01 Electronic Benefit Transfer (EBT) - Overview

REVISION 49
(01/01/21 – 12/31/21)

The Electronic Benefit Transfer (EBT) policy and procedures identify guidelines for the following:

- Establishing EBT accounts

- Maintaining EBT accounts

- Issuance of EBT cards

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

- Cash Assistance (CA)

- Nutrition Assistance (NA)

- Jobs payments

- State Public Assistance (ST)

Participants use a plastic EBT debit card, called a QUEST Card, at Automated Teller Machines, Point-of-Sale (POS) devices, and authorized online vendors. (See FAA Pilot Programs(g)) Participants may access their benefits from assigned EBT accounts.

The EBT Processing System functions through an interface with AZTECS, allowing access to the EBT screens.

EBT benefits should always be accessible by 5:00 a.m. on the day of availability and may be accessible immediately as emergency benefits. For immediate access to benefits, see EBT Emergency Benefits.

To establish and maintain card holder information in the EBT Processing System, see EBPM.

EBT accounts are determined by the type of assistance a participant is eligible to receive. When a participant has both NA and CA benefits, both benefit accounts may be accessed using one EBT card. When both programs are connected to the same case number, the PI will not be issued two separate EBT cards.

NOTE   The participant's cash balance may include training allowances. (See Training Related Expense (TRE) Income)

EBT cards are mailed to the participant's address. Over the counter (OTC) cards are issued for expedited benefits or at the participant's request. (See NA Expedite Requirements and Over the Counter (OTC) Issuance)

Card holders may request a replacement EBT card at any time. When the card holder requests a replacement EBT card, review the ADDR screen in AZTECS to ensure it is keyed correctly. (See Address Overview)

Policy and procedures regarding EBT and the EBT Processing System are outlined as follows:

- EBT FAA Responsibilities

- EBT QUEST Card - Overview

- Special Participant EBT Situations

- EBT Benefit Issuance and Availability

- EBT QUEST Card – Excessive Replacement Card Procedures

- EBT 10% Cash Assistance Out of State Usage

- EBT Arizona Residency Change

- EBT Overpayment Claims

- EBT Screens

02   EBT FAA Responsibilities - Overview

Policy and Procedures regarding FAA EBT responsibilities are outlined as follows:

- EBT FAA Responsibilities - FAA Office

H   EBT FAA Responsibilities - FAA Office

Policy and procedures regarding the EBT responsibilities of FAA offices are outlined as follows:

- Establishing EBT Accounts

- EBT QUEST Card Issuance, Education, Replacement, Replacement Card Fees, and Inventory

- EBT FAA Responsibilities - Customer Service Support (CSS)

- EBT QUEST Card - Participant Education

- EBT QUEST Card Replacement

- EBT QUEST Card – Excessive Replacement Card Procedures

- Special Participant EBT Situations

.01 EBT FAA Responsibilities - FAA Office - Establishing EBT Accounts

EBT accounts are established on EBPM, which is part of the AZTECS Roadmap screens. FAA office responsibilities regarding establishing EBT accounts include, but are not limited to, the following:

- Establishing the EBT Primary Card holder

- Establishing or Changing an EBT alternate card holder

- EBT Participant Education

03 EBT QUEST Card - Overview

REVISION 03
(01/01/08 – 03/31/08)

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

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

- Calling the Fidelity Information Services (FIS) Automated Response Unit (ARU) (See EBT Help Desk Phone Number)

- Online www.ebtEDGE.com

The PI is always the Primary Payee card holder on the EBT case. A maximum of three card holders (the PI Primary Payee and two Alternate Card Holders) may be on a case. Each card holder on an EBT case is issued their own EBT card and has their own PIN. (See Establishing EBT Accounts)

Policy and procedures regarding the EBT card are outlined as follows:

- EBT QUEST Card Issuance Mailed Out

- EBT QUEST Card Issuance Over the Counter (OTC)

- EBT QUEST Card Personal Identification Number (PIN)

- EBT QUEST Card Participant Education

- EBT QUEST Card Accessing Benefits

- EBT QUEST Card Inventory

- EBT QUEST Card Replacement, Replacement Card Fees, or Returned Cards

- EBT QUEST Card – Excessive Replacement Card Procedures

H   EBT QUEST Card - Mailed Out Issuance

REVISION 49
(01/01/21 –12/31/21)

When the participant has no record of a previous EBT card, inform the participant that their EBT card will be 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 card is issued, and the card number updated on EBCM before benefits pay on the case. See Over the Counter (OTC) Issuance when an OTC EBT card must be issued.

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

- They will receive their mailed EBT card no later than five workdays(g) from the date of interview.
- Benefits will not be available on their EBT card until their application has been approved.

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. The following apply when a participant needs an EBT card replacement:

- EBT Card Maintenance (EBCM)
- EBT Card Replacement

Inform the participant of the available PIN selection options. (See EBT PIN Selection)

I   EBT QUEST Card – Over the Counter (OTC) Issuance

<u>REVISION 49</u>
(01/01/21 –12/31/21)

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

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

- NA expedited benefits

- A <u>Vulnerable Person(g)</u>

- 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 <u>workday(g)</u> after the request was made

Advise the EBT card holder that a replacement card fee may be deducted from the participant's CA or NA account when it has been less than five workdays since the replacement card was requested. (See <u>EBT QUEST Card – Replacement Fees</u>)

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

When an EBT card holder requests a replacement EBT card OTC, review the 12 MO CARD COUNT field on EBCM. When the card count indicates 4 or more, see <u>EBT Card – Excessive Card Procedures</u> for the excessive replacement EBT card process.

