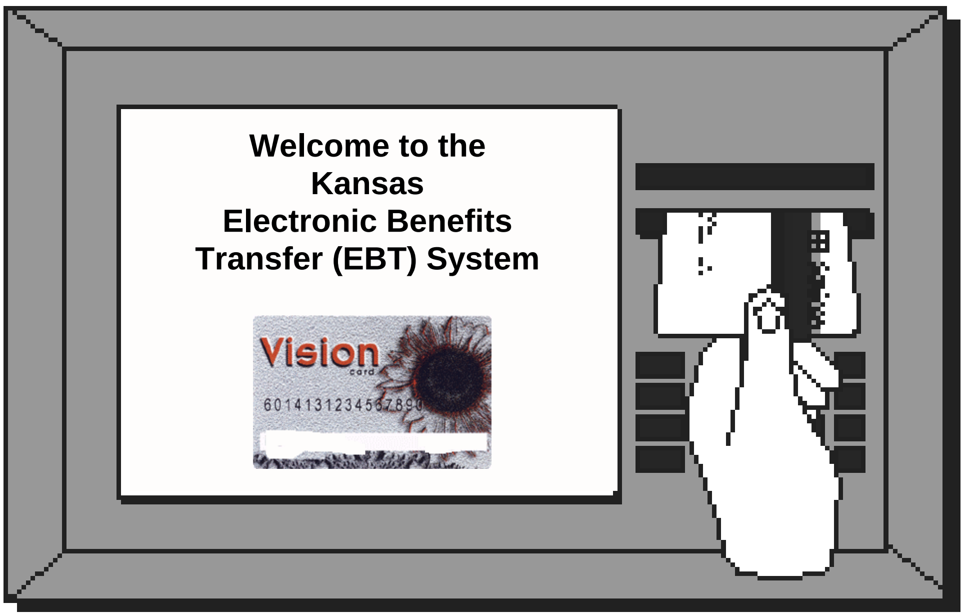
EBT
SYSTEM GUIDE



KANSAS DEPARTMENT OF SOCIAL & REHABILITATION SERVICE
ECONOMIC & EMPLOYMENT SUPPORT

Revised 07-07

INTRODUCTION AND GENERAL INFORMATION

The Kansas Vision Card Electronic Benefit Transfer System makes Food Stamp, Child Care, TAF, Work Programs, General Assistance, and Refugee Cash Assistance benefits available to recipients through electronic benefit accounts by using a plastic debit card at point-of-sale (POS) devices and automated teller machines (ATM's). In addition to using a POS at a provider, child care benefits can also be transferred by telephone using the Automated Response Unit (ARU). The contractor for this system is eFunds Corporation. The system functions through an interface between KAECSES and eFunds Edge system.

Benefit authorizations are transmitted to eFunds in one of three ways. For a client's regular monthly benefit there is the monthly batch. Benefits sent this way are available to the client by 6:00 a.m. the same day every month. The second method is the daily batch. Benefits sent this way are available to the client by 6:00 a.m. the calendar day following the benefit authorization. The third method is reserved for expedited food stamps and cash when the client must have their benefits the same day the case is approved on KAECSES. Benefits sent this way are available to the client immediately.

(1) **EBT Accounts/Case Numbers -** Clients have three types of accounts available in the system. A cash account, a food benefit account and a child care account. Accounts used by a client are determined by the type of assistance they receive. The cash account contains benefits for the cash and work programs. The food benefit account contains food stamp benefits and the child care account contains child care benefits. The system tracks expenditures from the cash account, FS account and child care account by benefit type. Benefit tracking uses a first in first out accounting methodology.

The EBT system uses the 10 digit client ID number rather than the KAECSES or KsCares case numbers. This is because the KAECSES and KsCares systems have different case numbers but the same PI client ID numbers. Therefore, a user will usually need to use the client ID number as the EBT case number. For user convenience, two EBT screens (Client Search, Client Maintenance) contain an additional inquiry search field on the KAECSES case number if the client ID number is not known at the time.

