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Field Operations Memo 97-17
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TO: Local Office Staff

FROM:  **Joyce Sampson, Assistant Commissioner for Field Operations**

RE: Electronic Benefit Transfer (EBT) System

Overview of EBT This memo informs all staff of the new electronic benefit transfer (EBT) system which is being implemented throughout the state between 4/1/97 and 10/30/97. Workers need to know about the EBT process and how it impacts the way recipients access their benefits even if EBT has not been implemented in your office at this time. Until EBT is fully implemented, the Department will maintain a dual system to provide cash benefits as semi-monthly checks or semi-monthly EBT cash benefits, and food stamp benefits as monthly ATPs or monthly EBT food stamp benefits.

The Department has contracted with Citibank to implement EBT statewide by the end of October 1997. Citibank's subcontractors are Deluxe Data Systems for managing the EBT processing system, staffing and maintaining an 800 hotline telephone service for recipient's questions and/or problems; and Lockheed-Martin for providing the retailer and recipient training, including written materials and hands-on training at EBT training sites.

Table of Contents

EBT system-accessing benefits	page 3
Which recipients will get their benefits through EBT	page 3
Which recipients will not get their benefits through EBT	page 4
Staggered EBT implementation	page 4
Mailings to recipients and recipient training	page 5
Worker training	page 5
Accessing Benefits:	page 6
Mass EBT Card and Personal Identification Number (PIN)	
Mass EBT card for recipients and applicants	page 6
Mass EBT card for authorized representative or authorized payee	page 8
Lost or stolen Mass EBT cards	page 9
Personal Identification Number (PIN)	page 10
Replacement fee of Mass EBT card	page 10
Expedited EBT food stamp benefits	page 11
Nonemergency EBT food stamp benefits	page 12
Drug and Alcohol Treatment Centers	page 13
Group Living Arrangements	page 13
Teen Parent Structured Living Programs	page 14
EBT benefit discrepancy	page 15
ATM misdispense	page 15
Recipient moves	page 16
Voluntary repayment deduction for overpayment claim	page 18
EBT benefit inactivity	page 18
Purged cash benefits	page 19
Inactive food stamp benefits	page 21
Attachments	page 22
Glossary of terms	page 23
Questions	page 24

Attachments

Forms	A - G
Determining Type of Expedited Food Stamp Benefits Chart	H
PIN Information Specifically for EBT Local Offices in EBT Phase One	I

**EBT system -
accessing
benefits**

With the EBT system, recipients have access to cash benefits at bank automated teller machines (ATMs) that display the *NYCE* logo and access to cash and food stamp benefits at Point-of-Sale (POS) terminals in food stores that display the *QUEST* logo. Accessing EBT cash benefits at a POS terminal in a store is called a cash back transaction. Accessing EBT food stamp benefits at a store, that due to its limited volume of food stamp transactions, does not have a POS terminal occurs through the manual voucher process. The manual voucher process is similar to a credit card process. The vendor will copy the recipient's Mass EBT card information on a voucher form for the amount of the food purchase. The vendor calls an "800" number to debit the recipient's EBT food stamps. The availability of benefits through EBT eliminates the issuance of checks and ATPs, lost or stolen checks or ATPs, and delays in delivery. EBT will also make the benefits accessible to recipients on the same dates each month as they would have received their cash and/or food stamp benefits based on the last digit of their social security number.

**Which recipients
will get their
benefits
through EBT?**

The following recipients will get their cash and/or food stamp benefits through EBT:

- CAT 2 (TAFDC and AFDC) and CAT 4 (EAEDC) recipients (see below for exceptions) - **cash benefits**. Cash benefits include the semi-monthly payments and all additional payments, such as payments for layette, transportation, clothing allowance, Full Employment Program (FEP) supplement and payments due to an appeal decision.

Note: At this time, workers in local offices with EBT must continue to issue vouchers for immediate need or invoices for EA benefits to TAFDC, AFDC and/or EAEDC applicants or recipients. It is expected that by October 1997, EBT will replace the need for vouchers for immediate needs.

- CAT 2 (TAFDC and AFDC), CAT 4 (EAEDC) and CAT 9 (Food Stamp) recipients - **food stamp benefits**. All food stamp eligible recipients including SSI/FS recipients, residents of drug and alcohol treatment centers, and residents of group living arrangements including teen parent structured living programs (TLPs) will receive food stamp benefits through EBT.

PACES automatically codes a case in an EBT office with the appropriate EBT code(s) that indicates which benefits are issued through EBT. Refer to *Appendix B: PACES Turnaround Document Codes, Block 20* or the PACES Case Entry Screens (TDIN and FMC1). The system-generated EBT code(s) are based on case data, including the local office number, CAT 4 group code, direct deposit coding, and case status.

Which recipients will not get their benefits through EBT?

The following recipients will not get their cash benefits through EBT:

- CAT 2 and CAT 4 recipients on direct deposit for cash benefits. Food stamp benefits to recipients on direct deposit will be through EBT.

Recipients may change between EBT to direct deposit or direct deposit to EBT at any time. Recipients with bank accounts who do not want to go on direct deposit will not be sanctioned but their benefits will be issued through EBT. If the recipient on direct deposit wants to change to EBT, PACES displays the appropriate EBT code once the direct deposit code is removed. If the recipient wants to change from EBT to direct deposit, the EBT cash benefits will stop as soon as the direct deposit data are confirmed and code Y appears for direct deposit.

- CAT 2 and CAT 4 recipients temporarily absent from this state may receive a check while in another state. PACES stops cash EBT benefits when the mailing address is a state other than Massachusetts. However, if the recipient is also getting food stamp benefits, the food stamp benefits will continue to be accessed through EBT. PACES will reestablish cash EBT benefits when the address is changed back to Massachusetts.
- CAT 4 recipients with program code C, E, F or G will continue to receive checks while in a rest home or institution.

Note: CAT 4 recipients with program code C, E, F or G, if eligible, will receive food stamp benefits through EBT.

Staggered EBT implementation

To allow for a controlled transition from checks and ATPs to EBT, the state has been divided into phases.

On 4/1/97, the first phase of the EBT implementation will include Barnstable, Brockton, Fall River, Falmouth, New Bedford, Orleans, Plymouth, Taunton and Wareham local offices.

On 6/1/97, the second phase of the EBT implementation will include Bowdoin Park, Grove Hall, Newmarket Square, Roslindale, Framingham, Quincy, Revere, Davis Square, Waltham and Woburn local offices.

On 8/1/97, the third phase of the EBT implementation will include Fitchburg, Milford, Southbridge, Worcester, Haverhill, Lawrence, Lowell, Malden, and North Shore local offices.