When issuing an OTC EBT card, obtain positive identification (ID) of the Primary Payee and Alternate Card Holder before issuing an EBT card. (See <u>Identity Verification</u>)

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

When an OTC EBT card must be issued, information on the EBCM screen in AZTECS must be keyed.

The following individuals have the security to access EBCM:

- Authorized FAA staff

- The Office Manager

- The Region Program Manager (RPM) when the Office Manager is not available or unable to complete the required actions

When EBCM has been keyed, complete 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 Card Holder.

  NOTE   Educate the Primary Payee or Alternate Card Holder with this information during the interview. Document the case file that the FAA-1045 was reviewed with the card holder.

- Key O in the CARD ISSUE field on EBPM.

- Authorized FAA staff will key the Primary Account Number (PAN) from the EBT card on EBCM. The card can then be issued to the Primary Payee and Alternate Card Holder. The following individuals are authorized to access EBCM:

  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

- Request the Primary Payee or Alternate Card Holder to sign the EBT CARD ISSUANCE LOG (FAA-1007A) 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 Card Holder may select a PIN by calling the FIS Automated Response Unit (ARU) (See EBT Help Desk Phone Number)

  NOTE   Only initial EBT cards must have a PIN selected.

J   **EBT QUEST Card - Personal Identification Number (PIN)**

The PIN is used to access benefits from a participant's EBT account. The PIN is a four-digit number known only to the card holder.

The participant selects an EBT PIN number by using one of the following options:

- Calling the Fidelity Information Services (FIS) Automated Response Unit (ARU) (See EBT Help Desk Phone Number)

- Online www.ebtEDGE.com

Emphasize the importance of the responsibility the EBT card holder has for the security of their PIN. Inform the EBT cardholder of the following:

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

- Do not let others use the card and PIN. Benefits withdrawn by someone else cannot be replaced.

- When the card holder incorrectly enters the PIN four times, the PIN is deactivated until midnight, at which time the PIN FAIL COUNTER resets to zero.

- Report lost or stolen EBT cards, and compromised PINs, by calling the FIS (ARU)

    NOTE   Emphasize to the card holder to call the Fidelity Information Services (FIS) ARU, and not the FAA office. However, when a card holder calls the office to report a lost or stolen card, the designated staff responsible for EBT card maintenance must follow the procedures outlined in EBT Lost or Stolen Cards.

When a card holder forgets their PIN, or believes someone else knows their PIN, the security of the account is compromised. The card holder must call the FIS Automated Response Unit (ARU) to change their PIN. (See EBT Help Desk Phone Number)

    NOTE   It is not necessary to replace the card.

K   EBT QUEST Card - Participant Education

When an initial Electronic Benefit Transfer (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 card holders.

At the time of an initial interview, review the FAA-1045A with the Primary Informant (PI) or Representative. Document the case file(g) that the FAA-1045A was reviewed with the card holder.

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

Before ending the interview, inform the PI or Representative of the following:

- Initial benefits are available on their EBT card once their application has been approved.

- To keep their Personal Identification Number (PIN) safe.

  When the PIN number 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 number to request a replacement card, obtain account balance information, or report information regarding their EBT card and PIN. (See EBT Help Desk Phone Number).

- To call the FIS ARU as soon as they are aware their card is lost, stolen, damaged, or when they have compromised their PIN. (See EBT Compromised or Forgotten PIN or EBT QUEST Card Lost, Stolen or Damaged.) The replacement card is sent by U.S. mail within two workdays(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 five-dollar 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 over the counter (OTC) card)

  A fourth or more replacement card in 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 12-month period from the date of a fourth request within a new 12-month period.

- When a request for a fourth or more replacement cards is received within a 12-month period, the REPLACEMENT EBT CARD REQUESTS (X151) notice is sent to the PI or Representative about excessive replacement cards. The notice advises the participant 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. (See OSI – Investigation Referral for OIG/OSI referral procedures.)

Example: 12-month rolling period

Mr. Limerick calls FIS to request an EBT replacement card on 12-12-2021. AZTECS does a system check for the 12-month period of 12-12-2021 to 12-13-2020. During this period Mr. Limerick requested a total of four EBT replacement cards. AZTECS generated the X151 notice.

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

L   EBT QUEST Card - Accessing Benefits

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

Policy and procedures for accessing EBT benefits are outlined as follows:

- EBT Accessing Cash Benefits

- EBT Accessing NA Benefits

.01   EBT QUEST Card - Accessing Benefits - Accessing Cash Benefits

Primary card holders and alternate card holders with CA or ST benefits can withdraw cash from an ATM displaying the EBT sign or symbol. A cost for each ATM transaction is deducted from the card holder's account, as well as any other transaction fees the banking institution charges. (See EBT ATM Transaction Fee for current amount.)

Card holders also may use their EBT cards to purchase products, money orders, and make cash withdrawals from retail merchants. When a retailer signs up to participate in Arizona's EBT Project, they decide the level of cash access allowable per card holder 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.