(2) **Card Issuance -** All clients approved for child care assistance, cash assistance and/or food stamps are to receive Vision card training (if the card is issued at the service center) and be issued a card at the time of approval. In instances in which the card is sent to the client, the training does not need to be completed, however the client must receive a cash/FS and/or child care Vision Card Booklet(s) with the card. In addition, the client may be given the opportunity to view the cash/FS and/or child care training tape(s) at a community access point (refer to the Remote EBT Vision Card Procedures, Item 15, in this appendix). This makes it possible for a client to begin using their benefits the day following approval or the same day for expedited food stamps and/or cash when the special on-line processing is used via the FSII or the FIIS screen. In most cases, clients will be required to make a second trip into the service center to be issued their first card. A card can be issued on the date of approval for expedited Food Stamp and or/cash benefits when FSII or FIIS is processed.

NOTE: Work program and child care benefits cannot be expedited.

For non-expedited benefits when FSII/FIIS is not processed, the first card cannot be issued until the day after the case is approved on KAECSES and/or KsCares.

The plastic Kansas Vision card controls access to the benefits in the accounts with the client selected Personal Identification Number (PIN). The PIN is a four-digit secret number known only to the client. The PIN select device used in local offices encrypts the PIN as the numbers are selected and no one can ever view the PIN on the system. If a client forgets their PIN, they can come into the local office and select a new one or they may select a new PIN by calling the customer service help desk number on the back of their Vision card. It is not possible to tell the client their PIN at the local office. For clients selecting PIN's via the telephone refer to the Remote EBT Vision Card Procedures, Item 15, in this appendix.

(3) **Payees -** The primary information (PI) person for the KAECSES/KsCares case is the primary payee on the case. The needs of the household drive the decision to have alternate payees. Each payee on a case is issued a separate card and selects a separate PIN. Access can be controlled to each account, so each payee may have access restricted to only one account, or have access to multiple accounts. The primary payee chooses which account(s) an alternate payee will have access to. See the Alternate Payee Rules, Item 8, and Alternate Scenario Charts, Item 9, in this appendix.

(4) **Help/Problems -** Clients have a toll-free number on the back of the Vision Card to call for information on their account. The Customer Service Line is a menu-driven number that assists callers with current balance information; benefit issuance schedule; transaction history information; information about ATM's that accept the Vision Card; and reporting their card lost, stolen, or damaged, for card and PIN issues or for other assistance. Callers will have the opportunity to hear the message prompts and responses in either English or Spanish. The client can call the Customer Service Line twenty-four hours a day, seven days a week. Clients should call the Customer Service number to report a lost/stolen card or a compromised PIN as soon as they suspect that someone knows their PIN or that their card has been lost or stolen. The phone number is:

1-(800) 997-6666

Because the State is charged each time a client uses a payphone to call the EBT help desk it is recommended that as much as possible, clients should be encouraged to call the EBT help desk from a non-payphone.

A client's benefits are at risk when they have written their PIN on their card, protective sleeve or elsewhere in their wallet and these items are lost or stolen. If a client waits until normal business hours to call the local office to report the missing card or compromised PIN, benefits may be lost. **ANY FUNDS SPENT PRIOR TO A CARD BEING REPORTED AS LOST OR STOLEN WILL NOT BE REPLACED.** It is important that the client calls the Customer Service line as soon as they know the card is missing.

(5) **Access to Benefits -** Clients (including alternate payees) access their cash benefits at ATM's displaying logos of Star System, Pulse, NYCE, or SHAZAM and at POS devices at retailers displaying the "Kansas Vision Card Accepted Here" logo or sign. Clients with cash benefits, and their alternate payees, can each make ATM transactions every month they have benefits in their account. Each ATM transaction will cost the client $1.00. Retailers that participate in the Kansas Vision card program decide what level of "cash back" they will allow a client per visit using the POS device. Each store will have a different policy, so the client should ask how much cash they can get back, and if they can do a cash back only transaction. Clients will not be charged for a cash purchase or a purchase with cash back. They will have two free POS cash only withdrawals each month. After the two free POS cash only withdrawals, their cash account will be charged 40 cents for each subsequent withdrawal in a calendar month. Clients will access their Food Stamp benefits at retailers displaying the "Kansas Vision Card Accepted Here" logo or sign. The client can make as many food purchase transactions as they need each month with no transaction fees. The client needs to inform the cashier that they are making a food stamp purchase. By doing two separate transactions, a client with cash benefits and food stamp benefits can pay for food and non-food items with their Kansas Vision card. The client receives no change or cash back on a food stamp transaction. Returns of merchandise will result in a credit to the client's food stamp benefit account.

