the NA EBT Alternate Cardholder's access to CA.

EBT Alternate Cardholder Set Up:

To set up an EBT Alternate Cardholder, complete **all** of the following on EBPM:

- Key A in the PRIMARY OR ALTERNATE field and press ENTER to display the ALTERNATE CARDHOLDER 1.
- Key A in the ACTION field.
- Key the EBT Alternate Cardholder information in the remaining fields.
- When a second EBT Alternate Cardholder is requested, key A in the SETUP OR CHANGE PRIMARY OR ALTERNATE field, and press ENTER to display the ALTERNATE CARDHOLDER. Complete as described for the ALTERNATE CARDHOLDER 1.
- Press ENTER. **One** of the following occurs:

When the setup is successful, the EBT Processing System displays the following edit message: *INFO* ALTERNATE 1 (2) CLIENT DATA ADDED ON THE EBT SYSTEM.

When the setup is unsuccessful, the EBT Processing System displays an edit message indicating the reject reason. Correct the error, and press ENTER again to resubmit the request to the EBT Processing System.

EBT Alternate Cardholder Changes

Once the EBT Alternate Cardholder has been set up on EBPM, to change the information, complete **all** of the following:

- The EBT Primary Payee must provide written authorization of the request to change the EBT Alternate Cardholder. Have the EBT Primary Payee complete the Designation of EBT Alternate Cardholder (FAA-1004A) form. Document the request in the [case file\(g\)](#).
- Key A in the SETUP OR CHANGE PRIMARY OR ALTERNATE field on EBPM. Press ENTER to display the ALTERNATE CARDHOLDER 1.
- Key C in the ACTION field.
- Key the EBT Alternate Cardholder information.
- Press ENTER. **One** of the following occurs:

When the setup is successful, the EBT Processing System displays the following edit message: *INFO* ALTERNATE 1 (2) CLIENT DATA MODIFIED ON THE EBT SYSTEM

When the setup is unsuccessful, the EBT Processing System displays an edit message indicating the reject reason. Correct the error, and press ENTER again to resubmit the request to the EBT Processing System.

When the designated alternate cardholder from an authorized drug and alcohol treatment center (DAATC) changes, a new FAA-1004A form must be provided. See [EBT Alternate Cardholder Deletions](#) to remove the current alternate cardholder. Key the new alternate cardholder information, a new card is not required to be mailed unless requested by the new alternate cardholder.

EBT Alternate Cardholder Deletions

Only EBT Alternate Cardholders can be deleted on EBPM.

Once the EBT Alternate Cardholder has been set up on EBPM, to delete the information, complete **all** of the following:

- Key A in the SETUP OR CHANGE PRIMARY OR ALTERNATE field, and press ENTER.
- Key D in the ACTION field.
- Press ENTER. **One** of the following occurs:

When the setup is successful, the EBT Processing System displays the following edit message: *INFO* ALTERNATE 1 (2) CLIENT WAS DELETED

When the setup is unsuccessful, the EBT Processing System displays an edit message indicating the reject reason. Correct the error. Press ENTER again to resubmit the request to the EBT Processing System.

NOTE When an EBT card was issued to the EBT Alternate Cardholder, the card must be in a status other than ACTIVE before the EBT Alternate Cardholder can be deleted. See [EBCM EBT Card Status](#) for procedures. When the card is not 'statused', AZTECS displays the following edit message on EBPM: *ERROR* CARD MUST BE STATUSED PRIOR TO DELETING ALT 1 (2).

Authorizing Use of the EBT Account

EBPM is used to allow or restrict the use of an EBT account. Complete **all** of the following:

- Authorize the EBT Primary Payee or EBT Alternate Cardholder access to the applicable benefit types, and complete **all** of the following:

Ensure Y is displayed in the appropriate AUTHORIZED TO USE field.

Press ENTER. AZTECS transmits the information through an interface to the EBT Processing System.

NOTE For the EBT Primary Payee, one benefit type can be restricted on EBPM, but not both. For the EBT Alternate Cardholder, both NA and CA benefits can be restricted.

For NA, when the FAA-1004A form is received from a resident of an authorized DAATC, restrict the EBT Primary Payee and authorize the EBT Alternate Cardholder.

To restrict the EBT Primary Payee or Alternate Cardholder access to the applicable benefit types, complete **all** of the following:

- Key N in the AUTHORIZED TO USE FS or AUTHORIZED TO USE CASH fields, as appropriate.
- Press ENTER. AZTECS transmits the information through an interface to the EBT Processing System.

NOTE Do not change the AUTHORIZED TO USE FS or AUTHORIZED TO USE CASH fields to N unless there is an ACTIVE corresponding program. Keying N when no active case exists restricts the use of the EBT account for the active program.

Examples

- 1) Leonard calls FIS to request an EBT replacement card on 12/12/2021. AZTECS does a system check for the 12-month period from 12/12/2021 back to 12/13/2020. During this period Leonard requested a total of four EBT replacement cards. AZTECS generates the X151 notice.

On 01/15/2022 Leonard requested another EBT replacement card. A new 12-month period is calculated from 01/15/2022 back to 01/16/2021. Leonard requested three EBT replacement cards during this 12-month period. The X151 notice is not sent.

Legal Authorities

7 CFR 274.6(a)

7 CFR 274.6(a)(2)

7 CFR 274.6(a)(6)(ii)

7 CFR 274.6(a)(7)(i)

7 CFR 274.6(b)

[Prior Policy](#)

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