On 10/1/97, the fourth phase of the EBT implementation will include Adams, Athol, Greenfield, Holyoke, Nantucket, Northampton, Oak Bluffs, Pittsfield, Springfield North, Springfield South and Westfield local offices.

Note: Cases in the Quincy Centralized Unit, Boston Family Housing Unit and regional SSI/FS offices will be transitioned to EBT when EBT is implemented in the local office responsible for the ZIP code where the recipient lives.

Mailings to recipients and recipient training

Recipients in each local office where EBT is about to be implemented will receive a series of mailings; see Field Operations Memo 97-13. Each time a new phase of local offices is about to implement EBT, all local office staff will be informed of the new mailing dates and new training sites for that phase.

Attachment F of Field Operations Memo 97-13 did not include the training sites locations for the recipient training starting on 3/17/97 (phase one training). This information was included on the letter the recipient received.

Training site locations for phase one local offices are:

- (1) Cape Cod Community College, Hyannis Campus, Classroom B, 540 Main St., Hyannis;
- (2) Massasoit Community College, Student Union Bldg., 1 Massasoit Blvd., Brockton; and
- (3) Public Facilities Management Dept., Hillman Street Complex, Bldg.3, Rm.112, 118 Hillman St., New Bedford

The EBT training helpline for all sites is **1-888-551-6773**.

The training site locations change, based on the geographical locations of local offices where EBT is being implemented. The training sites for each implementation phase are available to the recipient for a period of only six weeks. The EBT training helpline will be available to recipients and maintained by the EBT contractor between 3/17/97 and 10/15/97.

As training site locations for recipients are scheduled for the next three phases of EBT implementation, workers will be notified.

Worker training

The DTA Training Unit in conjunction with EBT contractors will provide training to all DTA staff. Workers in local offices where EBT is being implemented will view a video tape on the overview of EBT. Training for Image Identification System (IIS) operators and the EBT liaisons will be provided by the EBT contractor.

Note: The EBT liaison may be the local office director or his or her designee (assistant director or supervisor.) The EBT liaison's

responsibilities include: (1) entering recipient data directly onto the contractor's system via the Administrative Terminal when the Image Identification System (IIS) cannot interface with the contractor's system, (2) adding a second authorized representative to the contractor's system via the Administrative Terminal (3) helping recipients select a PIN when the IIS PIN select system is not functioning, (4) issuing temporary Mass EBT cards, and (5) being the liaison with the Food Stamp Management Unit (FSMU) for issues such as an EBT benefit discrepancy.

Accessing Benefits: Mass EBT Card and Personal Identification Number (PIN)

To access cash or food stamp benefits the recipient must use the new Mass EBT card along with his or her Personal Identification Number (PIN). The recipient also may appoint an authorized representative to access food stamp benefits or an authorized payee to access cash benefits. Authorized payees are a new concept for cash benefits. Workers should ensure that recipients are aware of this option as well as the option of an authorized representative for food stamps.

Mass EBT card for Recipients and Applicants

(A) *Mass EBT Card for Recipients Other than SSI/FS and Elderly or Disabled Recipients*

Recipients who do not have a Mass EBT card must go to the local office to obtain one before the EBT implementation date for that office. A recipient of both cash benefits and food stamp benefits needs only one Mass EBT card to access both benefits. Recipients will be unable to access EBT cash and/or food stamp benefits without the Mass EBT card.

When the recipient comes to the local office for the Mass EBT card the worker:

- completes the Image-1 form, *Request for Mass EBT Card* (Attachment A), entering the recipient data (name, SSN, DOB, etc.) accurately and legibly;
- ensures proper identification of the recipient; and
- gives the Image-1 form to the recipient to take to the IIS operator:
 - the IIS operator must verify the method of identification, and
 - create the Mass EBT card by entering the recipient data onto the IIS system.

No replacement fee will be charged for obtaining the initial Mass EBT card, even if the recipient had a previous replacement of a photo identification card.

Temporary Mass EBT Cards: Inoperable IIS system

In an EBT local office, if a Mass EBT card is needed but the IIS system is inoperable, the EBT liaison will enter the recipient data by using the administrative terminal. The EBT liaison will have the recipient select a PIN. A prenumbered plastic card, valid for five days, may be given to the recipient. At the end of the five days, the recipient must return to the local office to get a permanent Mass EBT card.

(B) *Valid without Photo Mass EBT cards for SSI/FS and Elderly or Disabled Recipients*

- Immediately before EBT implementation in the local office, SSI/FS and Elderly or Disabled Recipients whose ZIP code is within that local office area automatically will be sent a Valid Without Photo Mass EBT card through the mail by the EBT contractor.
- After EBT has been implemented in the local office, to issue a Valid Without Photo Mass EBT card to eligible recipients, i.e. new SSI/FS recipients and homebound elderly or disabled recipients, the worker:
 - mails the Image-1 form and the signature card to the recipient to sign;
 - instructs the recipient to return the Image-1 form and signature card to the local office; then,
 - gives the signed Image-1 form and the signature card to the IIS operator to create a Valid Without Photo Mass EBT card.

The Mass EBT card and an assigned PIN will be mailed to the recipient.

Note: SSI/FS recipients and elderly or disabled recipients who come to the local office must obtain a facial image Mass EBT Card. There is no charge for the facial image Mass EBT Card when replacing a Valid Without Photo Mass EBT Card.

(C) *Mass EBT Cards for Applicants for Cash And/or Food Stamp Benefits*

When an (re)application is taken, the worker checks PACES for a prior recipient history and EBT history. See *Appendix B: PACES Turnaround Document Codes, Block 20*. If there was a prior EBT account and the applicant still has the Mass EBT card, the card becomes valid once the case is established on PACES. The old PIN may still be used if the applicant remembers it. Otherwise, the

applicant must get a new PIN.

If there was no prior EBT account or an EBT account existed but was purged, the worker follows the instructions stated above for completing the Image-1 form for a Mass EBT card. The same Image-1 form may be used for the applicant to get a new PIN or to re-PIN.

If a Mass EBT card is needed immediately (recipient is eligible for expedited food stamp benefits) but the IIS system is inoperable, the EBT liaison will follow the instructions in (A) above to issue the prenumbered plastic card.

**Mass EBT card
for authorized
representative
or authorized
payee**

- (A) **Authorized representative** (food stamps) - An authorized representative is a person given the right by the recipient to conduct food stamp transactions on the behalf of the food stamp household. An authorized representative can use the recipient's food stamp benefits to purchase food when the recipient is unable to do so. The person chosen to be the authorized representative also must have a Mass EBT card to access benefits.

If the food stamp household, other than SSI/FS recipients and elderly or disabled recipients, has an existing authorized representative, advise the recipient to come to the local office with the authorized representative to get a Mass EBT card for the authorized representative. Until the authorized representative has his or her own Mass EBT card, he or she will be unable to access the EBT food stamp benefits. Authorized Representative Cards issued before 3/17/97 will not be valid for EBT.

