

## I EBT QUEST Card - Inventory - Ordering EBT cards

**REVISION 48**  
(01/01/20 –12/31/20)

See the [Urgent Bulletin](#) emailed 06/16/2020 regarding the FAA-1578A form.

When an EBT card holder contacts FAA in response to the Replacement EBT Card Requests-3 or More (X152) notice, complete the following:

- Complete the EBT Replacement Card Questionnaire (FAA-1578A) form, including the following:

Review and document the reason for the EBT card holder's request for three or more replacement EBT cards.

Check the applicable boxes.

Complete the signature section.

- Update the EBT CARD CONTACT field on INDA with the date the questionnaire was completed.
- Email the FAA-1578A as an attachment, to the Research and Analysis (R&A) Unit at FAARAMGT@azdes.gov when one of the following applies:

The card holder admits to fraud or trafficking.

The card holder is not vulnerable and refuses to answer the question on the FA-1578A.

The card holder is not vulnerable, and their response indicates potential fraud or trafficking.

### WARNING

[Vulnerable\(g\)](#) EBT card holders are only to be referred to R&A when they admit to fraud or trafficking.

- When the completed FAA-1578A is referred to R&A, document the [case file\(g\)](#) with the summary of the reason for sending the FAA-1578A to R&A. Do not upload or scan the form to OnBase.
- When the completed FAA-1578A is not referred to R&A, complete the following:

Document the case file with a summary of the reason for not sending the form to R&A.

Upload or scan the completed questionnaire into OnBase as Document Type Group <All> and Document Type, FAA-1578A – REPLACEMENT EBT CARD QUESTIONNAIRE.

- Authorized FAA staff must remove the suspension on the EBT card. The following individuals have the security to access EBCM and end a suspension on an EBT card:

Authorized FAA staff

An Office Manager (LOM)

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

- When R&A receives the FAA-1578A, R&A assesses whether a referral for investigation is warranted and completes the following:

Documents the decision in the case file.

Completes and uploads a referral for investigation when warranted.

Uploads the FAA-1578A into OnBase as Document Type Group <All> and Document Type: OSI1017 INVESTIGATION REQUEST.

When the card holder requests an [over the counter](#) (OTC) replacement EBT card, complete the following:

- 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 replacement EBT card has been mailed to the card holder.

It has been less than five workdays since the replacement card was requested. (See [EBT QUEST Card – Replacement Fees](#))

- Deactivate the current card using the appropriate status code and issue an OTC card when any 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 OTC card.

NOTE When the card holder chooses to wait for the replacement card in the mail, authorized FAA staff must end the suspension on the replacement card.

**WARNING**

The suspension must be removed, even when the FAA-1578A is sent to R&A, to ensure the EBT card holder has immediate access to benefits.

When the replacement EBT card has been mailed and it has not been more than five (5) workdays since the request, complete 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 to support the actions taken.