.02   EBT QUEST Card - Accessing EBT Benefits - Accessing NA Benefits

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

NOTE   Card holders cannot receive cash back from an NA EBT account.

When purchasing allowable NA items and non-allowable NA items together, the retailer asks the card holder 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 Card holder returns food items, the benefits are restored to the NA EBT account. (See EBT Account Adjustments)

Card holders can also access their benefits with non-traditional vendors that FNS has approved to accept NA. These vendors include, but are not limited to, the following:

- Farmer's Markets

- Food Share Program

- Meals-On-Wheels

- Route Delivery Retailers

- Online Vendors

Most non-traditional retailers use the <u>Offline Food Stamp Voucher</u> form.

.03 EBT QUEST Card - Accessing EBT Benefits - Offline NA Voucher

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 card holder's name and EBT card number. The card holder then signs the voucher verifying the amount of the NA purchase and is given a copy for their records.

M EBT QUEST Card – Inventory

<u>REVISION 03</u>
(01/01/08 – 03/31/08)

EBT card inventory is kept in each FAA office for expedited and emergency over the counter (OTC) card issuance. Policy and procedures regarding EBT card inventory are outlined as follows:

- <u>EBT QUEST Card Stock Security</u>
- <u>EBT QUEST Card Issuance Log (FAA-1007A)</u>
- <u>EBT QUEST Card Daily EBT Card Audit (FAA-1206A)</u>
- <u>EBT QUEST Card Ordering Card Stock</u>

.01 EBT QUEST Card - Inventory - EBT Card Stock Security

<u>REVISION 03</u>
(01/01/08 – 03/31/08)

All EBT cards must be inventoried each workday. In order to ensure proper security, the Office Manager (LOM) or the LOM's designee is responsible for the following:

- Keeping their 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 over the counter (OTC) EBT cards.

.02 EBT QUEST Card - Inventory - EBT Card Issuance Log (FAA-1007A)

<u>REVISION 03</u>

(01/01/08 – 03/31/08)

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

NOTE   The FAA-1007A logs are accessed by authorized staff, designated by the Office Manager (LOM) or the LOM's designee. Contact the EBT Unit when assistance is required to access the FAA-1007A. (See EBT Help Desk Phone Number)

The LOM or designee creates the daily working inventory of EBT cards as follows:

- Remove up to 30 cards from the 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 there are five or fewer cards remaining.

- Pull the corresponding FAA-1007A logs with the pre-printed numbers that correspond to the working inventory.   Always maintain an inventory of EBT cards that match the FAA-1007A logs.

  NOTE   All unused EBT cards must be returned to the LOM, or the LOM's designee, to be returned to the office inventory, in numerical order at the end of every workday(g).

- Keep the daily working inventory secured within an area designated by the LOM or the LOM's designee.

- Verify the PAN printed on the FAA-1007A 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. 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.

- Document the following on the FAA-1007A:

  AZTECS case number

  Date of issuance

WARNING

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

- Correction Fluid

- Correction Tape

- Ditto Marks (")

- Erasures

- Initials

- Pencil

- Rubber Stamps

To make corrections to the FAA 1007A, complete the following:

- Draw a line through the error.

- Document the corrected information directly above the error.

- Both the staff issuing the card and the cardholder must sign the FAA-1007A. The cardholder also signs the back of the card.

  NOTE The LOM or the LOM's designee must sign the FAA-1007A for all cards being voided, for any reason.

The FAA-1007A 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.

.03 EBT QUEST Card - Inventory - Daily EBT Card Audit

REVISION 46
(01/01/18 - 12/31/18)

To ensure that all previously issued EBT cards are accounted for, the Office Manager (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 day that the MR034 OTC Issuance Report is available in the CA OM Web Viewer or SARS. Review all the EBT cards indicated on the OTC Issuance Report. The report displays all EBT cards that were issued two workdays(g) prior to the audit date.

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EXCEPTION

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

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Complete the daily audit as follows:

- Print the MR034 OTC Issuance Report from the CA OM Web Viewer or SARS every day.

- Compare the OTC Issuance Report to the EBT Card Issuance Log (FAA-1007A) from two days earlier.

- Document the FAA-1206A. The FAA-1206A, and the instructions on how to complete the form, are available in the Digital Library.

- After completion, attach the FAA-1206A to the OTC Issuance Report, and place in a secure area designated and monitored by management.

(See Example EBT Daily Card Audit)

.04   **EBT QUEST Card - Inventory - Ordering EBT cards**

REVISION 48
(01/01/20 - 12/31/20)

EBT card orders are submitted and filled on a quarterly basis. An order for EBT cards is placed in November, February, May and August each 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.

The number of cards received should last through the next quarter when the office can order more cards.

NOTE   It is not required that cards be ordered each quarter. It is only required when the cards on hand will not last until the next order cycle

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

Friendly reminders to place an order for cards are sent out to the Office Managers (LOM's).

The following is the quarterly EBT cards inventory schedule:

- The EBT Unit sends a friendly reminder out to all LOM's around the 15th of November, February, May and August each year.

- The EBT Unit sends another reminder out to all LOM's around the 30th of November, February, May and August each year.

- Offices submit their request for EBT cards through the OnBase E-Form when they need cards for the next quarter or when running low of cards.

- The EBT unit compiles the orders of all the 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 offices in January, April, July, and October each year.

