

## MEMORANDUM

**DATE:** March 1, 2010

**TO:** All Caseworkers

**FROM:** Char Ervin, Acting PAPO  
Systems Operations

**SUBJECT:** EIS Procedure 2010-1 (Replaces EIS Procedures 2000-7 & 2000-10)  
Electronic Benefit Transfer System Processing

### INTRODUCTION

Since June 1, 1998 Food Stamp and Temporary Assistance clients have received their benefits via Electronic Benefit Transfer (EBT). On May 1, 1999 Adult Public Assistance (APA) and Interim Assistance (IA) clients were given the option of receiving their cash assistance via EBT Direct Deposit. In March 2006, Senior Benefits clients were given the option of direct deposit as well. This procedure will explain the following:

- EBT Menu and Screens
- Card Issuance Rules
- Establishing EBT for Food Stamp and Temporary Assistance Cases
- Establishing EBT for APA and IA Cases
- Issuing Cards to Alternate Payees
- Establishing Direct Deposits for Payees
- Deleting Alternate Payees
- Replacing Lost Cards
- Aged Benefits
- Cases in Communities not Equipped to Provide Cash via the Quest Card
- EBT Conversion, Voluntary Repayment and Request for Warrant Issuance

Questions regarding EBT, Direct Deposit or Alaska QUEST card issues may be sent to the DPA EBT Help Desk at [DPA\\_EBT@alaska.gov](mailto:DPA_EBT@alaska.gov) or direct to their office at (907) 465-3047 or toll free at 1 888-620-1111. System related EBT questions may be sent to the DPA EIS Help Desk at [eishelp@alaska.gov](mailto:eishelp@alaska.gov). Clients may contact the EBT Contractor Customer Service at 1-888-9997-8111 for card or pin replacements.

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## EBT Menu and Screens

There is one EBT menu and three EBT screens in EIS:

- ELECTRONIC BENEFIT INQUIRY MENU (EBIN)
- EBT PAYEE MAINTENANCE (EBPM)
- EBT CARD MAINTENANCE (EBCM)
- EBT DIRECT DEPOSIT (EBDD)

### The EBIN Menu

Caseworkers may use the EBIN Menu to access the EBPM or the EBCM; however either screen may be accessed by using the <NEXT> function.

***Note: The EBT Transaction History is not available to caseworkers and is for use only by Fraud, Systems Operations, and EBT staff.***

EIS EBIN	ELECTRONIC BENEFITS INQUIRY MENU	052609 11:55 WORKER B
1. EBT PAYEE MAINTENANCE 2. EBT CARD MAINTENANCE 3. EBT TRANSACTION HISTORY		
ENTER FUNCTION (BY NUMBER) :		
CASE NUMBER (FOR 1,2,3): 00020093		
CARD NUMBER (FOR 2)		
(CASE # OR CARD # REQ. FOR 2)		
SEARCH PERIOD/BENEFIT TYPE (FOR 3)		
START DATE: 052209		
END DATE : 052609		
BENEFIT TYPE (F OR C) :		
(FOOD STAMPS OR CASH)		
NEXT-->		

## The EBPM Screen

The EBPM screen is used for:

- Establishing clients and alternate payees in the EBT system
- Issuing cards, when done at the same time the client is added to EBT
- Generating Personal Identification Numbers (PIN), when done at the same time a card is issued
- Accessing direct deposit information on the EBDD screen

EIS EBPM		EBT PAYEE MAINTENANCE		051809 14:58	
				WORKER B	
CASE NAME: CLIENT , A			CASE NUMBER: 00020093		
<b>ACTION: A</b> (A=ADD, C=CHANGE, D=DELETE)					
PRIMARY PAYEE:					
NAME: LAST: CLIENT		FIRST: A		INITIAL:	
STREET OR R.R.		CITY		STATE ZIP	
ADDRESS:					
BIRTH DATE: 05171970		SSN: 020930000			
AUTHORIZED TO USE CASH: Y		(Y OR N)		CASH BALANCE:	
AUTHORIZED TO USE FOOD: Y		(Y OR N)		FOOD BALANCE:	
ISSUE CARD: Y		(Y OR N)		GENERATE PIN: Y (Y OR N)	
SET UP OR CHANGE ALTERNATE : N		(Y OR N)			
SETUP OR CHANGE DIRECT DEPOSIT: N		(Y OR N)			
NEXT-->					

### FIELD

### DESCRIPTION / USE

#### ACTION

There are three possible actions:

- Enter an **A** to Add a client or alternate payee
- Enter a **C** to Change information
- Enter a **D** to Delete an alternate payee from the EBT system

#### PRIMARY PAYEE, ALTERNATE 1 PAYEE, or ALTERNATE 2 PAYEE

This field has the name of the Primary Payee, Alternate 1 Payee, or Alternate 2 Payee. This field is hard coded and cannot be changed.

ADDRESS	EIS is programmed to mail QUEST cards and PINs to the address displayed on the EBPM.
AUTHORIZED TO USE CASH	Enter a <b>Y</b> in this field for Cash Program cases to establish the cash program on EBT.
CASH BALANCE	Balance of cash available on the QUEST card.
AUTHORIZED TO USE FOOD	Enter a <b>Y</b> in this field for Food Stamp cases to establish the Food Stamp case on EBT.
FOOD BALANCE	Balance of food benefits available on the QUEST card.
ISSUE CARD	Enter a <b>Y</b> in this field to issue a card.
GENERATE PIN	Enter a <b>Y</b> in this field to issue a Personal Identification Number (PIN).
SETUP OR CHANGE ALTERNATE	<p>Enter a <b>Y</b> in this field if information on the alternate payee's card must be changed.</p> <ul style="list-style-type: none"><li>• A <b>Y</b> on the Primary Payee EBCM screen will access the Alternate Payee 1 screen</li><li>• A <b>Y</b> on the Alternate Payee 1 EBCM will access the Alternate Payee 2 EBCM</li></ul>
SETUP OR CHANGE DIRECT DEPOSIT	Enter a <b>Y</b> in this field to view the direct deposit information on the EBDD screen. Only EBT staff has the ability to change and enter information on the EBDD screen.