Clients can also use their Kansas Vision card food stamp benefits with non-traditional vendors that have been approved to accept Food Stamp benefits. These are vendors like a farmer's market or route delivery providers (dairies, congregate meal sites, Meals-On-Wheels, etc.). These retailers, and traditional retailers when their terminals are down, will use an off-line voucher system. The off-line voucher system requires telephone authorization of benefit availability by eFunds. The retailers have a special Customer Service number to call for this. The off-line voucher system applies to purchases from food stamp benefits only.

For child care benefits, the client will have payment options. The first is through a point of sale (POS) machine. The provider may opt to lease a POS machine and the client would transfer child care payments via the POS. The second is through an ARU (Automated Response Unit). This is a toll-free telephone payment option. Parents may use the ARU from any location and at any time using a touch-tone telephone. This method can be used with providers not wishing to lease a POS machine. It is NOT recommended that parents use a pay phone to check balances and/or make payments. It would be best if the parent would make the payment at the provider's location so they can document and validate that the child care payment was made. Lastly, if the parent's child care benefit is not enough to pay for all the child care expense the client can transfer benefits from their cash account (TAF) using the POS. This procedure cannot be used in the ARU payment process. There is no EBT charge to the parent for making any payment to the provider using the Vision card. Similar to cash assistance, the child care benefits will be available to the parent on the first of each month. Child care benefits can only be used to pay child care providers and can not be withdrawn as "cash."

(6) <u>**Vision Card Training**</u> **-** Schedule training for clients who are getting their card at the SRS service center, as early as possible after case approval using local procedures as established. KAECSES (V105, V106) and several KsCares notices (C106, C108) are available to send to clients at the same time the approval notice is sent. Staff may also call clients or use other procedures developed locally for notifying new approvals to come for card issuance and training. If a notice is not used to notify the consumer, the date of the call must be documented in the case file. This is important for food stamp application processing timeliness. Also see 1413.

NOTE: If a client lives too far from or can not come to the SRS service center, the on-site training does not have to be completed. In these instances, clients may be given the opportunity to view the videos in locations in local communities. The Vision Card booklets (cash/FS and/or child care) must be sent with the card. Refer to the Remote EBT Vision Card Procedures, Item 15, in this Appendix.

It is the responsibility of the designated staff to provide Vision card training to new clients and their alternate payees. Depending on local resources and needs, the training may consist of two parts. Cash/FS and/or child care tapes are available that can be played continuously or at selected training times. The second part of the training is the Vision card booklets (cash/FS and/or child care). Go over the booklet(s) with the client page by page. Place special emphasis on aged off benefits information. Clients need to clearly understand that cash and child care benefits will be removed from the on-line system if the benefits are not used within 90 days. The following script is recommended wording for this training:

1. <u>Aged-Off Benefit Rules</u> (Share at initial and recertification interviews/contacts)

   It is important for you to know that if you do not use your child care or cash benefits within 90 days from when they were issued they will be removed (aged off) from your child care and/or cash benefit account. The following rules apply to each program.

   <u>Food Stamp Benefits</u>:

   - Effective May 15, 2006, unused food stamp benefits will be removed from your account after 12 months of inactivity. They cannot be restored.

Cash and Child Care Benefits:

- Unused cash and child care benefits that are removed from your accounts will not be restored unless you have unusual circumstances.

To prevent your food stamp, child care and cash benefits from being removed from your account, you should use your Vision card each month.

NOTE: It is very important that staff explain the aged-off benefits process to clients. The State agency has a food stamp waiver which allows us to provide this information at initial training and review in lieu of sending the aged-off notices mentioned in item number (11). Therefore, the aged-off notice process is optional for staff. The aged off process is explained in the Kansas Vision Card booklets and in the EBT Vision Card Tapes.