The Image-10 form, *Request for Authorized Representative - Authorized Payee* (Attachment B) must be completed with the relevant data and signed by both the recipient and the authorized representative for the authorized representative to get a Mass EBT card. This form authorizes the Department to provide a Mass EBT card to the authorized representative. When the Image-10 form is signed, the worker completes an Image-1 form for the authorized representative to take to the IIS operator. (See page 6.)

SSI/FS recipients and elderly or disabled recipients eligible for a "Valid Without Photo" card is not required to come to the local office. If the recipient requests an authorized representative, the Image-10 form must be mailed to the recipient. Before the Image-10 form is mailed, the worker:

- prints the name of the recipient on the form;
- writes the address of the local office on the form, and includes his or her name and the worker's telephone number for future questions; and
- mails the Image-10 form to the recipient for completion by him

or her and the authorized representative. The authorized representative must bring the completed Image-10 form to the local office for creating the Mass EBT card.(

- (B) Authorized payee (cash) - An authorized payee is given the right by the recipient to act on behalf of the grantee in withdrawing/ debiting cash benefits from EBT when the grantee is unable to do so. The person chosen to be the authorized payee also must have the Mass EBT card to access benefits.

The Image-10 form, *Authorized Representative - Authorized Payee* (Attachment B) must be completed with the relevant data and signed by both the recipient and the authorized payee for the authorized payee to get a Mass EBT card. This form authorizes the Department to provide a Mass EBT card to the authorized payee. When the Image-10 is signed, the worker completes an Image-1 form for the authorized payee to take to the IIS operator. (See page 6.)

- (C) If the same individual will be both the authorized representative and the authorized payee, the individual completes both sections of the Image-10 form. The individual needs two Mass EBT cards, one to access the food stamp benefits and one for cash benefits. The appearance of these two cards differs only by:
- an "AU" symbolizing an authorized representative, and
 - an "AP" symbolizing an authorized payee.

If different individuals will act as the authorized representative and the authorized payee, each must sign separate Image-10 forms. Two Image-10 forms must be completed with the recipient's signature on each form. Then the authorized representative signs one Image-10 form and the authorized payee signs the other Image-10 form. ***This is done to preserve confidentiality.***

- (D) A recipient may cancel the authorized representative or authorized payee at any time by calling the EBT Customer Service at 1-800-997-2555. EBT Customer Service will immediately cancel access to the recipient's EBT cash or food stamp benefits by that authorized representative or authorized payee.

If the recipient requests another authorized representative or authorized payee, the worker completes the Image-10 form and Image-1 form. (See pages 6 & 8.)

**Lost or stolen
Mass EBT cards**

Lost or stolen Mass EBT Cards must be reported to EBT Customer Service at 1-800-997-2555. EBT Customer Service will invalidate the lost or stolen card. A replacement Mass EBT Card must be obtained, however, the PIN can remain the same or be changed at the cardholder's request.

**Personal
Identification
Number
(PIN)**

Each recipient, authorized representative and authorized payee who will be accessing EBT cash and/or food stamp benefits, must have a personal identification number (PIN). A PIN is used with the Mass EBT card at an ATM or POS terminal. A PIN is a four digit number. Remind everyone that it is important to keep the PIN secret and not to write the PIN on or near the Mass EBT card.

(A) Obtaining a PIN:

- (1) The EBT contractor will assign a PIN to each active recipient as EBT is implemented in that local office.
- (2) New applicant/recipients not on file in the local office when the contractor assigned PINs, must select a PIN at the local office. To select a PIN at the local office, the worker completes the Image-1 form with the applicant/recipient and the applicant/recipient takes the form to the IIS operator. The applicant/recipient enters his or her PIN on the PIN Selection Systems and the IIS operator ensures system acceptance.

(B) Authorized representatives and authorized payees must obtain a PIN by going to the EBT local office.

(C) Recipients eligible for Valid Without Photo Mass EBT Cards will be assigned PINs by mail.

A recipient, authorized representative or authorized payee may change his or her PIN at any time by coming into the local office to complete the Re-PIN section of the Image-1 form, taking the form to the IIS operator and entering his or her re-PIN on the PIN Selection system.

Recipients eligible for "Valid Without Photo" Mass EBT Cards may change his or her PIN at any time by telling the worker of the need for another PIN. The worker faxes the Image-1 form directly to the Food Stamp Management Unit (FSMU) for the re-PIN. The recipient will be assigned a PIN and confirmation of the PIN will be mailed to the recipient. Anytime a recipient notifies the worker that a PIN was not received, the worker must call FSMU at (617) 348-5040. FSMU will have another PIN mailed to the recipient.

**Replacement
fee of Mass
EBT card**

There is no change in the rules regulating the fee for replacement of the Mass EBT card. There are three acceptable forms of payment from which the recipient may choose. For a second replacement of the Mass EBT card, the recipient has the option of debiting the EBT account for the cost of the replacement card. The worker completes the Image-1 form, checks the block indicating method of payment and submits the form to the IIS operator for entry.

**Expedited
EBT Food
Stamp
Benefits**

A household eligible for expedited service must be given an opportunity to participate within seven calendar days following the date of application. Opportunity to participate means that the household must have food stamp benefits deposited into the EBT System no later than the seventh calendar day after the application filing date.

Expedited EBT FS benefits data-entered on or before DAY 6.

Expedited EBT FS benefits may be system-calculated if data-entered on or before the *sixth* calendar day after the application filing date. ***System-calculated expedited food stamp benefits data-entered by 5:00 p.m. will be available to the applicant/recipient at 6:00 a.m. the following day.***

All day 6 system-calculated expedited food stamp benefits, both Regular and Special (*See Field Operations Memo 95-15*), must be entered on PACES as either a status 1 or status 2, action reason 19 in block 53 and case action reason must be 03.

PACES will prorate and issue system-calculated expedited EBT food stamp benefits. Due to systems restrictions, **all expedited EBT FS benefits must be entered on PACES as Category 9 cases.**

Based on the start/application date, PACES will automatically determine if a Regular Expedited EBT FS benefits or Special Expedited EBT FS benefits should be deposited into the EBT system. It will also automatically calculate the correct benefit amount.

Once the expedited EBT FS benefits have been deposited into the EBT system, PACES will convert the statuses 1 or 2 to status 0. *This will prevent issuance of regular monthly benefits before the application process is complete.*

Note: In EBT areas, PACES has been programmed not to allow system-calculated expedited food stamp benefits more than six days after the application filing date. Message will read *Must do OTC/ATP*. Follow the instructions below for Day 7 Expedited EBT FS benefits if this message is received.

Expedited EBT FS benefits data-entered on DAY 7.