### The EBCM Screen

The EBCM screen is used for:

- Issuing cards and PINs for clients who exist in the EBT system
- Changing the status of cards
- Re-issuing cards
- Re-setting the PIN (only when re-issuing a card, otherwise it can be done over the phone)

EIS EBCM	EBT CARD MAINTENANCE	052609 10:04
		WORKER B
CASE NAME: CLIENT , A		
CASE NUMBER: 00020093		
ACTION: (I=ISSUE, C=CHANGE, R=RE-ISSUE)		
PRIMARY PAYEE:		
NAME: LAST: CLIENT		
FIRST: A		
INITIAL:		
BIRTH DATE: 05171970		
SSN: 020930000		
EBT CARD NUMBER: 5076950000007975		
ISSUE DATE: 051809		
EBT CARD STATUS: Z1		
CANCELED/DEACTIVATED		
==== REQUIRED WHEN ISSUING OR RE-ISSUING A CARD ====		
ISSUE CARD?: (Y OR N)		
GENERATE PIN?: (Y OR N)		
SET UP OR CHANGE ALTERNATE PAYEE CARD: (Y OR N)		
NO ALTERNATE PAYEES EXIST		
NEXT-->		

<u>FIELD</u>	<u>DESCRIPTION / USE</u>
ACTION	<p>There are three possible actions:</p> <ul style="list-style-type: none"> <li>• Enter an <b>I</b> to Issue a card</li> <li>• Enter a <b>C</b> to Change information or generate a new PIN</li> <li>• Enter a <b>R</b> to Reissue a card</li> </ul> <p><b><i>Note: If the card needing maintenance is the Alternate Payee's card leave this field blank on the Primary Payee screen, access the Alternate Payee screen by placing a Y in the SET UP OR CHANGE ALTERNATE field &lt;ENTER&gt;, and complete the appropriate action.</i></b></p>
PRIMARY PAYEE, ALTERNATE 1 PAYEE, OR ALTERNATE 2 PAYEE	<p>This field has the name of the Primary Payee, Alternate 1 Payee, or Alternate 2 Payee. This field is hard coded and cannot be changed on the EBCM.</p>
EBT CARD STATUS	<p>This field contains the status of the card. Caseworkers may change the status of a card.</p> <p>The Card Status Codes for use on the EBCM are:</p> <ul style="list-style-type: none"> <li>• A = Active</li> <li>• A1 = Card Stolen</li> <li>• A2 = Card Lost</li> <li>• A3 = Payee Changed</li> <li>• A5 = Card Damaged</li> <li>• A6 = Undelivered (Used only by Sys Ops when a QUEST card is returned)</li> <li>• IA = Inactive (not valid for entry)</li> <li>• Z1 = Cancelled / Deactivated</li> </ul> <p>When a card status is changed to Stolen (A1), Lost (A2), or Damaged (A5) a new card is automatically reissued.</p> <p>When a card status is changed to Payee Changed (A3), Undeliverable (A6), or Cancelled / Deactivated (Z1) the card is cancelled and cannot be reactivated.</p>

<b><u>FIELD</u></b>	<b><u>DESCRIPTION / USE</u></b>
ISSUE CARD	Enter a <b>Y</b> in this field to issue a card.
GENERATE PIN	<p>This field is used to generate a PIN when issuing a new card. The PIN will be mailed separately to the cardholder.</p> <ul style="list-style-type: none"><li>• A <b>Y</b> entered in this field will generate a new PIN and delete the old</li><li>• An <b>N</b> in this field will transfer the current PIN from the old card to the new card</li></ul>
SET UP OR CHANGE ALTERNATE	<p>Enter a <b>Y</b> in this field if information on the alternate payee's card must be changed.</p> <ul style="list-style-type: none"><li>• A <b>Y</b> on the Primary Payee EBCM screen will access the Alternate 1 Payee screen</li><li>• A <b>Y</b> on the Alternate 1 Payee EBCM screen will access the Alternate Payee 2 EBCM</li></ul>



### The EBDD Screen

Only EBT staff have the ability to change and enter information on the EBDD screen. Caseworkers may view the EBDD screen to answer client questions regarding direct deposit information.

EIS EBDD	EBT DIRECT DEPOSIT	052609 11:52 WORKER B
CASE NAME: CLIENT , A	CASE NUMBER: 00020093	
ACTION: (A=ADD, C=CHANGE, D=DELETE)		
INSTITUTION CODE : CZ 111111111111		
INSTITUTION NAME : FIRST NATIONAL BANK		
BANK ACCOUNT NUMBER: 123456789		
BANK ACCOUNT TYPE : CK		
DATE OF LAST CHANGE: 20090526		
		NEXT-->

The client is enrolled in direct deposit when the bank information shows in the EBDD fields. If the fields are blank, the client's Temporary Assistance benefits will be on the QUEST card, and the client's APA or Senior Benefits payments will be issued by a warrant.

## WARNING

During initial interviews and reviews for cash programs, workers should check the EBDD screen to see if any banking information is displaying. If so, verify with the client that the information displaying is still current and correct. Incorrect information on the EBDD will result in benefit delays.

Workers are encouraged to ask the client if they are interested in signing up for direct deposit for their cash benefits.

## **Card Issuance Rules and Returned EBT Cards**

The following rules apply to all EBT cases:

1. A maximum of three cards can be established per case at one time (1 for the PI, and 1 for each of two Payees).
2. The Primary Information person (PI) is always the primary payee. The PI is issued Card #1, if the PI has access to the benefits. If the PI cannot have access to the benefits, Card #1 is never issued.
3. If Alternate Payees are established, each alternate is issued a separate card and PIN.
4. The Cash Program Protective Payee is always issued Card #2. The protective payee's card is sent to the AFDC / APA BEN ADDRESS on the ADD2 screen.
5. The Mandatory Food Stamp Authorized Representative is issued either Card #2 (when there is no Cash Program Protective Payee) or Card #3 (in situations where Card #2 is issued to the Cash Program Protective Payee). The Mandatory FS Authorized Representative's card is sent to the FS BEN ADDRESS on the ADD2 screen.
6. An alternate payee (another family member or trusted friend) may be issued a card. The card for the alternate payee is mailed to the PI's address displayed on the EBPM screen.

Undelivered EBT cards are returned to Systems Operations, where the card status is updated to A6, which inactivates the card. An e-mail is sent to the case worker informing them the card was returned to Systems Operations and canceled. The worker must review the case, verify the address information is accurate and possibly reissue a card.

If an EBT card is turned into a local DPA office, the worker must cancel the card by going to the EBCM screen and entering a card status of Z1, documenting this action and then destroying the card. The Z1 code inactivates the card and will not automatically set up a new card issuance.

## Establishing EBT for Food Stamp and Temporary Assistance Cases

Once a Food Stamp or Temporary Assistance case is established in EBT, there is no need to re-establish the EBT issuance on a month-to-month basis. All Food Stamp benefits will be issued on the QUEST card. Temporary Assistance benefits are issued on the QUEST card, or, if the client is enrolled in direct deposit, to the client's personal bank account.