Order Cards Reminder Sent to FAA Offices	Order Placed to Fidelity Information Services (FIS)	Cards Received at 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

N   EBT QUEST Card - Replacement or Returned Card

Policy and procedures regarding replacement of EBT cards, or returned cards, are outlined as follows:

- EBT QUEST Card Lost, Stolen or Damaged

- EBT QUEST Card Replacement Fees

- EBT QUEST Card Returned

WARNING

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.

.01   EBT QUEST Card - Lost, Stolen, or Damaged

REVISION 49
(01/01/21 –12/31/21)

The PI or Alternate Card Holder must immediately report lost, stolen or damaged cards by calling the Fidelity Information Services (FIS) Automated Response Unit (ARU) or by visiting their nearest FAA office. (See EBT Help Desk Phone Number). Any funds spent prior to a card being reported as lost or stolen are not replaced. A replacement EBT card will be mailed to the address of record on ADDR within two business days following the request and should be received within five workdays(g).

See EBT Card Over the Counter (OTC) Issuance when a participant requests an OTC EBT card.

The FAA will complete the following when an Elderly or Disabled participant 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(g) after the date of the EBT card holder's request.

When there is a discrepancy between the mailing address reported to FIS and the address of record, FIS refers the card holder to the FAA office. The participant must report their change to FAA. When the address is updated in AZTECS, a replacement card may be mailed to the new address by FIS. (See Change of Address - Overview)

.02   **EBT QUEST Card - Replacement Fees**

REVISION 45
(01/01/17 –12/31/17)

Each card holder may request one free EBT card replacement per calendar year(g). After the first replacement there is a $5.00 fee. The fee is deducted from the participant's CA or NA account.

The replacement fee is waived when at least one of the following applies:

- The EBT card sent through the mail has not been used

     NOTE   Mailing time must be factored. Do not waive the replacement fee when less than five workdays has passed since the request was made unless there is an emergency need.

- The card was damaged

- The card is not accessible due to a presidentially declared disaster

- The card holder meets the elderly criteria (60 and over)

- The card holder legally changed their name

- The card was stolen

- The card and PIN were both mailed and both were stolen

- Any other reason identified by the Region Program Manager

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).

     NOTE   All replacement cards will be mailed to the address of record on AZTECS screen ADDR. When the participant requests an over the counter card, a replacement fee still applies when the reason for the replacement is not listed above.

.03   EBT QUEST Card - Replacement or Returned Card - Returned Card

<u>REVISION 03</u>
(01/01/08 – 03/31/08)

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.

WARNING

Do not accept EBT cards from participants.

When a participant no longer wants to keep the EBT card, advise them that the participant must destroy the EBT card.

When a card is received by mail or is left in the 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(g) 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.

WARNING

Failure to follow these procedures may lead to disciplinary action.

O   EBT QUEST Card – Excessive Replacement Card Procedures

REVISION 50
(01/01/22 –12/31/22)

A request for a fourth replacement Electronic Benefit Transfer (EBT) card within a 12-month period is considered excessive. The 12-month period is a rolling 12 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 prior 12 months starting with the date the EBT card is requested.

When a participant is suspected of NA trafficking(g) FAA refers the participant to the Office of Inspector General/Office of Special Investigations (OIG/OSI) for investigation. See OSI – Investigation Referral for OIG/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 card holder 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 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 Definition for a list of vulnerable persons.)

04   *Special Participant EBT Situations - Overview*

Policy and procedures regarding special situations of participants and EBT are outlined as follows:

- EBT Group Living Arrangements (GLA)
- EBT Homebound or Itinerant Participants

H   Special Participant EBT Situations - Group Living Arrangements (GLA)

Policy and procedures regarding participants residing in a Group Living Arrangement (GLA) and NA EBT accounts, are outlined as follows:

- EBT FNS Certified GLA
- EBT Non-FNS Certified GLA

.01   Special Participant EBT Situations - Group Living Arrangements (GLA) - FNS Certified GLA

Facilities that meet the definition of an FNS certified Group Living Arrangement (GLA) (See GLA Eligibility Requirements) use either of the following to deduct the NA amounts necessary to pay for food:

- Point of Sale (POS) device
- Offline Food Stamp Voucher form

The NA amounts deducted from each Primary Card holder's EBT account is credited to the GLA's financial account. The GLA can purchase the group's food without having to take many different QUEST Cards to the store.

A Primary Card holder who leaves the GLA is entitled to all or part of the NA EBT benefits already deducted from their account. In this situation, the GLA must complete a NA purchase refund. This can be completed either through the POS device, or by using the Offline Food Stamp Voucher. The NA purchase refund debits the GLA's daily transactions and credits the Primary Card holder's NA EBT account.

.02   Special Participant EBT Situations - Group Living Arrangements (GLA) - Non-FNS Certified GLA

REVISION 03
(01/01/08 – 03/31/08)

The participant may reside in a facility that does not meet the definition of a certified FNS Group Living Arrangement (GLA). (See GLA Eligibility Requirements). When this occurs, establish the

alternate card holder from the GLA as the alternate card holder for all participants residing in the GLA.

When a participant leaves a non-FNS certified GLA, instruct the participant to call the FAA local office to have the GLA removed as the alternate card holder.