Expedited EBT FS benefits may be data-entered on the seventh calendar day after the application filing date. ***Expedited EBT FS benefits data-entered by 5:00 p.m. on Day 7 will be available to the applicant/recipient at 7:00 p.m. on Day 7.***

All day 7 expedited EBT FS benefits, both Regular and Special, must be entered on PACES as status 0, action reason 18 in block 53 and the case action reason must be 03. Enter 00 in Block 60 and the initial EBT FS benefit amount in Block 61.

Do a PACES on-line calculation for all households entitled to expedited service to determine the amount of expedited EBT FS benefits to be deposited into the EBT system. Use the following rules:

- ▶ If the household is entitled to Regular Expedited EBT FS benefits, use the prorated amount, if any, from the on-line calculation screen.
- ▶ If the household is entitled to Regular Expedited EBT FS benefits, and applied on the cyclical start date use the monthly allotment amount from the on-line calculation screen.
- ▶ If the household is entitled to Special Expedited EBT FS benefits, the worker must manually total the monthly allotment amount plus the prorated amount, if any, from the on-line calculation screen.
- ▶ If the household is entitled to Special Expedited EBT FS benefits and the total of the monthly allotment plus prorated amount exceeds \$999, the worker must contact Food Stamp Management.

Use the attached chart *Determining Type of Expedited FS Benefits Based on Application Date* (Attachment H) to determine if the household is entitled to Regular Expedited FS benefits or Special Expedited FS Benefits.

Note: All system-calculated expedited EBT FS Benefits (AR 19) must be data-entered before the ATP Cut-Off Date. See *Systems User's Guide*, Volume 1, Appendix E, PACES Case Processing, Page E-5. Expedited EBT FS benefits which must be issued after the ATP Cut-Off Date to meet the expedited processing time frame must be data-entered using AR 18.

**Nonemergency
EBT food
stamp benefits**

A household *not* eligible for expedited service must be given an opportunity to participate within 30 calendar days following the date of application. Opportunity to participate means that the household must have food stamp benefits deposited into the EBT System no later than the 30th calendar day after the application filing date.

Nonemergency EBT FS benefits data-entered on DAY 30.

Initial EBT FS benefits may be data-entered on the 30th calendar day after the application filing date. ***Initial EBT FS benefits data-entered by 5:00 p.m. on day 30 will be available to the applicant/recipient at 7:00 p.m. on day 30.***

All day 30 EBT FS benefits must be entered on PACES as status 0 using food stamp action reason 16 in block 53. The case action reason must be 03. Enter 00 in Block 60 and the initial EBT FS benefit amount in Block 61.

Note: System-calculated initial EBT FS benefits must be data-entered before the ATP Cut-off Date, if possible. Initial EBT FS benefits which must be issued after the ATP Cut Off-date to meet the normal 30-day processing timeframe must be data-entered using action reason 16.

**Drug and
Alcohol
Treatment
Centers**

Residents of Drug or Alcohol Treatment Centers in NonEBT Areas

Residents of drug or alcohol treatment centers in NonEBT areas must apply and be certified by an authorized representative who is an employee of and designated by the center that is administering the treatment and rehabilitation program. Residents and their children, if any, shall be certified as a household using the same procedures that apply to all other households except that certification is completed through the use of an authorized representative. The center shall receive and spend the food stamp benefit allotment for food prepared by and/or served to residents and their children.

Residents of Drug or Alcohol Treatment Centers in EBT Areas

Residents of drug or alcohol treatment centers in EBT areas shall apply and be certified for food stamp benefits on their own behalf. The resident must authorize the transfer of their monthly food stamp benefit allotment to the center through the use of an on-site POS Terminal or EBT Manual Voucher System. The center shall receive and spend the food stamp benefit allotment for food prepared by and/or served to residents and their children.

**Group
Living
Arrangements**

Residents of group living arrangements not including Teen Parent Structured Living Programs may apply and be certified through the use of an authorized representative who is an employee of and designated by the facility, or apply and be certified on their own behalf or through the use of an authorized representative of their own choice. The facility shall make the determination that a resident must apply through the facility's authorized representative, or may apply on his or her own behalf or through the use of an authorized representative of his or her own choice. The determination shall be based on the resident's physical and mental ability to handle his or her own affairs. All of the residents of the group living arrangement do not have to be certified through an authorized representative or individually in order for one or the other method to be used.

Group Living Arrangement as Authorized Representative

Residents that apply through the use of the facility's authorized representative shall have their eligibility determined as one-person households. The facility shall receive and spend the residents' food stamp

benefit allotment for food to be prepared and served to the eligible residents, or may allow the residents to use any portion of their allotments on their own behalf.

Group Living Arrangement Residents Acting on Their Own Behalf in NonEBT Areas

When a resident, or group of residents, applies and is certified on their own behalf or through the use of an authorized representative of their own choice, they may return the food stamp benefit allotment to the facility to be used to purchase food for meals served either communally or individually to eligible residents, use the food stamp benefits to purchase meals prepared and served by the facility, or use any portion of the food stamp benefits to purchase and prepare food for their own consumption.

Group Living Arrangement Residents Acting on Their Own Behalf in EBT Areas

When a resident, or group of residents, applies and is certified on their own behalf or through the use of an authorized representative of their own choice, they must authorize the transfer of their monthly food stamp benefit to the facility through the use of an on-site POS Terminal or EBT Manual Voucher System. The facility shall receive and spend the residents' food stamp benefit allotment for food to be prepared and served to the eligible residents, or may allow the residents to use any portion of their allotments on their own behalf.

**Teen Parent
Structured
Living Programs**

Teen Parent Structured Living Program (TLP) Residents in EBT Areas

Residents shall either apply and be certified on their own or through the use of an authorized representative employed and designated by the TLP.

- (1) If the facility has an on-site POS Terminal or EBT Manual Voucher System the resident or the facility as authorized representative must authorize the transfer of the monthly food stamp benefit allotment to the TLP. The TLP may either receive and spend the food stamp benefit allotment for food prepared by and/or served to the resident, or allow the resident to use all or any portion of the food stamp benefit allotment on his/her own behalf.

- (2) If the facility does not have an on-site POS Terminal or EBT Manual Voucher System, the facility as authorized representative may either receive and spend the food stamp benefit allotment for food prepared by and/or served to the resident, or allow the resident to use all or any portion of the food stamp benefit allotment on his/her own behalf.

**EBT benefit
discrepancy**

When there is a discrepancy between the data on PACES and the data on the EBT contractor's system, it will appear to the EBT contractor that the recipient does not exist. This discrepancy causes the benefits to be unavailable to the recipient when expected. A discrepancy occurs primarily when the SSN is entered incorrectly.