### Step 1:

For on-going and new cases complete all appropriate data entry in EIS

### Step 2:

1. When reaching the TEMPORARY ASSISTANCE PAYMENT DETERMINATION (TAPD) or FOOD STAMP ALLOTMENT DETERMINATION (FSAD) screen enter the budget month in the PAYMENT MONTH BASED ON: field <ENTER>
2. Upon <ENTER> the edit: **CASE HAS NOT BEEN SET UP FOR EBT, PLEASE USE EBPM SCREEN** will appear when the case is new to EBT. If a case is ineligible this edit will not appear and the case can be denied.
3. From the TAPD or FSAD <NEXT> to the EBPM screen

<b>EBT02-E CASE HAS NOT BEEN SET UP FOR EBT, PLEASE USE EBPM SCREEN</b>			
EIS TAPD	TEMPORARY ASSISTANCE PAYMENT DETERMINATION	051809 14:56	
<b>PAYMENT MONTH BASED ON: 0509</b>	PROSPECTIVE	WORKER B	
CASE NAME: CLIENT , A	CASE NUMBER: 00020093	MONTH: 0509	
UNIT TYPE: UP	UNIT SIZE: 03		
INCOME FROM EMPLOYMENT :	1000.00	AFDC COUNTABLE INCOME :	569.50
SELF EMPLOYMENT INCOME :	0.00	NEED STANDARD :	959.00
TOTAL EARNED :	1000.00	PENALTY AMOUNT :	0.00
INCOME FROM EDUCATION:	0.00	SHELTER ADJUSTMENT :	0.00
OTHER UNEARNED INCOME:	0.00	ADJUSTED NEED :	959.00
TOTAL UNEARNED :	0.00	MONTHLY BENEFIT AMOUNT :	389.50
WORK EXPENSE DEDUCTION :	0.00	PRORATED BENEFIT AMOUNT:	175.90
EARNED INCOME DEDUCTION:	430.50	AFTER MAX PAY DEDUCTION:	150.87
CHILD CARE DEDUCTION :	0.00	NEW BENEFIT AMOUNT :	150.00
CHILD SUPPORT DEDUCTION:	0.00	AUTH OR PAID BENEFITS:	0.00
NON-HH-MEMBR DEDUCTIONS:	0.00	SEASONAL ADJUSTMENT :	0.00
TOTAL DEDUCTIONS :	430.50	BENEFIT AMT :	150.00
		RECOUPMENTS (INFO) :	0.00
AUTH PCN:	REVIEW DUE DATE: 1209	GRANT AMOUNT (INFO) :	150.00
DENIAL/CLOSURE REASON:		SEASONAL OVR:	
BENEFIT TYPE: I	BENEFIT ISSUANCE: I	REFUSE CASH?:	
PAYEE SETUP REQ: N	DELAY REASON CODE:	MEDICAID - USE MIBW	
IS ELIGIBLE - AUTHORIZATION REQUIRED		<b>NEXT--&gt; EBPM</b>	

**Step 3:**

For new cases complete the following steps on the EBPM screen:

1. In the ACTION: field enter an A to add the client (primary payee) to the EBT system
2. <TAB> to the AUTHORIZED TO USE CASH: field and enter a Y if the case is a Temporary Assistance case. If the case is not a Temporary Assistance case, leave the N in the field
3. <TAB> to the AUTHORIZED TO USE FOOD: field and enter a Y if the case is a Food Stamp case. If the case is not a Food Stamp case, leave the N in the field.

**Note: A Y in at least one of these fields must be entered for the client to be added to the EBT system.**

4. <TAB> to the ISSUE CARD: field and enter a Y to issue a card, if the client has access to the benefits.
5. <TAB> to the GENERATE PIN: field and enter a Y to have a PIN issued, if a card is issued.
6. <ENTER> EIS will connect with the EBT contractor to add the client to the EBT system, and issue and mail a card and PIN.

**Note: Remember to return to the payment screen (TAPD and/or FSAD) to authorize the benefit after adding the case to the EBT system.**

EBPM-I CASE DOES NOT EXIST ON DELUXE MUST ADD			
EIS EBPM	EBT PAYEE MAINTENANCE	051809 14:58	
		WORKER B	
CASE NAME: CLIENT , A		CASE NUMBER: 00020093	
ACTION: A (A=ADD, C=CHANGE, D=DELETE)			
PRIMARY PAYEE:			
NAME: LAST: CLIENT		FIRST: A	INITIAL:
STREET OR R.R.		CITY	STATE ZIP
ADDRESS: 123 ABC STREET		ANCHORAGE	AK 99501
BIRTH DATE: 05171970		SSN: 020930000	
AUTHORIZED TO USE CASH: Y (Y OR N)		CASH BALANCE: 0.00	
AUTHORIZED TO USE FOOD: Y (Y OR N)		FOOD BALANCE: 0.00	
ISSUE CARD: Y (Y OR N)		GENERATE PIN: Y (Y OR N)	
SET UP OR CHANGE ALTERNATE : N (Y OR N)			
SETUP OR CHANGE DIRECT DEPOSIT: N (Y OR N)			
NEXT-->			

**Note: Card and PIN issuance can only be done from the EBPM when the card holder is enrolled in EBT for the first time. Subsequent card and PIN issuance must be done from the EBCM screen.**

## EBT CARD MAILING ISSUES

Workers should make sure the ADDR is updated and correct before issuing an EBT card. If multiple cards are requested on the same day, each card will be mailed to the address listed on the ADDR at the time the card was requested. Only the last card requested will be active. Multiple cards mailed to the client may cause confusion as to which card is active.

In rare situations, an EBT card may need to be mailed to a local Public Assistance office. The caseworker must have approval from the EBT Helpdesk prior to issuing the card.

## Establishing EBT for APA, IA and Senior Benefits Cases

There are two major differences for APA, IA and Senior Benefits EBT from Food Stamps and Temporary Assistance EBT:

- APA, IA and Senior Benefits clients have the option to have their benefits received by EBT Direct Deposit, or continue to receive warrants. Caseworkers must work with their clients to ensure EBT Direct Deposit is the most appropriate mode of delivering benefits.
- APA, IA and Senior Benefits clients **MUST have a checking or savings account** with a local bank in order to receive benefits via EBT Direct Deposit. **APA, IA and Senior Benefits payments cannot be issued on the QUEST card.**

## Establishing a Combination APA and FS Case

### **Step 1:**

For ongoing and new cases complete all appropriate data entry in EIS

### **Step 2:**

1. When reaching the APA AUTHORIZATION SCREEN (APAS) enter all necessary information to determine eligibility and benefit amount <ENTER>  
**Note: An edit *WILL NOT APPEAR* alerting caseworkers to access the EBPM**
2. If the client has requested EBT Direct Deposit, authorize benefits on the APAS and <NEXT> to the EBPM

**Step 3:**

For **new cases** complete the following steps on the EBPM screen

1. In the ACTION: field enter an **A** to add the client (primary payee) to the EBT system
2. <TAB> to the AUTHORIZED TO USE FOOD: field and enter a **Y**
3. <TAB> to the AUTHORIZED TO USE CASH: field and enter a **Y**
4. <TAB> to the ISSUE CARD: field and enter a **Y** to issue a card, if the client has access to food stamp benefits
5. <TAB> to the GENERATE PIN: field and enter a **Y** to have a PIN issued, if a card is issued
6. <ENTER> EIS will connect with the EBT contractor to add the client to the EBT system and issue and mail a card and PIN
7. The EBT staff in Juneau is responsible for accessing the EBDD, entering banking information to establish Direct Deposit ([DPA\\_EBT@alaska.gov](mailto:DPA_EBT@alaska.gov)).