I **Special Participant EBT Situations - Issuance for Homebound or Itinerant Participants**

REVISION 48
(01/01/20 – 12/31/20)

Participants who are homebound should be encouraged to choose an authorized representative or an EBT alternate card holder.

When the itinerant site or home-based interview has been scheduled, the following must be completed before leaving the FAA office for the itinerant site(g) or home-based interview:

- The worker establishes the EBT account on EBPM for each participant who does not have a pre-existing account.

- The designated FAA office staff responsible for card issuance assigns EBT cards for all scheduled itinerant site and home-based appointments screened as an NA expedite.

  NOTE   An EBT card is not assigned for pre-existing EBT accounts.

- For itinerant site interviews the worker must take an extra supply of unassigned EBT cards, based on the anticipated number of expedite interviews to be conducted.

- The worker takes the EBT cards and the EBT Card Issuance Log (FAA-1007A) form to the itinerant site or home-based interview.

When conducting itinerant site interviews, the worker must determine whether the participant with a pre-existing EBT account requires an EBT card replacement. When the participant requires an EBT card replacement, issue one of the unassigned EBT cards and update the FAA-1007A.

See EBT Card Lost, Stolen, or Damaged when a homebound participant requests an EBT card replacement.

When returning to the FAA office the worker turns in the FAA-1007A and remaining unassigned EBT cards to the designated FAA office staff.

The designated FAA office staff completes the following:

- Deactivates EBT cards pre-assigned to participants who fail to appear for the interview.

- Indicates on the FAA-1007A each card that is voided.

- Reviews and keys the appropriate information on EBPM and EBCM.

- Keys an O in the CARD ISSUE field for each participant issued an EBT card replacement during the itinerant site interview.

- Deactivates and destroys EBT cards pre-assigned to participants who failed to appear for the interview.

NOTE   Designated management staff must sign the FAA-1007A for all cards being voided for any reason.

The designated FAA office staff completes the reconciliation process. (See EBT Reconciliation)

J   Special Participant EBT Situations - Telephone Interviews

REVISION 03
(01/01/08 – 03/31/08)

Special consideration is required when completing a telephone interview. A home visit may be required to complete the EBT QUEST card issuance, when the participant is determined to meet expedite criteria.

NOTE   Requests for home visit to complete the EBT QUEST card issuance MUST be made no later than the next workday(g) following the interview.

05 *EBT Benefit Issuance and Availability - Overview*

Policy and procedures regarding benefit issuance and availability are outlined as follows:

- EBT Arizona Residency Change

- EBT CA Expedited Benefits

- EBT Cash Issuance and Availability

- EBT Canceling Benefits

- EBT Closed Cases

- EBT Direct Deposit

- EBT Emergency Benefits

- EBT NA Expedited Benefits

- EBT NA Issuance and Availability

- EBT Inactive Accounts

- EBT Next Day Availability

- EBT Same Day Availability

- EBT TPEP Issuance and Availability

H EBT Benefit Issuance and Availability - CA Expedited Benefits

Emergency CA EBT benefits are authorized by the FAA Customer Service Support (CSS) on FIWI.

EXCEPTION

No entry is required in the FIELD ISSUANCE REASON field on FIWI.

When the transmission is successful, benefits are available immediately.

Authorization of the emergency benefits displays in AZTECS as follows:

- On AFIH, the emergency CA EBT benefit is displayed. The Authorization Number is displayed in the WARRANT NUMBER field. The date of transmission displays in the MAIL DATE and STATUS DATE fields. EMEREBT displays in the DOC STATUS field.

- On AFBH, PX displays in the ISS IND field.

When the transmission is unsuccessful, an edit message displays on FIWI. Review the error and correct it.

For procedures on notifying the FAA CSS of the need to authorize expedited CA benefits, see EBT Emergency Benefits.

I **EBT Benefit Issuance and Availability - Cash Issuance and Availability**

Regular monthly CA or ST benefits are available by 5:00 a.m. on the first calendar day of the month.

For policy and procedures regarding cash issuance and availability other than regular monthly payments, see the following:

- EBT Next Day Availability

- EBT CA Expedited Benefits

(See EBT Issuance Calendar)

J **EBT Benefit Issuance and Availability - Canceling Benefits**

REVISION 19
(01/01/12 – 03/31/12)

Cancel Arizona EBT benefits when the Primary Card holder moves to and applies for benefits in another state before the date of availability of the Arizona EBT benefits.

WARNING

Moving out of state is the ONLY reason a Primary Card holder's EBT benefits may be canceled.

EBT benefits are canceled as follows:

- The Supervisor completes the EBT Emergency Benefits/Cancellation of Benefits Request Form (FAA-1003A).

- The Supervisor sends the FAA-1003A via e-mail to the EBT Emergency Benefits Unit.

- The EBT Emergency Benefits Unit cancels the EBT benefits on RERB by keying CA in the ACTION field, and EB in the REASON field.

    Benefits can only be canceled AFTER the issuance run date and BEFORE the date the benefits become available. When

the date of availability has passed, the following edit message displays:

SEVERE CANNOT CANCEL, DATE OF AVAILABILITY PAST

When the transmission is successful, AZTECS indicates the document status as canceled on the applicable issuance history screens.

K   EBT Benefit Issuance and Availability - Closed Cases

REVISION 03
(01/01/08 – 03/31/08)

The QUEST card does not expire when a case is closed. The participant is entitled to use funds remaining in the account after the case is closed.