When the Food Stamp Management Unit (FSMU) identifies a discrepancy in the data transmitted to the EBT contractor, a Central Office Discrepancy Report is completed and maintained until a final disposition. PACES data are compared with the EBT contractor's data to determine where the discrepancy occurred. FSMU will call the local office EBT liaison to notify him or her of the discrepancy. The EBT liaison will tell the local office worker of the discrepancy and have the worker make any necessary corrections. After the discrepant data have been corrected by the local office worker, any benefits due to the recipient will be added to the EBT benefit account by the Cash Control Unit.

**ATM
mispense**

An ATM mispense occurs when the EBT amount received by the recipient at the ATM differs from the EBT amount requested by the recipient.

Example: A recipient requests \$100 but the ATM dispenses \$60.

If an ATM mispense occurs:

- the recipient must contact the EBT Customer Service at 1-800-997-2555 to report the mispense;
- the contractor completes an incident report and sends a copy of the incident report to the Food Stamp Management Unit (FSMU) at central office (telephone (617) 348-5040);
- the local office Director is notified by FSMU of the incident on the EBT-2 form: *EBT ATM Mispense Report* (Attachment C);
- the contractor notifies FSMU of the resolution (credit or denial of credit) within 30 days;
- if a credit is due, the EBT contractor adjusts the recipient's EBT account;
- FSMU notifies the local office of the resolution on the EBT-2 form;
- the Finance Unit sends the recipient a notice of the resolution of the incident. An appeal form is included with the notice. The Finance Unit will represent the Department at an appeal.

**Recipient
moves**

(1) Moving out of an EBT local office:

When a recipient moves from an EBT local office to a nonEBT local office, the worker in the EBT office completes the PACES Input Document (PID) to indicate the change of address. PACES automatically adjusts the EBT coding which triggers the issuance of checks and/or ATPs.

During the EBT implementation, the worker in the EBT office will:

- advise the recipient that the next issuance of benefits will be by check and/or ATP;
- remind the recipient that the Mass EBT card will be needed for identification purposes to cash checks and transact ATPs;
- advise the recipient to do an inquiry for the balance of his or her EBT cash and/or food stamp benefits:
 - for remaining EBT cash benefits, the recipient may:
 - withdraw EBT cash benefits before leaving the area; or
 - use the Mass EBT card and PIN at any bank with the NYCE logo; and
 - for remaining EBT food stamp benefits, the recipient may:
 - use the EBT food stamp benefits at any grocery store with a POS terminal and the QUEST logo before leaving the area; or
 - request a conversion of all remaining EBT food stamp benefits into an ATP. The ATP must be issued to the recipient within ten days from the date the recipient requests the EBT food stamp conversion.

To convert remaining EBT food stamp benefits to an ATP, the worker in the EBT office:

- completes the top section of the EBT-3 form: *EBT Food Stamp Benefits Conversion Request* (Attachment D);
- submits the EBT-3 form for the supervisor's signature;
- files a copy of the form in the case record; and
- faxes the request form to the FSMU at (617) 423-1526.

The FSMU must:

- confirm the EBT food stamp balance amount;
- mail an ATP to the recipient's new address;
- reduce the EBT food stamps to zero and redebit any amount that cannot be issued by an ATP;
- complete the bottom section of the EBT-3 form, and
- fax the EBT-3, a copy of the FSP-14B form and a copy of the ATP to the director in the new nonEBT local office for filing in the case record.

(2) Moving into an EBT local office

When a recipient moves from a nonEBT local office to an EBT local office, the nonEBT worker completes the PACES TD to indicate the change of address. PACES automatically adjusts the EBT coding, which triggers the issuance of benefits through EBT.

During the EBT implementation, the worker in the nonEBT office will:

- advise the recipient that the next issuance of benefits will be through the EBT system;
- inform the recipient to go immediately to the new EBT local office to get a Mass EBT card, if he or she does not have one, and select a PIN.

The worker in the EBT office will:

- provide the recipient with all the written EBT handout materials;
- complete the Image-1 form for the Mass EBT card, if necessary;
- use the Image-1 for the recipient to get a PIN or re-PIN;
- inform the recipient about an authorized representative and an authorized payee; and
- remind the recipient that checks and/or ATPs will no longer arrive in the mail.

(3) Moving to another state from an EBT local office

When the recipient in an EBT local office notifies the worker that he or she will be moving to another state, the worker should:

- advise the recipient to access all EBT cash benefits before leaving Massachusetts; and/or
- advise the recipient to access the EBT food stamp benefits, if possible; or
- complete the EBT-3 form: *EBT Food Stamp Benefits Conversion Request* indicating a request to convert remaining EBT food stamp benefits to an ATP with the ATP mailed to current Massachusetts address or the recipient will pick-up directly from the FSMU;
- fax the EBT-3 form to FSMU at (617) 423-1526.

The FSMU must:

- confirm the EBT food stamp balance amount;
- mail an ATP to the recipient's Massachusetts address or hold the ATP for the recipient to pick-up at FSMU;
- reduce the EBT food stamps to zero and redebit any amount that cannot be issued by an ATP;

- complete the bottom section of the EBT-3 form; and,
- fax the EBT-3 form, a copy of the FSP-14B form and a copy of the ATP to the director in the EBT local office for filing in the case record.

The recipient must convert the ATP to coupons before leaving Massachusetts because a Massachusetts ATP cannot be transacted in another state.

**Voluntary
repayment
deduction for
overpayment
claim**

To make a payment on an overpayment claim, the recipient may request a deduction from an EBT benefit amount.

- Food stamp EBT benefits may only be used as payment on a food stamp claim.
- Cash EBT benefits may be used as payment on a cash or food stamp claim.

The worker :

- completes the EBT-4 form: *Request for EBT Voluntary Repayment Deduction* (Attachment E) with the recipient and has the recipient sign and date the form;
- files a copy in the case record;
- faxes the EBT-4 form to the FSMU to confirm the availability of the specific EBT benefit to meet the request.

The FSMU deducts the amount requested by the recipient from the EBT account and sends the completed form to the Centralized Recoupment Unit (CRU) for credit to the recipient's overpayment balance.

**EBT benefit
inactivity**

The EBT contractor will notify the Department when each authorization of the EBT cash benefits or the EBT food stamp benefits:

- 1) have never been withdrawn for 30, 60, 90 or more days, or the recipient has stopped withdrawing the benefit(s) for 30, 60, 90 or more days, and
- 2) the assistance unit or household is active, and
- 3) the amount in the EBT account(s) is \$10 or more.

- If any portion of the EBT cash or food stamp benefit authorization has not been withdrawn for 30 days or more, then:
 - a DCR message will be sent to the worker listing which benefit, cash and/or food stamps, and the amount of the benefit that is remaining in the EBT account.

