

## 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](#).
- Place the card holder on the Fast Tracker when all the following apply:
  - The card count is 3 or more.
  - The related Replacement EBT Card Questionnaire (FAA-1578A) form is not complete or not in the case file.
  - The card holder does not require any other services
- 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.

The worker claims the card holder from the tracker and completes the following:

- Discusses and completes the EBT Replacement Card Questionnaire (FAA-1578A) form.
- Review and document the reasons for the EBT card holder's request.
- Upload or scan the completed questionnaire into OnBase as Document Type Group <All> and Document Type, FAA-1578A – REPLACEMENT EBT CARD QUESTIONNAIRE.
- Update the "EBT Card Contact" field on INDA with the date the questionnaire was completed.
- Completes an Office of Special Investigation (OSI) referral when one of the following applies:
  - The card holder admits to fraud or trafficking
  - The card holder refuses to answer the question on the FAA-1578A
  - The card holder meets the criteria to submit an [OSI – Investigation Referral](#)

### EXCEPTION

When completing the FAA-1578A and the card holder is [vulnerable\(g\)](#), additional consideration is required prior to a referral for investigation. FAA must protect vulnerable persons who may lose EBT cards more frequently but are not committing fraud or trafficking. Vulnerable card holders are not referred for investigation when they refuse to answer the question on the FAA-1578A

- When it is determined that the card holder has reasonable justification for losing their EBT cards, do not refer for investigation.
- Document the [case file\(g\)](#) with a summary of the reason for referring or not referring the card holder for investigation.
- When a referral for investigation is warranted, complete the Investigation Request and upload the documents into OnBase as Document Type Group <All> and Document Type: OSI1017 INVESTIGATION REQUEST.
- Deactivate the current card using the appropriate status code and issue a new card when one 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 card was requested.
  - Card has been mailed, it has been less than five (5) workdays since the card was requested and the card holder requests an over the counter card.
- When the card holder chooses to receive the replacement card in the mail, authorized FAA staff must end the suspension on the replacement card.
- 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](#))
- Authorized FAA staff will remove the suspension on the replacement card. The following individuals have the security

to access EBCM and end the suspension on the EBT replacement card:

Authorized FAA staff

A Local Office Manager (LOM)

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

**WARNING**

The suspension must be removed even if the case is referred to OIG/OSI for investigation. The participant must have access to their benefits while the investigation is pending.

When the replacement EBT 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 that they should anticipate receiving their card within five (5) workdays from the date of their request.
- Authorized FAA staff end the suspension on the replacement card. (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.