For **On-Going** APA and FS cases on the EBPM:

1. In the ACTION: field enter **C** to change
2. <TAB> to the AUTHORIZE TO USE CASH: field and enter a **Y**
3. <ENTER> and EIS will connect with the EBT contractor to add the APA cash involvement to the EBT system.

**Establishing an APA Only Case**

**Step 1:**

For ongoing and new cases, complete all appropriate data entry in EIS.

**Step 2:**

1. When reaching the APA AUTHORIZATION SCREEN (APAS) enter all necessary information to determine eligibility and benefit amount. <ENTER>

**Note: An edit *WILL NOT APPEAR* alerting caseworkers to access the EBPM**

2. If the client has requested EBT Direct Deposit authorize benefits on the APAS and <NEXT> to the EBPM.

**Step 3:**

On the EBPM:

1. In the ACTION: field enter an **A** to add the client (primary payee) to the EBT system
2. <TAB> to the AUTHORIZED TO USE CASH: field and enter a **Y**
3. <ENTER> EIS will connect with the EBT contractor to add the client to the EBT system
4. The EBT staff in Juneau is responsible for accessing the EBDD and establishing the Direct Deposit

**Note:** *APA Only clients on EBT Direct Deposit will not receive a QUEST Card. They will use traditional banking methods to access their cash (checking accounts, savings withdrawals, personal bank account ATM cards)*

**Senior Benefits may be set up to receive Direct Deposit benefits using the same process on the EBPM screen. When the GABS screen is accessed to authorize benefits, an edit WILL NOT appear alerting caseworkers to access the EBPM.**

## Alternate Payees

### Establishing a Cash Program Protective Payee

**Example:** Client A failed to cooperate with the Child Support Services and a Temporary Assistance protective payee is established.

#### **Step 1:**

On the ADDRESS screen do the following:

1. Enter the last and first name of the Temporary Assistance protective payee in the AFDC/ APA PAYEE: field
2. Enter a **Y** in the ENTER Y TO USE ANOTHER BENEFIT ADDRESS: field  
<ENTER>

EIS ADDR	ADDRESS	052709 07:42
		WORKER B
CASE NAME: CLIENT , A	CASE NUMBER: 00020134	
HOME PH:	INTERVIEWS: ACTUAL:	TYPE: NEXT:
MSG PH:	CELL PH:	
STREET OR R.R.	CITY	STATE ZIP
RESIDENCE: #6 Y STREET	ANCHORAGE	AK 99999
DIRECTIONS:		
TO HOME:		
MAILING : #6 Y STREET	ANCHORAGE	AK 99999
ADDRESS:		
<b>AFDC/APA PAYEE: PAYEE</b>	<b>TA</b>	
AFDC/APA AUTHORIZED REP:		
FS AUTHORIZED REP: AUTHREP		FS MAND AUTH REP:
PRIMARY LANGUAGE:	EBT BENEFIT TA:	FS:
<b>ENTER Y TO USE ANOTHER BENEFIT ADDRESS: Y</b>		NEXT-->

**Step 2:**

The ADD2 screen will appear.

- Enter the address of the Temporary Assistance protective payee in the AFDC/APA BEN ADDRESS: field <ENTER>

EIS ADD2	ADDRESS	052709 07:50
		WORKER B
CASE NAME: CLIENT , A	CASE NUMBER: 00020134	
HOME PH:	INTERVIEWS: ACTUAL:	TYPE: NEXT:
MSG PH:	CELL PH:	
STREET OR R.R.	CITY	STATE ZIP
<b>AFDC/APA BEN: #2 Z STREET</b>	<b>ANCHORAGE</b>	<b>AK 99999</b>
<b>ADDRESS:</b>		
FS BEN :		
ADDRESS:		
MED BEN :		
ADDRESS:		
		NEXT-->

**Step 3:**

1. <NEXT> to the EBPM screen you will see the PAYEE's ADD2 address information displaying on the PI's EBPM screen
2. Enter a **C** in the ACTION: field
3. <TAB> to the AUTHORIZED TO USE CASH: field and change the **Y** to an **N**
4. <ENTER> and the edit: **PRIMARY**  
**CLIENT DATA MODIFIED IN THE EBT SYSTEM** will appear (note: ADDRESS field temporarily changes back to the PI's address at this time)



EIS EBPM	EBT PAYEE MAINTENANCE	052709 07:55
		WORKER B
CASE NAME: CLIENT , A	CASE NUMBER: 00020134	
<b>ACTION: C</b> (A=ADD, C=CHANGE, D=DELETE)		
PRIMARY PAYEE:		
NAME: LAST: CLIENT	FIRST: A	INITIAL:
STREET OR R.R.	CITY	STATE ZIP
ADDRESS: #2 Z STREET	ANCHORAGE	AK 99999
BIRTH DATE: 05171970 SSN: 020930000		
<b>AUTHORIZED TO USE CASH: N</b>	(Y OR N)	CASH BALANCE: 0.00
<b>AUTHORIZED TO USE FOOD: Y</b>	(Y OR N)	FOOD BALANCE: 0.00
ISSUE CARD: N	(Y OR N)	GENERATE PIN: N (Y OR N)
SET UP OR CHANGE ALTERNATE : N	(Y OR N)	
SETUP OR CHANGE DIRECT DEPOSIT: N	(Y OR N)	
NEXT-->		

**NOTE: If this is a TA only case, you will receive an edit message that states: 'AUTHORIZED TO USE FOOD OR CASH FLAG MUST BE Y', if you receive this message, enter an 'A' or a 'C' in the ACTION field: and enter a 'Y' in the AUTHORIZE TO USE FOOD: field, press ENTER. You may receive another edit that states 'Client Already Exists (Primary Only, Regardless of Status)', Now you can enter a 'C' in the ACTION: field and a 'N' in the AUTHORIZE TO USE CASH: field and press ENTER**

**Step 4:**

1. <TAB> to the SET UP OR CHANGE ALTERNATE: field and enter a Y
2. <ENTER>

**Step 5:**

The ALTERNATE 1 PAYEE EBPM screen will appear. The Temporary Assistance protective payee name will automatically come across from the ADDR.