If the DCR message shows the cash and/or food stamp benefit remaining in the EBT account is \$100 or more, the worker must look at the PACES check screen to determine whether any portion

of the authorization has ever been withdrawn.

- If some portion of the benefit authorization has been withdrawn, no worker action is required.
- If no portion was ever withdrawn, the worker must contact the recipient to determine the current circumstances and the reason why the benefits were not withdrawn. Workers should explain to these recipients that a report is generated whenever the cash and/or food stamp benefits have not been withdrawn within 30 days and that workers will be required to contact recipients whenever this happens.

If the worker is unable to contact the recipient, or if the recipient does not respond to the worker's contact, the worker must send an AL-1 scheduling an Eligibility Review. As a result of the contact or Eligibility Review, workers must take any appropriate action, e.g., if the recipient moved out of state, the case must be closed.

- If the EBT cash or food stamp authorization has not been accessed for 60 days or more, then:
 - a DCR message will be sent to the worker listing which benefit and the amount;
 - a report is sent to the local office unit supervisor; and
 - a PACES notice is sent to the recipient advising him or her of the EBT cash and/or food stamp benefit authorizations and amounts and that if not accessed by day 90 the EBT cash authorization will be purged or the EBT food stamp authorization will become inactive, as appropriate. A copy of the PACES notice is sent to the local office worker.

An appointment notice (AL-1) for an eligibility review is sent to the cash and/or food stamp recipient by the worker to determine why the cash or food stamp benefit authorization has not been accessed. Follow eligibility review procedures.

Purged cash benefits

- If the EBT cash or food stamp authorizations have not been accessed for 90 days or more, the cash benefit authorization will be purged and food stamp benefit authorization will be made inactive, then:
 - a DCR message will be created listing:
 - the purged cash benefits and the amount purged; and/or
 - the inactive food stamp benefits and the amount; and.
 - a system-generated report is sent to the local office unit supervisor and the local office director or designee.

When the cash benefits are purged the benefits are inaccessible to the recipient. Purged cash benefits means that during the next six months, the benefits are not accessible to the recipient unless the recipient comes to the local office and requests the restoration of the purged cash benefits. The recipient must have access to the restored cash benefits or be sent a denial notice within 10 days from the date he or she signs the EBT-5 form: *Request to Restore Purged Cash Benefits* (Attachment F). The local office director or designee must approve or deny the restoration request. Reasons for approving the restoration of purged cash benefits include, but are not limited to, temporary absence, hospitalization, or an emergency that prevented the recipient from accessing the cash benefits within the 90 days.

If the cash case is active, the worker:

- completes the EBT-5 form with the recipient making sure the recipient signs and dates the EBT-5 form;
- records the recipient's explanation of why the benefits were not accessed during the 90 day period on the EBT-5 form;
- confirms the amount of purged cash benefits by the Cash Control Unit at **(617) 348-5065**;
- gives the recipient a copy of the EBT-5 form;
- submits the original EBT-5 form to the local office director or designee for disposition on the request;
- if the request is denied, send the recipient an NFL-9 form and file the copy of the NFL-9 form attached to the EBT-5 form in the case record;
- if the request is approved, complete a PACES Input Document (PID) with a "Q" payment for the total amount of the purged cash benefit amount(s). In the Remarks section of the PID indicate which month the "Q" payment covers;
- attach case record copy of the EBT-5 form to the case record copy of the PID.

If the cash case is closed and the former recipient is not reapplying for cash benefits, the worker:

- completes the EBT-5 form with the recipient making sure the recipient signs and dates the EBT-5 form;
- records the recipient's explanation of why the benefits were not accessed during the 90 day period on the EBT-5 form;
- confirms the amount of the purged cash benefits by calling Cash Control Unit at **(617) 348-5065**,
- gives the recipient a copy of the EBT-5 form;
- submits the original EBT-5 form to the local office director or

- designee for disposition on the request;
- if the request is denied, send the recipient an NFL-9 form and file the copy of the NFL-9 form attached to the EBT-5 form in the case record;
- if the request is approved,
 - on day 1, completes a PACES Input Document (PID) to reopen the case with action reason 03, enters the "Q" payment for the total amount of the purged cash benefit amount(s) and writes which month the "Q" payment covers in the Remarks section of the PID; and
 - on day 2, completes a PID to close the case, using action reason 70.

If the cash case is closed and the former recipient is reapplying for benefits, the worker:

- completes the EBT-5 form with the recipient making sure the recipient signs and dates the EBT-5 form;
- records the recipient's explanation of why the benefits were not accessed during the 90 day period on the EBT-5 form;
- confirms the amount of the purged cash benefits by calling Cash Control Unit at (617) 348-5065,
- gives the recipient a copy of the EBT-5 form;
- submits the original EBT-5 form to the local office director or designee for disposition on the request;
- if the request is denied, send the recipient an NFL-9 form and file the copy of the NFL-9 form attached to the EBT-5 form in the case record;
- if the request is approved,
 - on day 1, completes a PACES Input Document (PID) to reopen the case with action reason 03, enters the "Q" payment for the total amount of the purged cash benefit amount(s) and writes which month the "Q" payment covers in the Remarks section of the PID;
- completes a second PID to change action reason 03 to another eligibility action reason; or
- completes a second PID, if appropriate, to close the case.

Inactive food stamp benefits

When the food stamp benefits are moved to an inactive status the benefits are inaccessible to the recipient. Inactive food stamp benefits means that during the next six months, the benefits are not accessible to the recipient unless the recipient comes to the local office, requests the release of the inactive food stamp benefits, and signs the EBT-6 form: *Request to Release Inactive Food Stamp Benefits* (Attachment G).

Inactive food stamp benefits **must be released** to the recipient at

any time during the six-month period.

The case **does not** have to be in an active status for the food stamp benefits to be released into the EBT account, but the recipient must use the Mass EBT card and PIN.

The worker:

- obtains the supervisor's signature on the EBT-6 form;
- files a copy of the EBT-6 form in the case record; and
- makes sure the recipient has a Mass EBT card and PIN before referring the recipient to the EBT liaison;
- forwards the original EBT-6 form to the local office EBT liaison.

The EBT liaison:

- enters the food stamp benefit data on the EBT administration terminal to release the benefits;
 - completes the bottom section of the EBT-6 form;
 - gives a copy of the EBT-6 form to the recipient;
 - advises the recipient when the food stamp benefits will be accessible;
 - forwards the completed EBT-6 form to the worker for filing in the recipient's case record.
- On day 270 (6 months after day 90), if the recipient has not requested the restoration of the EBT cash benefits or the release of the inactive EBT food stamp benefits, the EBT benefits will be **permanently purged**.

Attachments

Attached are copies of:

Forms - Listed below are the new and/or revised EBT forms (See Attachments A-G).