Aged off examples:

Example: A client applies for food stamps in May 2006. The case closes in August 2006. The client reapplies for food stamps in November 2006. The worker does **not** need to check for aged off benefits. The benefits will continue to be available for use and will not age off until there has been 12 months of inactivity.

Before ending the face-to-face EBT training, emphasize to the client the need for keeping the PIN number that they select secret. Also, inform the client of the need to call the Customer Service number when they notice that their card is missing or that they have compromised their PIN. Emphasize to the client to call the Customer Service number and not the local SRS office. The Customer Service number is available twenty-four hours a day, seven days a week. Make sure that the client understands the need to report a lost or stolen card immediately and that **ANY FUNDS SPENT PRIOR TO A CARD BEING REPORTED AS LOST OR STOLEN WILL NOT BE REPLACED.** Because the State is charged each time a client uses a payphone to call the EBT help desk, it is recommended that insofar as possible, clients should be encouraged to call the EBT help desk from a non-payphone.

(7) Worker Responsibilities

(a) The worker is responsible for approving the application on KAECSES and/or KsCares designating alternate payees as appropriate.

(b) The worker is responsible for determining if an expedited food stamp and/or cash benefit will be made available the same day the case is approved, or the next day.

(c) The worker is responsible for referring clients for card issuance and for identifying clients to the card issuance staff when the client does not have acceptable I. D. (See note that follows.)

(d) The worker is responsible for referring all client calls about problems with the Vision card to the eFunds Customer Service. If the Customer Service staff determine that problems require state action they will refer the problem to the state.

(e) The worker is responsible for taking appropriate action on inactive EBT accounts, including requesting that aged-off benefits be restored to clients upon reapplication for food stamp benefits.

NOTE: Acceptable types of ID for picking up a Vision card at the local office are a picture ID with signature, or two forms of other ID, one containing a signature. Staff may also adopt local procedures for identifying persons without acceptable ID, such as a copy of the CAP1/CAP2 screens containing the worker and client signature. Any local procedures developed must insure that Vision cards are issued to the correct person.

(8) **Alternate Payees -** The following rules apply to client type codes. Please note that with the EBT system, the codes of P, PF, AB, AC, AF, AK, BK, Cl and F1 are no longer applicable:

(a) Only 1 Primary client may reside on a case (P).

(b) Up to 2 alternates can be added per benefit type, Alternate 1 or Alternate 2.

(c) The maximum client types one case can have are:
- ✓ Primary (cash and/or Food Stamps and/or child care)
- ✓ Alternate 1 (Cash and child care)
- ✓ Alternate 2 (Cash and child care)
- ✓ Alternate 1 (Food Stamps and child care)
- ✓ Alternate 2 (Food Stamps and child care)

(d) KAECSES creates the Primary Individual - FS only.

(e) In the majority of cases for which a substitute payee for cash and an authorized representative for FS has not been entered on the KAECSES ADDR screen, the PI from KAECSES is automatically sent to the EBT system as the primary client to access all cash and/or FS benefits.

(f) The same alternate for both cash and food stamps cannot be created by KAECSES and must be entered directly on the EBT system Client Maintenance screen as Alternate 1 (cash) and Alternate 1 (food).

(g) Completing the cash payee information on ADDR on KAECSES changes the primary to primary-food stamps only, denies the PI access to cash benefits and creates the Alternate 1 (cash) on the EBT system. ***Should only be used when policy requires restriction of cash access.***

(h) When an authorized representative is entered on the KAECSES ADDR screen for FS, both the PI and the authorized rep. will be auto sent to the EBT system. On the EBT system the KAECSES PI will be listed as the primary (PR) client for all benefits and the authorized rep. will be listed as the Alternate 1 (A1) for FS only. This should only be used when the FS household has requested a FS authorized representative.

(I) Alternate payees for child care are created through the EBT administrative terminal. See the Chart below.

NOTE: If an Alternate 1 exists on a case and you want to add a new person as an Alternate 1 for cash, Food Stamps and child care (AB), you must complete the process in the order outlined below:

✓ First change the original Alternate 1 to Alternate 2.
✓ Then add the new Alternate 1 for cash, food stamps and child care (AB).
✓ This sequence needs to be followed because the same person can not be an Alternate 2 for cash, food stamps and child care. If done in the wrong sequence, you will receive an error message.