1. In the ACTION: field enter an A
2. <TAB> to the AUTHORIZED TO USE CASH: field and enter a Y
3. <TAB> to the ISSUE CARD: field and enter a Y
4. Enter a Y in the GENERATE PIN: field
5. <ENTER> and the edit:

**ALTERNATE 1 CLIENT DATA ADDED ON EBT SYSTEM - CARD ALSO ISSUED** will appear. The address for the PAYEE also displays from the ADD2 screen at this time.

# EIS Procedure 2010-1

EIS EBPM	EBT PAYEE MAINTENANCE	052709 09:15
		WORKER B
CASE NAME: CLIENT , A	CASE NUMBER: 00020093	
ACTION: A (A=ADD, C=CHANGE, D=DELETE)		
<b>ALTERNATE 1 PAYEE: ATAP PROTECTIVE PAYEE</b>		
NAME: LAST: PAYEE	FIRST: TA	INITIAL:
STREET OR R.R.	CITY	STATE ZIP
ADDRESS:		
BIRTH DATE: 05171970	SSN: 020930000	
AUTHORIZED TO USE CASH: Y (Y OR N)	CASH BALANCE:	0.00
AUTHORIZED TO USE FOOD: N (Y OR N)	FOOD BALANCE:	0.00
ISSUE CARD: Y (Y OR N)	GENERATE PIN: Y (Y OR N)	
SET UP OR CHANGE ALTERNATE : N (Y OR N)		
SETUP OR CHANGE DIRECT DEPOSIT: N (Y OR N)		
		NEXT-->

**Note: Many alternate payees choose to enroll in direct deposit. Have the payee complete the Direct Deposit Enrollment form and fax or mail the completed form to the EBT office. In this case there is no need to issue the payee a card and PIN.**

After the ALTERNATE PAYEE has been established, the EBPM screen should appear as displayed below.

EIS EBPM	EBT PAYEE MAINTENANCE	052709 08:10
		WORKER B
CASE NAME: CLIENT , A	CASE NUMBER: 00020134	
ACTION: _ (A=ADD, C=CHANGE, D=DELETE)		
<b>PRIMARY PAYEE:</b>		
NAME: LAST: CLIENT	FIRST: A	INITIAL:
STREET OR R.R.	CITY	STATE ZIP
ADDRESS: #6 Y STREET	ANCHORAGE	AK 99999
BIRTH DATE: 05171970	SSN: 020930000	
AUTHORIZED TO USE CASH: N (Y OR N)	CASH BALANCE:	0.00
AUTHORIZED TO USE FOOD: Y (Y OR N)	FOOD BALANCE:	0.00
ISSUE CARD: N (Y OR N)	GENERATE PIN: N (Y OR N)	
SET UP OR CHANGE ALTERNATE : N (Y OR N)		1 ALTERNATE PAYEE EXISTS
SETUP OR CHANGE DIRECT DEPOSIT: N (Y OR N)		
		NEXT-->

**Note: Even though the PI's card remains ACTIVE (see EBCM), the PI cannot access the TA benefits on the card because of the 'N' in the AUTHORIZE TO USE CASH: field.**

### **Establishing a Mandatory Food Stamp Authorized Representative**

**Example:** Client B has an on-going Food Stamp case and is entering a residential treatment facility and applying for Food Stamps. Food Stamp policy requires the client to have an authorized representative. To assist the treatment facility with identifying and matching the Quest card to the individual client, please follow the steps below.

#### **Step 1:**

On the ADDR screen do the following:

1. Enter the first name (or initial) followed by the last name (or as much as possible of the last name) of the client in the first open entry area of the FS AUTHORIZED REP: field
2. Enter the Treatment Center name in the second open entry area of the FS AUTHORIZED REP: field
3. Enter a Y in the FS MAND AUTH REP: field
4. Enter a Y in the ENTER Y TO USE ANOTHER BENEFIT ADDRESS: field

EIS ADDR	ADDRESS	080109 15:24
		WORKER B
CASE NAME: CLIENT , B	CASE NUMBER: 00020347	
HOME PH:	INTERVIEWS: ACTUAL: TYPE: NEXT:	
MSG PH:	CELL PH:	
STREET OR R.R.	CITY	STATE ZIP
RESIDENCE: ABC 123 STREET	ANCHORAGE	AK 99999
DIRECTIONS: CLITHEROE TREATMENT CENTER		
TO HOME:		
MAILING :		
ADDRESS:		
AFDC/APA PAYEE:		
AFDC/APA AUTHORIZED REP:		
<b>FS AUTHORIZED REP: B CLIENT</b>	<b>CLITHEROE</b>	<b>FS MAND AUTH REP: Y</b>
PRIMARY LANGUAGE:	EBT BENEFIT TA: Y	FS: Y
<b>ENTER Y TO USE ANOTHER BENEFIT ADDRESS: Y</b>		NEXT-->

**Step 2:**

1. <ENTER> and the ADD2 screen will appear
2. Enter the address of the Food Stamp Authorized Representative in the FS BEN ADDRESS field

EIS ADD2		ADDRESS		080109 08:20	
				WORKER B	
CASE NAME: CLIENT , B		CASE NUMBER: 00020347			
HOME PH:	INTERVIEWS:	ACTUAL:	TYPE:	NEXT:	
MSG PH:	CELL PH:				
STREET OR R.R.		CITY	STATE	ZIP	
AFDC/APA BEN:					
ADDRESS:					
<b>FS BEN</b>	<b>CLITHEROE TREATMENT</b>	<b>ANCHORAGE</b>	<b>AK 99999</b>		
<b>ADDRESS: PO BOX 0000000</b>					
MED BEN :					
ADDRESS:					
NEXT-->					

**Step 3:**

1. <NEXT> to the EBPM screen. Since the treatment facility has a Mandatory FS Authorized Representative the facility's address from the ADD2 will appear on the EBPM PRIMARY PAYEE screen.
2. <TAB> to the SET UP OR CHANGE ALTERNATE field and enter an Y <ENTER>

EIS EBPM		EBT PAYEE MAINTENANCE		072809 11:57	
				WORKER B	
CASE NAME: CLIENT , B		CASE NUMBER: 00020347			
ACTION:		(A=ADD, C=CHANGE, D=DELETE)			
PRIMARY PAYEE:					
NAME: LAST: CLIENT		FIRST: B		INITIAL:	
STREET OR R.R.		CITY	STATE	ZIP	
<b>ADDRESS: CLITHEROE TREATMENT</b>		<b>ANCHORAGE</b>	<b>AK</b>	<b>99999</b>	
<b>PO BOX 0000000</b>					
BIRTH DATE: 07271952		SSN: 203471111			
AUTHORIZED TO USE CASH: N		(Y OR N)	CASH BALANCE:	0.00	
<b>AUTHORIZED TO USE FOOD: Y</b>		(Y OR N)	FOOD BALANCE:	0.00	
ISSUE CARD: N		(Y OR N)	GENERATE PIN: N	(Y OR N)	
<b>SET UP OR CHANGE ALTERNATE : Y</b>		<b>(Y OR N) 1</b>		<b>ALTERNATE PAYEE EXISTS</b>	
SETUP OR CHANGE DIRECT DEPOSIT: N		(Y OR N)			
NEXT-->					

**Step 4:**

The ALTERNATE 1 PAYEE EBPM screen will appear.

