

I EBT QUEST Card – Excessive Replacement Card Procedures

REVISION 47
(01/01/19 –12/31/19)

When an EBT card holder contacts FAA in person requesting a replacement EBT card, FAA staff completes the following:

- Review the 12 MO CARD COUNT field on EBCM.
- When the card count is 1 or 2, see [EBT QUEST Card Lost, Stolen or Damaged](#).
- When the card count is 3 or more and card holder does not require any other services, place the participant on the Health-e-Arizona Plus (HEAplus) EBT Track.

FAA staff will claim the participant and complete the following:

- Discuss and complete the EBT Replacement Card Questionnaire (FAA-1578) form.
- Complete an [investigation referral](#) when the card holder refuses to answer the question on the FAA-1578 or the responses indicate potential fraud. (See the [OIG Referral Desk Aid](#) for instructions on completing the referral form.)
- Update the “EBT Card Contact” field on INDA with the date the questionnaire was completed.
- Upload or scan the completed questionnaire into OnBase as Document Type, FAA-1578A – EBT REPLACEMENT CARD REQUEST QUESTIONNAIRE.
- Upload the Investigations Request documents into OnBase as Document Type, OSI1017 INVESTIGATION REQUEST.
- Deactivate the current card using the appropriate status code and issue a new card when either of the following apply:
 - Card has not mailed
 - Card has been mailed, has not been received, and it has been more than five (5) [workdays\(g\)](#) since the request for replacement.
 - Replacement EBT card has been mailed, it has been less than five (5) workdays since the request and card holder has immediate need to access benefits

- Advise the EBT card holder that a replacement card fee may be deducted from the participant's CA or NA account when both the following apply:
The EBT card holder is requesting an over-the-counter replacement card.
It has been less than five workdays since the replacement card was requested. (See [EBT QUEST Card – Replacement Fees](#))
- When completing the FAA-1578 and the card holder is [vulnerable persons\(g\)](#) the worker must review the reasons the EBT card holder continues to request EBT replacement cards, to determine which applies:
The EBT card holder is just losing their EBT card; or
The EBT card holder is potentially committing fraud or trafficking. If warranted, refer for investigation by completing an [investigation referral](#). (See the [OIG Referral Desk Aid](#) for instructions on completing the referral form.)

When the EBT replacement card has been mailed and it has not been more than five (5) [workdays\(g\)](#) since the request, FAA completes the following:

- Advise the participant of the date they should anticipate receiving their card in the mail.
- Authorized FAA staff ends the replacement card suspension. (See [EBT QUEST Card – Emergency EBT Card Issuance](#))
- Document the [case file\(g\)](#) to support the actions taken.

The above procedures are in addition to all other EBT Policies and Procedures and do not replace any other requirements for issuance, audits, or reports.