Image 1: Request for Mass EBT Card;

Image 10: Request for Authorized Representative - Authorized Payee;

EBT-2: EBT ATM Misdispense Report;

EBT-3: EBT Food Stamp Benefits Conversion Request;

EBT-4: Request for EBT Voluntary Repayment Deduction;

EBT-5: EBT- Request to Restore Purged Cash Benefits;

EBT-6: EBT- Request to Release Inactive Food Stamp Benefits.

The EBT-2: EBT ATM Misdispense Report is initiated by the Food Stamp Management Unit and sent to the local office.

Determining Type of Expedited FS Benefits Based on

Application Date (See Attachment H)

PIN Information Specifically for EBT Local Offices in EBTPhase One (See Attachment I)

**Glossary
of terms**

Authorization: Each deposit into the EBT System is an authorization.

- ▶ *Cash Authorization:* An authorization may be a semi-monthly grant payment and/or any additional payments including but not limited to payments for layette, transportation, clothing allowance, and Full Employment Program (FEP) supplement.
- ▶ *Food Stamp Authorization:* An authorization may be a monthly food stamp benefit allotment and/or any additional payments including but not limited to expedited benefits, supplemental benefits, and lost benefits.

Authorized Payee: A person designated by the grantee to act on the behalf of the grantee in withdrawing/debiting cash benefits from EBT when the grantee is unable.

Authorized Representative: A person designated by the recipient to conduct on the behalf of the food stamp household. Such food stamp transactions include debiting the food stamp benefits from EBT to purchase food for the household.

Automatic Teller Machine (ATM): A machine in a bank or a store, displaying the NYCE or the QUEST logo, where the recipient may withdraw from available EBT cash benefits.

Cash Back Transaction: A transaction at a POS terminal that allows the recipient to receive cash benefits from his or her EBT cash benefits.

Electronic Benefit Transfer (EBT): The way the recipient gets his or her cash benefits and/or food stamp benefits.

EBT Administrative Terminal: A terminal used by the EBT liaison or the finance unit to view information about the recipient's cash and/or food stamp benefits and account history; used to send data directly to the contractor's system for a Mass EBT card when the IIS system is inoperable.

Manual Voucher: A voucher that is manually completed by an approved food stamp retailer who does not have an on-site POS terminal.

Mass EBT card: A plastic card issued to applicants, recipients, authorized payees and authorized representatives for the purpose of obtaining access to the cash and/or food stamp benefits at an ATM or

POS terminal.

Personal Identification Number (PIN): A four number code used with the Mass EBT card to access cash and/or food stamp EBT benefits. Each recipient, authorized representative or authorized payee has his or her individual PIN.

Point of Sale Terminal (POS): A machine in a grocery store, displaying the *Quest* logo, where the recipient purchases food and/or receives cash benefits from his or her EBT benefits by swiping the Mass EBT card through the machine.

Questions

For questions about recipient EBT training, the recipient may call EBT Training Helpline at 1-888-551-6773, or the Training TDD Line at 1-888-551-4833 from 3/17/97 to 10/15/97.

For questions about the EBT process or problems, the recipient may call EBT Customer Service at 1-800-997-2555.

For questions about the EBT policy and procedure, please have your Hotline designee call the Policy Hotline at 617-348-8478.



- P Original
I
R System Down
S

Request for Mass EBT Card

Document Number _____

Social Security Number <input style="width:100%;" type="text"/>	Category <input style="width:100%;" type="text"/>	CAN <input style="width:100%;" type="text"/>	Office # <input style="width:100%;" type="text"/>	Date of Issue MM DD YY - -
Name Please Print Last <input style="width:100%;" type="text"/> First <input style="width:100%;" type="text"/>				Date of Birth MM DD YY <input style="width:100%;" type="text"/>
Middle Initial <input style="width:100%;" type="text"/>				

Authorized Representative

Authorized Payee

Social Security Number

Last

First

Middle Initial

Card Type

Reason for Replacement

Payment for Replacement

- Original Replacement
- Authorized ID
 Authorized Representative
 Authorized Payee
 SSI Elderly/Disabled
 Valid without Photo

- Name Change
 SSN Change
 Worn: Verified
 Lost
 Stolen
 Other: Explain _____

- EBT Cash Debit
 EBT Food Stamp Debit
 Check or Money Order

Method of Identification _____

Personal Identification Number

PIN

Re-PIN

Mail PIN (SSI/FS)

Delivery Method

Take Now

Pick up Later

Mail

Image System Down

Cannot Capture

Cannot Print

Emergency ID Issued Yes No

Emergency ID # _____

Valid Without Photo ID

Date _____

Manager's Authorization Signature _____

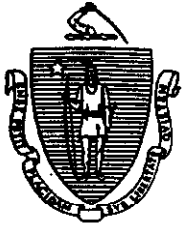
Signatures

Authorized Representative _____

Authorized Payee _____

Applicant/Recipient _____

Worker _____



Commonwealth of Massachusetts
Department of Transitional Assistance

Request for Authorized Representative-Authorized Payee

Office Name _____

Date ____/____/____

Office Address _____

If you want to stop your Authorized Representative/Payee call
1-800-997-2555

Food Stamp Benefits

I authorize _____ to act as my representative for all food stamp
benefit transactions on my behalf.
Print Name of Authorized Representative

Print Recipient's Name

Recipient's Telephone

Recipient's Signature

Recipient's SSN

Authorized Representative's Signature (for authorization only)

Authorized Representative's SSN

Cash Benefits

I authorize _____ to act as my authorized payee for all cash
transactions on my behalf.
Print Name of Authorized Payee

Print Recipient's Name

Recipient's Telephone

Recipient's Signature

Recipient's SSN

Authorized Payee's Signature (for authorization only)

Authorized Payee's SSN

Original to Case Record Copy to Recipient



Commonwealth of Massachusetts
Department of Transitional Assistance

EBT ATM Misdispense Report

Initial Report Date ___/___/___

Resolution Date ___/___/___

To: _____, Director

_____ DTA Local Office

From: Food Stamp Management Unit (617) 348-5040

Re: _____
Print Recipient's Name Social Security Number

The above named recipient has reported an Automated Teller Machine (ATM) misdispense to the EBT Help Desk. This report notifies you of the resolution of this incident.