1. In the ACTION field enter an **A**
2. <TAB> to the AUTHORIZED TO USE FOOD field and enter a **Y**
3. Enter a **Y** in the ISSUE CARD field
4. Enter a **Y** in the GENERATE PIN field <ENTER>. The edit  
**ALTERNATE 1 CLIENT DATA ADDED ON EBT SYSTEM - CARD ALSO  
ISSUED** will appear.

***Note:*** Remember to return to the payment screen (AFPD and/or FSAD) to authorize the benefit after enrolling the case in EBT.

EIS EBPM	EBT PAYEE MAINTENANCE	072809 12:17
		WORKER B
CASE NAME: CLIENT , B	CASE NUMBER: 00020347	
ACTION: <b>A</b>	(A=ADD, C=CHANGE, D=DELETE)	
ALTERNATE 1 PAYEE: MANDATORY FS AUTHORIZED REP		
NAME: LAST: <b>B CLIENT</b>	FIRST: <b>CLITHEROE</b>	INITIAL:
STREET OR R.R.	CITY	STATE ZIP
ADDRESS: <b>CLITHEROE TREATMENT</b>	<b>ANCHORAGE</b>	<b>AK 99999</b>
PO BOX 0000000		
BIRTH DATE: 07271952	SSN: 203471111	
AUTHORIZED TO USE CASH: N (Y OR N)	CASH BALANCE: 0.00	
AUTHORIZED TO USE FOOD: <b>Y</b> (Y OR N)	FOOD BALANCE: 0.00	
ISSUE CARD: <b>Y</b> (Y OR N)	GENERATE PIN: <b>Y</b> (Y OR N)	
SET UP OR CHANGE ALTERNATE : N (Y OR N)	<b>1 ALTERNATE PAYEE EXISTS</b>	
SETUP OR CHANGE DIRECT DEPOSIT: N (Y OR N)		
		NEXT-->

## Issuing Cards to Alternate Payees (Family Members or Trusted Friends)

Cards issued to alternate payees are always mailed to the PI.

### Step 1:

On the Primary Payee or Alternate 1 PAYEE EBPM

1. <TAB> to the SET UP OR CHANGE ALTERNATE field
2. Enter a **Y** <ENTER>

### Step 2:

The ALTERNATE 1 or 2 PAYEE screen will appear.

1. In the ACTION field enter an **A**
2. <TAB> to the NAME fields and enter the last and first name of the family member or alternate payee
3. <TAB> to the AUTHORIZED TO USE CASH or AUTHORIZED TO USE FOOD fields and enter a **Y** in the appropriate field
4. <TAB> to the ISSUE CARD field and enter a **Y**
5. Enter a **Y** in the GENERATE PIN field
6. <ENTER> and the edit **ALTERNATE 1 (or 2) CLIENT DATA ADDED ON EBT SYSTEM - CARD ALSO ISSUED** will appear

EIS EBPM	EBT PAYEE MAINTENANCE	052709 09:15
		WORKER B
CASE NAME: CLIENT , A	CASE NUMBER: 00020093	
<b>ACTION: A</b> (A=ADD, C=CHANGE, D=DELETE)		
ALTERNATE 1 PAYEE:		
<b>NAME: LAST: FRIEND</b>	<b>FIRST: TRUSTED</b>	<b>INITIAL:</b>
STREET OR R.R.	CITY	STATE ZIP
<b>ADDRESS: #10</b>	<b>ANCHORAGE</b>	<b>AK 99999</b>
BIRTH DATE: 05171970	SSN: 020930000	
<b>AUTHORIZED TO USE CASH: Y</b> (Y OR N)	<b>CASH BALANCE:</b>	<b>0.00</b>
AUTHORIZED TO USE FOOD: N (Y OR N)	<b>FOOD BALANCE:</b>	<b>0.00</b>
<b>ISSUE CARD: Y</b> (Y OR N)	<b>GENERATE PIN: Y</b> (Y OR N)	
SET UP OR CHANGE ALTERNATE : N (Y OR N)		
SETUP OR CHANGE DIRECT DEPOSIT: N (Y OR N)		
		NEXT-->

## Establishing Direct Deposit for Payees

When establishing a direct deposit for a PAYEE attached to the APA or ATAP programs, the PAYEE information **must be** entered in the AFDC/APA PAYEE: field on the ADDR screen as displayed below.

EIS ADDR	ADDRESS	080109 15:24 WORKER B
CASE NAME: CLIENT , A	CASE NUMBER: 55599999	
HOME PH:	INTERVIEWS: ACTUAL: TYPE: NEXT:	
MSG PH:	CELL PH:	
STREET OR R.R.	CITY	STATE ZIP
RESIDENCE: ZZZ 111 STREET	ANCHORAGE	AK 99999
DIRECTIONS: AUTH REP 907 888-5555 TO HOME:		
MAILING : PO BOX 240100	ANCHORAGE	AK 99999
ADDRESS:		
<b>AFDC/APA PAYEE: JOE</b>	<b>PAYEE</b>	
AFDC/APA AUTHORIZED REP:		
FS AUTHORIZED REP:	FS MAND AUTH REP: Y	
PRIMARY LANGUAGE:	EBT BENEFIT TA: Y FS: Y	
ENTER Y TO USE ANOTHER BENEFIT ADDRESS: Y	NEXT-->	

Senior Benefits are not available on the EBT Quest card; however, Senior Benefits can be set up for Direct Deposit.

If a PAYEE is required on a Senior Benefit case, the case worker must enter the Payee name and information in the MAILING : field on the ADDR screen as displayed below. This is necessary because there is no PAYEE field for Senior Benefits (GA) on the ADDR screen.

EIS ADDR	ADDRESS	080109 15:24 WORKER B
CASE NAME: CLIENT , B	CASE NUMBER: 80010347	
HOME PH:	INTERVIEWS: ACTUAL: TYPE: NEXT:	
MSG PH:	CELL PH:	
STREET OR R.R.	CITY	STATE ZIP
RESIDENCE: ABC 124 STREET	ANCHORAGE	AK 99999
DIRECTIONS: GUARDIAN IS JANE D. PAYEE (HC COURT PAPERS IN FILE) TO HOME:		
MAILING : C/O JANE D. PAYEE	ANCHORAGE	AK 99999
ADDRESS: 100 TEST STREET		
AFDC/APA PAYEE:		
AFDC/APA AUTHORIZED REP:		
FS AUTHORIZED REP:	FS MAND AUTH REP: Y	
PRIMARY LANGUAGE:	EBT BENEFIT TA: Y FS: Y	
ENTER Y TO USE ANOTHER BENEFIT ADDRESS: Y	NEXT-->	

## Deleting Alternate Payees

**Example:** Client A failed to cooperate with the Child Support Services Division (CSSD) and a Temporary Assistance protective payee was established. The case worker issued an Alaska QUEST card to the protective payee and generated a PIN. Three months have passed and Client A is now cooperating with CSSD and the need for a protective payee no longer exists.