Encourage participants to keep their QUEST 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.

WARNING

Do not change the status of the QUEST card when closing a case.

L   EBT Benefit Issuance and Availability - Emergency Benefits

REVISION 17
(07/01/11 –09/30/11)

Issuance of emergency benefits is required in certain situations. These situations include, but are not limited, to the following:

- Expedited NA benefits must be available to the participant by the seventh calendar day.

- The participant has an urgent need and one of the following occurred:
  The agency's action deauthorized the benefits

  The application was processed untimely

When issuance of emergency benefits is required, an FAA worker must complete the following:

- Authorize benefits through the current system month(g)

- Review the reason for requesting immediate access to benefits with the Supervisor.

- Document the case file(g), indicating the reason for the emergency issuance. (See EBT CA Expedited Benefits and EBT NA Expedited Benefits)

When the Supervisor approves the request, the worker completes and submits the EBT Emergency Benefits/Cancellation e-form through OnBase.

When OnBase is not accessible, complete the EBT Emergency Benefits/Cancellation form (FAA-1003A). Send the form via email to both of the following:

- The EBT Emergency Benefits Unit

- The Office Manager (LOM) or designee

WARNING

When NA benefits are not available to the participant by the appropriate new application time frames, see EBT Same Day Availability.

The EBT Emergency Benefits Unit makes benefits available on the day the request is received. (See EBT Same Day Availability)

M   EBT Benefit Issuance and Availability - NA Expedited Benefits

Emergency NA EBT benefits are authorized by the EBT Emergency Benefits Unit on FSMI.

Authorization of the emergency benefits display in AZTECS as follows:

- On FSIH, the emergency NA EBT benefit is displayed. The Authorization Number is displayed in the DOC NUMBER field. The date of transmission displays in the MAIL DATE and STATUS DATE fields. EMEREBT displays in the DOC STAT field. E displays in the DEL MTD field.

- On FSBH, PX displays in the ISS IND field.

When the transmission is unsuccessful, an edit message displays on FSMI. Review the error and correct it.

For procedures to notify the FAA CSS of the need to authorize expedited NA benefits, see EBT Emergency Benefits.

N   **EBT Benefit Issuance and Availability - NA Issuance and Availability**

Regular monthly NA benefits are available at staggered availability dates. For the current schedule, see EBT Issuance Calendar.

For policy and procedures regarding NA issuance and availability other than regular monthly payments, see the following:

- EBT Next Day Availability

- EBT NA Expedited Benefits

O   **EBT Benefit Issuance and Availability - Next Day Availability**

Benefits authorized after the normal monthly issuance run are available to the participant by 5:00 a.m. on the day following authorization of the benefits (Monday through Saturday).

For current and past month benefits authorized after the normal monthly issuance run, or released from BENEFIT HOLD, AZTECS sets the Issuance Codes as follows:

- For CA, DA displays in the BEN ISSUANCE field on AFPD.

- For NA, DA displays in the BENEFIT ISSUANCE field FSAD.

In order for a case to meet timely approval requirements, benefits MUST be authorized by the timely approval date in the AZTECS Monthly Production Schedule (AMPS).

P   EBT Benefit Issuance and Availability - Same Day Availability

REVISION 14
(10/01/10 – 12/31/10)

Immediate access to benefits may be requested when benefits cannot be available to the participant as follows:

- CA benefits by the 45th calendar day

- Expedited NA benefits by the seventh calendar day

- Non-expedited NA benefits by the 30th calendar day

- ST benefits by the appropriate calendar day

When immediate access to benefits is needed, an FAA worker must complete the following:

- Authorize benefits through the current system month (g)

- Review the reason for requesting immediate access to benefits with the Supervisor.

- Document the case file (g), indicating the reason for the emergency issuance.

When the Supervisor approves the request, the worker completes and submits the EBT Emergency Benefits/Cancellation e-form through OnBase.

When OnBase is not accessible, complete the EBT Emergency Benefits/Cancellation form (FAA-1003A). Send the form via e-mail to both of the following:

The EBT Emergency Benefits Unit

The Local Office Manager (LOM) or designee

The EBT Emergency Benefits Unit keys the request on the applicable issuance screens (FIWI, FSMI, STFW). Benefits are available for immediate access when processed through these screens.

Q   EBT Benefit Issuance and Availability - TPEP Issuance

Policy and procedures regarding CA EBT benefits issued to Two Parent Employment Program (TPEP) participants are outlined in TPEP.

R   EBT Benefit Issuance and Availability - Inactive Account

REVISION 49
(01/01/21 – 12/31/21)

When an EBT account has been inactive for 90 days or more, the account is considered aged.

When an EBT account is aged, AZTECS completes the following:

- For CA, issues an Aged Cash Assistance Account X073 notice

- For NA, issues an Aged Nutrition Assistance X013 notice

Once the EBT account is aged the only action required by the card holder to keep the account active is to use the EBT card.

When the card holder has not accessed their NA EBT benefits for 274 days and CA EBT benefits for 180 days, from the initial date of benefit activity, the EBT benefits are expunged. The card holder loses all rights to regain those EBT benefits.

When a program is denied or closed due to the death of the entire budgetary unit, the EBT account is deactivated and benefits expunged.