Initial Report: Date of Report ___/___/___

Date of Incident ___/___/___

\$ Amount Requested at ATM _____

\$ Amount Received at ATM _____

\$ Amount of Claim (difference) _____

ATM information (financial institution/location); additional information _____

Resolution Date of Resolution ___/___/___

In recipient's favor, amount credited to recipient's account \$ _____ Date ___/___/___

Claim denied, comments _____

Copy to Case Record



Commonwealth of Massachusetts
Department of Transitional Assistance

EBT Food Stamp Benefits Conversion Request
(This form is in effect through the EBT implementation period only)

Date ___/___/___

To: Director, Food Stamp Management Unit, Fax (617) 423-1526

From: Director, _____ DTA Office

Print Recipient's Name

Social Security Number

Recipient's Mailing Address

City/Town

ZIP

Reason for request:

1) Recipient moving out of state Yes No

2) Recipient moving to an in-state non-EBT area serviced by the _____
DTA Office

Delivery Method (check one) Mail Pick-up

Worker's Signature

Supervisor's Signature

EBT Food Stamp Benefits Conversion Authorization
For Food Stamp Management Unit Use Only

Date ___/___/___

To: Director, _____ DTA Office

From: Director, Food Stamp Management Unit _____
FSMU Signature

Recipient's EBT Food Stamp balance has been reduced to zero for the above stated reason. FSM Unit will issue an ATP to replace the benefits reduced from their EBT account.

Food Stamp Benefits reduced from EBT account \$ _____

ATP Amount \$ _____

Original to Food Stamp Management Unit - Copy to Case Record



Commonwealth of Massachusetts
Department of Transitional Assistance

Request for EBT Voluntary Repayment Deduction

Print Recipient's Name (Last, First, MI)

Social Security Number

I, _____, request that money be deducted from my EBT account to repay a debt owed to the Department of Transitional Assistance.

I request that \$_____ be deducted from my **Food Stamp** account.*

I request that \$_____ be deducted from my **TAFDC** account.

I request that \$_____ be deducted from my **EAEDC** account.

*** Food Stamp benefits can only be applied to Food Stamp claims.**

Note: Only benefits available to the recipient dated prior to the date of this request will be applied to this request.

Recipient's Signature

Date

Worker's Signature

Date

If recipient has a (yellow) bill from the Department, please attach a copy to this form.

Send this form to the Department of Transitional Assistance, Food Stamp Management Unit, 600 Washington Street, 3rd floor, Boston, MA 02111

Do not write below this line.

To: Centralized Recoupment Unit

Date ___/___/___

From: Food Stamp Management Unit

The following amount(s) has been deducted from the referenced EBT account(s). Please credit the overpayment account accordingly.

\$_____ Food Stamps \$_____ TAFDC \$_____ EAEDC

\$_____ Other (explain) _____

Food Stamp Management Unit Signature

Original to Food Stamp Management Unit - Copy to Recipient - Copy to Case Record



Commonwealth of Massachusetts
Department of Transitional Assistance

Request To Restore Purged EBT Cash Benefits

Print Recipient's Name (Last, First, MI)

Social Security Number

requests that the Department of Transitional Assistance restore purged EBT cash benefits in the

amount of \$ _____ for the following month(s) _____

Indicate Month and Year

My reason for the request is (✓)

- Temporary Absence _____
- Hospitalization (explain) _____

- Emergency (explain) _____

- Other (explain) _____

Recipient's Signature

Date

Worker's Signature

Date

Supervisor's Signature

Date

Disposition

The above recipient's request for restoration of purged EBT cash benefits is:

- Approved on ___/___/___ in the amount of \$ _____ **(Complete TD for Q payment)**
Date
- Denied on ___/___/___ **(Complete NFL-9)**
Date

Director/Designee's Signature

DTA Office

Date

Original to Cash Control Unit Copy to Recipient Copy to Case Record



*Commonwealth of Massachusetts
Department of Transitional Assistance*

Request To Release Inactive Food Stamp Benefits

Print Recipient's Name (Last, First, MI)

Social Security Number

requests that the Department of Transitional Assistance release inactive EBT Food Stamp Benefits
in the amount of \$_____.

Recipient's Signature

Date

Worker's Signature

Date

Supervisor's Signature

Date

Give this form to the EBT Liaison at the local DTA Office.

Do not write below line

To: Director, _____ DTA Office

From: Local DTA Office EBT Liaison

The above-named recipient's EBT Food Stamp Benefits were released on ___/___/___ in the
amount of \$_____.

EBT Liaison Signature

Original to EBT Liaison - Copy to Case Record

Determining Type of Expedited FS Benefits Based on Application Date

Regular Expedited
(One Month Certification Period)

Special Expedited
(Two Month Certification Period)

If Last Digit of SSN is:	Issue Regular Expedited ATP When Recipient Applies On:	Issue Special Expedited ATP When Recipient Applies On:
	(Day of Month)	(Day of Month)
0	01 - 15	16 - Last Day of Month
1	02 - 16	17 - 01
2	04 - 18	19 - 03
3	05 - 19	20 - 04
4	07 - 21	22 - 06
5	08 - 22	23 - 07
6	10 - 24	25 - 09
7	11 - 25	26 - 10
8	13 - 27	28 - 12
9	14 - 28	29 - 13

PIN Information Specifically for EBT Local Offices in EBT Phase One

This section contains important dates related to PIN issuance for phase 1. As subsequent phases of EBT are implemented workers will be informed as appropriate.

- 1) All cash and food stamp recipients in phase one EBT local offices active on PACES as of 3/14/97 will be assigned a PIN by the EBT contractor; see Field Operations Memo 97-13, Attachment G. These PINs will be mailed to the recipients on 3/24/97.

If a recipient comes to the phase one EBT local office on or after 3/17/97 and wants to choose his or her own PIN, the PIN selected at the local office will override any PIN assigned by the contractor. Be sure to tell the recipient to throw away the PIN he or she will be receiving in the mail on 3/24/97.

- 2) If a cash or food stamp recipient was not active on PACES on 3/14/97 in a phase one EBT local office, he or she must come to the local office to complete the Image-1 form to select a PIN. This includes individuals applying for benefits, reapplying for benefits, and those being transferred from a nonEBT local office. Applicants and reapplicants will get the Mass EBT card and select their PIN as part of the application activities. Workers should monitor transfer-in cases making sure the recipient comes to the new office to complete the form for the PIN and Mass EBT card.
- 3) SSI/FS and Elderly or Disabled Recipients, active on PACES as of 3/14/97 and residing in an area in a phase one EBT local office, will be assigned a PIN by the EBT contractor; see Field Operations Memo 97-13, Attachment G. These PINs will be mailed to the recipients on 3/24/97.
- 4) SSI/FS And Elderly or Disabled Recipients with Valid Without Photo Mass EBT Cards, residing in an area in a phase one EBT local office, who were not active on PACES as of 3/14/97, should come to the local office, if able, to complete the Image-1 form to select a PIN. If unable to get to the local office, the worker faxes a copy of the Image-1, which was completed to get the Mass EBT card, to the Food Stamp Management Unit for the PIN. The PIN will be mailed to the SSI/FS recipient.
- 5) An authorized representative or an authorized payee must wait until 3/17/97 or later to get a PIN at a phase one EBT local office.