### Step 1:

1. <NEXT> to the ADDR screen and delete the name of the Temporary Assistance protective payee from the AFDC/APA PAYEE field <ENTER>
2. On the ADD2 screen delete the address information from the AFDC/APA BEN ADDRESS field
3. <NEXT> to the EBCM
4. <TAB> to the **SET UP OR CHANGE ALTERNATE PAYEE CARD** field and enter a Y <ENTER>

### Step 2:

On the ALTERNATE 1 PAYEE EBCM screen:

1. Enter a **C** in the ACTION field
2. <TAB> to the EBT CARD STATUS field and enter the appropriate card status from Section II (B) (To Cancel / Deactivate a card issued to a protective payee or FS Authorized Representative, use code A3 - Payee Changed or Z1-Canceled/Deactivated) <ENTER>

```

EBCM-I  CARD CHANGE SUCCESSFUL
EIS EBCM                                EBT CARD MAINTENANCE                052709 09:57
                                           WORKER B

CASE NAME: CLIENT , A                      CASE NUMBER: 00020134
ACTION: C      (I=ISSUE, C=CHANGE, R=RE-ISSUE)

ALTERNATE 1  PAYEE:
NAME: LAST: PAYEE                      FIRST: TA                      INITIAL:
BIRTH DATE: 05261968                  SSN: 201349999

EBT CARD NUMBER: 5076950000008015      ISSUE DATE: 052709
EBT CARD STATUS: A3      PAYEE CHANGED

==== REQUIRED WHEN ISSUING OR RE-ISSUING A CARD ====
ISSUE CARD?:      N                      (Y OR N)
GENERATE PIN?:    Y                      (Y OR N)

SET UP OR CHANGE ALTERNATE PAYEE CARD:      (Y OR N)
1 ALTERNATE PAYEE EXISTS

                                           NEXT--> EBPM

```



**Step 3:**

1. <NEXT> to the EBPM screen. Remain on the Primary Payee screen
2. Enter a **C** in the ACTION field
3. <TAB> to the AUTHORIZED TO USE CASH field and enter a **Y**
4. <ENTER> and the edit **PRIMARY CLIENT DATA MODIFIED IN THE EBT SYSTEM** will appear

**Note: Check Primary Payee EBCM screen to ensure the client has an active Alaska QUEST card. If necessary, issue a new card to the client from the EBCM screen.**

EIS EBPM		EBT PAYEE MAINTENANCE		052709 10:00	
				WORKER B	
CASE NAME: CLIENT , A		CASE NUMBER: 00020134			
ACTION: C		(ADD, C=CHANGE, D=DELETE)			
PRIMARY PAYEE:					
NAME: LAST: CLIENT		FIRST: A		INITIAL:	
STREET OR R.R.		CITY		STATE ZIP	
ADDRESS: #6 Z1 STREET		ANCHORAGE		AK 99999	
BIRTH DATE: 05261968		SSN: 201349999			
AUTHORIZED TO USE CASH: Y		(Y OR N)		CASH BALANCE: 0.00	
AUTHORIZED TO USE FOOD: Y		(Y OR N)		FOOD BALANCE: 0.00	
ISSUE CARD: N		(Y OR N)		GENERATE PIN: N (Y OR N)	
SET UP OR CHANGE ALTERNATE : N		(Y OR N)		2 ALTERNATE PAYEES EXIST	
SETUP OR CHANGE DIRECT DEPOSIT: N		(Y OR N)			
NEXT-->					

**Step 4:**

1. <TAB> to the SET UP OR CHANGE ALTERNATE field and enter a **Y** to access the ALTERNATE 1 PAYEE screen <ENTER>
2. If necessary <TAB> to the SET UP OR CHANGE ALTERNATE field on the ALTERNATE 1 PAYEE screen to access the ALTERNATE 2 PAYEE screen. <ENTER>
3. On the appropriate ALTERNATE PAYEE screen enter a **D** in the ACTION field to delete the Alternate Payee <ENTER>

**Note: Do not delete the Alternate 1 Payee if there is an active Alternate 2 Payee. You must delete the Alternate 2 Payee first, and then the Alternate 1 Payee.**

## Replacing Lost Cards

**Example:** Client B calls the office and reports he lost his Quest card. Loss may have occurred in the mail or after the client received the card.

### Step 1:

1. Enter the case number on any menu
2. <NEXT> to the ADDR screen and verify the current mailing address
3. <NEXT> to the EBCM screen
4. Document the old card number and issue date in the case record
5. <TAB> to the ACTION field and enter **C** to change
6. Enter A2 (Card Lost) in the EBT CARD STATUS field
7. Do not change the PIN SELECTED FLAG field
8. <ENTER> and the edit CARD CHANGE SUCCESSFUL will appear and the EBT CARD STATUS field will show CARD LOST

EIS EBCM	EBT CARD MAINTENANCE	080109 14:25
		WORKER B
CASE NAME: CLIENT , B		CASE NUMBER: 00020347
<b>ACTION: C</b> (I=ISSUE, C=CHANGE, R=RE-ISSUE)		
PRIMARY PAYEE:		
NAME: LAST: CLIENT	FIRST: B	INITIAL:
BIRTH DATE: 07271952	SSN: 203471111	
EBT CARD NUMBER: 5076950000008510		ISSUE DATE: 061009
<b>EBT CARD STATUS: A2 CARD LOST</b>		
==== REQUIRED WHEN ISSUING OR RE-ISSUING A CARD ====		
ISSUE CARD?:	(Y OR N)	
GENERATE PIN?:	(Y OR N)	
SET UP OR CHANGE ALTERNATE PAYEE CARD:		(Y OR N)
1 ALTERNATE PAYEE EXISTS		
NEXT-->		

**Step 2:**

1. <NEXT> to the EBIN
2. Select **2** from the menu to view the EBCM screen. <ENTER>
3. The EBCM screen will show that a new card was automatically issued

EIS EBCM	EBT CARD MAINTENANCE	080109 14:40 WORKER B
CASE NAME: CLIENT , B CASE NUMBER: 00020347		
ACTION: (I=ISSUE, C=CHANGE, R=RE-ISSUE)		
PRIMARY PAYEE:		
NAME: LAST: CLIENT FIRST: B INITIAL:		
BIRTH DATE: 07271952 SSN: 203471111		
EBT CARD NUMBER: 5076950000008569 ISSUE DATE: 072809		
EBT CARD STATUS: A ACTIVE		
==== REQUIRED WHEN ISSUING OR RE-ISSUING A CARD ====		
ISSUE CARD?: (Y OR N)		
GENERATE PIN?: (Y OR N)		
SET UP OR CHANGE ALTERNATE PAYEE CARD: (Y OR N)		
1 ALTERNATE PAYEE EXISTS		
NEXT-->		

## **Aged Benefits**

If benefits in the EBT contractor system are not used for 1 year, they are considered “aged” and are returned to the state via Systems Operations.

