

The BLURB

The Blurb #64:
EBT Cards and
Applications

Requesting a Card by Mail at Application

Issuing an EBT card is a standard component of the application process. For our clients who do not already have an EBT card from a previous application, this can be done either in-office or via the mail.

If your client requests an EBT card be mailed to them, here's what you do:

For an EBT Card by mail, if Identity is verified on Day 1 (e.g. the client shows you proof of identity during the in-office interview, or the client has mailed-in / dropped off proof of identity with the application form) **you must:**

- From the EBT Client list, *EBT Card Request* page, select the record and fill out all of the required fields, and
- Select *Central Print* from the *Print Location* dropdown list.

For an EBT Card by mail if Identity is NOT verified on Day 1, you must:

- On Day 2, check the *Verifications* tab to see if the SSN has been validated through SVES.
- Once the applicant's SSN is validated through SVES:
 - Verify identity in the EBT Card Request window / EBT Client List by selecting *Validated by SSA / SDX*.
 - Fill out all required fields and select *Central Print* from the *Print Location* dropdown list.

It is important to remember that the only time a client is required to appear in-person for an EBT card at the time of application is A) when there is no RMV picture available in BEACON and B) if the head-of-household is not exempt from photo-EBT requirements or other restrictions.