06   EBT 10% Cash Assistance Out of State Usage or in-person interviews

REVISION 48
(01/01/20 - 12/31/20)

When more than 10% of a budgetary unit's Cash Assistance (CA) benefit is used out of state, a review of the case must be completed. CA usage includes all CA purchases and withdrawals made during the prior six months.

On the second Calendar day(g) of each month a report is generated to the Research and Analysis (R&A) Unit. The report identifies cases that have more than 10% out of state CA benefit usage in the prior six months.

CA cases identified in the report are sent the EBT Card Out Of State Usage (X058) notice. The notice informs the participant that they must contact FAA to review their out of state (OOS) usage. When the participant does not respond to the X058 notice the CA Closure-10% EBT Out Of State Closure (X048) notice is sent. The X048 notice informs the participant that their CA case has been closed for failure to contact the agency.
The participant must comply by contacting the R&A Unit through the Customer Support Center phone number or in person at an FAA Office when the following apply:

- Participant is responding to the X058 notice

- Participant is responding to the X048 notice and contact is made prior to the effective date of closure

When the participant contacts FAA in person, FAA staff must assist the participant in reaching the R&A telephone line.

NOTE   Do not give a participant the R&A phone number. The number to R&A is for internal use only.

When the participant calls the 1-855-432-7587 number, the participant must authenticate themselves through the IVR. When authenticated, the participant is routed to R&A to discuss the reason for the CA out of state (OOS) usage.

When a participant is unable to authenticate themselves, the IVR routes the caller to the HEAplus Helpdesk or the Call Center depending on the option selected.   When the participant's identity is verified the call must be transferred to R&A. When unable to verify identity, the participant must be advised to go into an FAA Office.

When the X048 notice is mailed and the participant contacts FAA on or after the effective date of closure, advise the participant of the following:

- The participant must reapply.

- The participant has the right to file an Appeal.

- The participant must comply by providing their reason for the OOS spending before a CA eligibility determination is completed.

Policy and procedures regarding participants responding to the X048 notice are outlined as follows:

- CA EBT Out of State Usage - Reapplication After Closure

- CA EBT Out of State Usage - Research and Analysis

H CA EBT Out of State Usage - Reapplication After Closure

<u>REVISION 48</u>
(01/01/20 - 12/31/20)

A participant may reapply on or after the effective date of their CA closure. When the closure is due to failure to comply with the EBT Card Out Of State Usage requirements, complete the following during the interview:

- Review the EBT Transaction History.

- Complete the EBT Card Out of State CA Usage Questionnaire (FAA 1596A) form.

- Discuss and document the FAA-1596A with the reason for the participant spending their benefits out of state.

- Document CADO with a summary of the discussion.

- Upload or scan the completed form to <u>OnBase(g)</u> as Document Type Group <All> and Document Type, FAA1596AFORFF EBT CARD OUT OF STATE USAGE QUESTIONNAIRE.

- Send the completed questionnaire via email to the Research and Analysis (R&A) Unit at <u>FAARAMGT@azdes.gov</u>.

- Complete the CA approval when the following apply:

    Eligibility factors have been met and verified

    An NQ or RQ code is keyed in the EBT OUT OF STATE RESULT field on INDA

I CA EBT Out of State Usage - Research and Analysis

<u>REVISION 48</u>
(01/01/20 - 12/31/20)

The Research and Analysis (R&A) Unit ensures compliance of the CA EBT Out of State Usage process.

When a participant contacts R&A in response to the EBT Card Out Of State Usage (X058) notice, the following is completed:

- Reviews the EBT Transaction History.

- Completes the EBT Card Out of State CA Usage Questionnaire (FAA-1596A) form.

- Discusses and documents the FAA-1596A with the reason for the participant spending their benefits out of state.

- Documents CADO with a summary of the discussion.

- Uploads or scan the completed form to <u>OnBase(g)</u> as

Document Type Group <All> and Document Type, FAA1596AFORFF EBT CARD OUT OF STATE USAGE QUESTIONNAIRE.

When a participant contacts R&A in response to the CA Closure-10% EBT Out Of State Closure (X048) notice, prior to the effective date of closure, complete the following:

- Discuss the reason for the CA 10% OOS usage and complete the EBT Card Out of State CA Usage Questionnaire (FAA 1596A) form.

- Revert the program to open. (See Reopening Procedures)

- Depending on the explanation provided by the participant, R&A keys the EBT OUT OF STATE RESULT field on INDA with one of the following codes:

  NQ – Participant is a resident of Arizona

  RQ - Residency cannot be established or is questionable. R&A completes an online OIG Investigation Referral. (See OSI – Investigation Referral)

- Upload or scan the completed form to OnBase as Document Type Group <All> and Document Type, FAA1596AFORFF EBT CARD OUT OF STATE USAGE QUESTIONNAIRE.

- Document the case file with a summary of actions taken.

When the OIG investigation is completed and the report confirms that the participant is a resident of Arizona, R&A completes the following:

- Keys VN in the EBT OUT OF STATE RESULT field on INDA.

- Documents CADO with the results of the investigation.

- Uploads the Investigation Report to OnBase.

When the OIG investigation confirms that the participant is not a resident of Arizona, R&A completes the following:

- Updates the address in AZTECS. (See Change of Address – Out of State)

- Closes all active programs.

- Documents CADO with the summary of closure actions.