### **Notification of Aged Benefits**

- EIS will issue caseworker alerts when TA & FS benefits are not used for 60 days
- Notices X071 – ATAP BENEFITS-NO ACTIVITY FOR 60 DAYS and X073 – FOOD STAMPS – NO ACTIVITY FOR 60 DAYS are automatically sent to clients
- At 90 days EIS automatically sends X074 – ATAP BENEFITS - NO ACTIVITY FOR 90 DAYS for Temporary Assistance
- At 180 days EIS automatically sends X075 – FOOD STAMPS - NO ACTIVITY FOR 180 DAYS for Food Stamps

### **Note:**

The alerts are only issued once, for the initial 60 day inactivity period.

The alerts and notices are only generated to cases with \$10.00 or more of inactive ATAP and Food Stamp benefits.

### **Clients Living in Communities Not Equipped to Provide Cash (Temporary Assistance only) Benefits Via the Alaska Quest Card**

Some communities in Alaska are not equipped to provide cash via the Alaska QUEST card. Clients residing in these communities who receive cash benefits but who are not enrolled in direct deposit are issued their benefits via warrants. The Alaska QUEST Directory indicates whether a community is able to provide cash.

When Temporary Assistance clients report they are going to move to a community not equipped to provide cash via the Quest card, encourage them to withdraw their cash benefits before leaving town.

In order to have EIS issue Temporary Assistance benefits via warrants, caseworkers must complete the following:

1. Access the ADDR screen
2. Change the Y in the EBT BENEFIT TA field from a Y to an N
3. <ENTER>
4. Future benefits will be issued as warrants. If the client has a pre-existing cash balance on their Quest card, instruct them to contact the EBT office at 1-888-620-1111 for information on how to access the cash.

If the client receives their cash by direct deposit, no action is necessary to access the cash benefits. The client will continue to have access to their personal bank account.

**Note: If the AFDC/APA PAYEE field on the ADDR has a payee's name entered, the warrant will be mailed to the Payee and not the PI. In addition, if there is a Protective Payee on the ADDR the caseworker must ensure that the Protective Payee is authorized to use cash on the EBT PAYEE MAINTENANCE (EBPM) screen. Likewise, if the FS MAND AUTH REP field has a Y and there is a name in the FS AUTHORIZED REP field the food stamp benefit will be mailed the Authorized Representative not the PI.**

## Changing the Benefit Issuance

If a client requests to receive his or her Temporary Assistance benefit in the form of a warrant, and the reason is justified, the caseworker will complete the following step:

- ◆ Access the ADDR screen and change the **Y** in the **EBT BENEFIT TA** field to an **N**

***Note: If the client is currently having his or her benefits deposited to a bank account via direct deposit the caseworker MUST contact the EBT Unit first, to have the direct deposit discontinued.***

## Important Factors in Converting Benefits to Warrants

- ◆ If a client requests to receive warrants, the EBPM must be coded with a **Y** in the AUTHORIZED TO USE CASH
- ◆ If a client is receiving warrant issuance, the EBT BENEFIT field on the ADDR **MUST** be changed to **Y** to convert the benefits to EBT
- ◆ Whenever a new application is registered on the APMA or REAP the EBT BENEFIT field on the ADDR will default back to a **Y**
- ◆ If a case auto closes and the REVERT TO OPEN (REPT) function is used; the coding on the EBT BENEFIT field on the ADDR will remain as a **Y** or **N** depending on how the field was coded prior to auto closure
- ◆ When a caseworker is working multiple months of benefits and there is a mixture of Warrants and EBT issuance the caseworker must do the following:
  1. Authorize each month separately
  2. Wait for each issuance prior to completing next month's benefits
  3. If multiple benefits are done at one time, the benefits will be paid according to the last method indicated on the ADDR

**Note: The conversion of benefit issuance from the QUEST card to warrants should only be done as a last resort. Examples include:**

- ♦ ***A family moves to a community where there is no place to swipe their QUEST card to receive cash and there is no convenient way to travel to the nearest cash machine***

***Before changing any QUEST card benefits to warrants caseworkers should contact the EBT Office in Juneau to ensure the reason for the request is valid.***

When a **food stamp client** reports they have moved to a community that has no EBT card access, no system action is necessary. Tell the client about the long-distance purchase option that allows food stamp clients to purchase groceries from an out-of-town retailer.

When a **food stamp client** reports they have moved out of state, instruct the client that the benefits may be used in all 50 States, at POS and ATM locations displaying the Quest Logo. Should the client have questions, instruct them to call Alaska QUEST Customer Service at 1-888-997-8111.

**Systems Operations and Benefit Issuance and Recovery Unit staff have the ability to:**

- ◆ Convert unused QUEST cash balances to warrants
- ◆ Repay program overpayments with unused food and cash benefits on a QUEST card
- ◆ Recover and cancel benefits issued on a QUEST card

Although the ability to complete the EIS transactions for a conversion or repayment is limited to Systems Operations and Benefit Issuance and Recovery Unit staff, at times caseworkers are responsible for initiating the process.

**CARcing to Non-EBT Regions**

CARcing to a non-EBT region is now obsolete. However, non-EBT regions will remain in the system in the event of a natural disaster. In this case, only Systems Operations should CARC cases to non-EBT regions.

**Voluntary Repayment of Overpayments**

If a client wishes to repay a Temporary Assistance or Food Stamp overpayment from their QUEST card balance and contacts his or her caseworker, the caseworker must:

1. Obtain a signed written request from the client to take the benefits off the card
2. Contact the Claims Unit regarding the request
3. Send the written request to the Benefit Issuance and Recovery Unit
4. Retain a copy of the written request in the case file



## **Canceling Benefits**

If a client wishes to cancel a monthly benefit and contacts his or her caseworker, the caseworker must:

1. Obtain a signed written request from the client to cancel the monthly benefit
2. Contact the EBT office regarding the request
3. Retain the written request in the case file

**Note: A client's request to cancel benefits will only be honored if the request is received in the month the benefits are issued, and none of the benefits have been spent.**