07   EBT Arizona Residency Change - Overview

When a Primary Card holder moves out of Arizona, they can use their EBT card all over the country at retailers and ATMs displaying the QUEST symbol. All states use EBT, and all states have banks and merchants with the ability to access EBT accounts from other states, including Arizona.

When a card holder requests to receive the remaining CA or ST benefits, advise them that they can access their benefits at any bank, retailer, or ATM that displays the QUEST symbol.

When the card holder does not remember their PIN, or does not have a QUEST card, the card holder must call the FIS Automated Response Unit (ARU) to request a new PIN or replacement card. (See EBT Help Desk Phone Number)

08   EBT Account Adjustments – Overview

REVISION 49
(01/01/21 – 12/31/21)

An adjustment to an EBT account is completed to correct an auditable EBT transaction system error. Benefit adjustments are processed as a result of any of the following EBT account transaction system errors:

- Account debited for goods not purchased

- Account debited for an incorrect amount

- Account not debited for goods taken

- Incorrect ATM cash withdrawal amount

An EBT account adjustment may be requested by the participant or a retailer by contacting Fidelity Information Services within the following timeframe:

A participant must contact FIS to request a credit adjustment within 90 days of the date the EBT transaction occurred.

A retailer must request a debit to the participant's EBT account within 15 calendar days(g) of the date the EBT transaction occurred.

See EBT Account Adjustments - Processing for additional policies and procedures.

H   EBT Account Adjustments - Processing

REVISION 49
(01/01/21 – 12/31/21)

EBT transaction system errors are processed by the Fidelity Information Services (FIS) EBT Adjustment Research Department (ARD). FIS must respond to an adjustment request within 15 calendar days(g) of the receipt of a request.

When an EBT adjustment request is received, the ARD completes the following:

- Contacts the third-party processor (TPP) or financial institution that provided the groceries or cash and obtains proof of the transaction.

- Validates whether a system error occurred.

- Credits the participant's EBT account when the system error is confirmed.

- Sends an email to FAA EBT Support when a participant's request for a credit adjustment has been denied.

On the day FAA EBT Support learns of a credit denial but no later than the following workday, FAA EBT Support sends the EBT Account Adjustment Credit notice (A087/F034). The notice informs the participant of the following:

- The request for an EBT account credit has been denied and the program.

- The name and address of the retailer where the transaction occurred.

- The date the transaction occurred.

- The credit amount requested by the participant.

- The PI or representative's right to file an Appeal within 15 calendar days of the date of the notice.

Each workday the FAA EBT Support retrieves EBT account adjustment reports from the FIS portal. The EB 220-1 lists all EBT account adjustments that have been credited or debited. The EB 230-1 lists retailer-initiated requests for a debit to a participant's EBT account.

On the day, the EB 230-1 report is retrieved but no later than the following workday, FAA EBT Support sends the EBT Account Adjustment Debit notice (A086/F031). The notice informs the PI of the following:

- A system error occurred, the program and that the EBT account will be debited.

- The name and address of the retailer where the transaction occurred.

- The date the transaction occurred.

- The amount of the transaction to be debited.

- The PI or representative's right to file an appeal within 15 calendars days from the date of the notice.

When an appeal is requested within 15 calendar days from the date of the notice, the Appeals Processing Unit (APU) notifies FAA EBT Support via email. FAA EBT Support in turn notifies FIS. FIS then places a hold on the debit pending the hearing decision.

NOTE   When FIS is notified of the appeal and has already debited the account, FIS will credit the amount back to the account pending the hearing decision.

When a participant does not request an appeal within the 15 calendar days or a hearing decision affirms a retailer's debit request, FIS attempts to debit the system error amount. When insufficient benefits are remaining to cover the full amount, the debit adjustment is attempted to the household's next future month's benefits. No further action is taken when there are insufficient funds to debit an EBT account by the end of that next month.

NOTE   The adjustment amounts are equal to the amount of the original error transaction.

09   EBT Overpayment Claims - Overview

Overpayment claims are written and forwarded to the Office of Accounts Receivable and Collections (OARC) per policy and procedures outlined in Overpayments.

Overpayment writers determine claims and recoupment amounts per policy and procedures outlined in Overpayment Unit Responsibilities.

Primary card holders can pay overpayment claim balances with their cash or NA EBT benefits. Benefits from the cash EBT account can be used to pay CA, NA, or ST overpayments, but benefits from the NA EBT account can only be used to pay NA overpayments.

EBT benefits are considered available to the card holder once they are transferred into the EBT account and cannot be returned to prevent an overpayment. When a card holder requests recoupment, follow the procedures outlined in EBT Recoupment.

H   EBT Overpayment Claims - Recoupment

REVISION 46
(01/01/18 – 12/31/18)

When a card holder requests recoupment for any of the following reasons, complete EBT recoupment procedures:

- To pay an NA overpayment claim balance using cash benefits

- To pay an NA overpayment claim balance using Aged NA benefits ten calendar days after the AGED CASH ASSISTANCE ACCOUNT X703 notice is issued.

- To pay an amount greater than what is currently being recouped from an existing overpayment claim

- To prevent an overpayment when the card holder withdraws from a program after benefits have been transferred into the EBT account

- To prevent an overpayment when the card holder becomes ineligible in the current month, after benefits have been transferred into the EBT account