Old System	New System			
Client Type	Cash Types	FS Types	Child Care Types	Source
P	PR = Primary	Primary	Primary	KAECSES PI - Auto Sent
PF	None	Primary	Primary	KAECSES PI - Auto Sent
AB	A1 = Alternate 1*	Alternate 1*	Alternate 1	EBT System-Must be entered on the EBT system with cash and FS types of A1 on Client Maintenance screen
AC	Alternate 1 or 2*	None	Alternate 1 or 2	KAECSES Payee Field **ADDR** - Auto Sent
AF	None	Alternate 1 or 2*	Alternate 1 or 2	KAECSES FS Authorized Rep field **ADDR** - Auto Sent
C1	Alternate 1 or 2*	None	None	EBT System-Must be entered on EBT system with cash type of A1 or A2
F1	None	Alternate 1 or 2*	None	EBT System-Must be entered on EBT system with FS type of A1 or A2
AK	None	None	EBT System - must be entered on EBT (CC)	Alternate 1
BK	None	None	EBT System - must be entered on EBT (CC)	Alternate 2

*** You can not have two Alternate 1's for a benefit type. When the same person is an alternate for cash and food stamps, that person must be Alternate 1 on both cash, food stamps and/or child care.**

(9) EBT - ALTERNATE SCENARIO CHART

Family Situation	# of Vision Cards	KAECSES - ADDR	EBT System - Client Maintenance Screen
1. Only PI needs access to benefits - either cash/FS/child care or all.	1	Primary = PI from KAECSES	N/A
2. A second adult in the family needs access to both cash/FS and child care is not an authorized FS rep or cash payee. Most often occurs when 2 adults such as spouses need access to FS, child care and cash benefits.	2	Primary = PI from KAECSES	Select Alternate 1 for FS, Alternate 1 for Cash, and Alternate 1 for child care, for the other adult.
3. Cash and child care only case -PI requests either another adult household member or a non household adult person have access to cash and child care benefits as an alternate payee. Does not meet policy definition of cash substitute payee so payee info not entered on ADDR. Most often occurs when there are 2 adults on cash.	2	Primary = PI from KAECSES	Select Cash Alternate 1 for other adult. For both cash and child care.
4. Cash only case with a substitute payee - PI is restricted from cash access by policy	1	Primary Food = PI from KAECSES Cash Alternate 1 = Payee Info from ADDR	N/A
5. Cash and Food Stamp case. Cash has a substitute payee and has a FS authorized rep.	2 or 3	Primary Food = PI from KAECSES Cash Alternate 1 = Substitute Payee on ADDR Food Alternate 1 = Authorized Rep on ADDR	N/A

Family Situation	# of Vision Cards	KAECSES - ADDR	EBT System - Client Maintenance Screen
6. FS only case with authorized rep	2	Primary = PI from KAECSES Alternate 1 (Food) = authorized rep info on ADDR	N/A
7. Cash and Food Stamp case. Both husband and wife need access to benefits, plus want another adult as an alternate payee for cash and FS.	3	Primary = PI from KAECSES Do not enter other adults on ADDR.	Select Alternate 1 for both cash and FS for spouse who is not PI. Select Cash Alternate 2 for other adult.
8. Cash and FS case - PI and another adult need access to food stamp and cash benefits, e.g. husband and wife, and also have an authorized rep for FS.	3	Primary = PI from KAECSES Food Alternate 1 = Authorized Rep info on ADDR	Select Alternate 1 on FS & Alternate 1 on Cash for the other adult. The FS auth rep will need to be changed to display as FS Alternate 2.
9. 2 adult cash & FS case. Per policy, cash payments are restricted for both adults on the case and substitute payee entered on ADDR	3	Primary = PI from KAECSES Cash Alternate 1 = payee info on ADDR FS Alternate 1=non PI adult as FS Authorized Rep on ADDR	N/A
10. Single adult cash & FS case. Cash payments restricted for PI and substitute payee entered on ADDR.	2	Primary Food = PI from KAECSES Cash Alternate 1 = payee info on ADDR	N/A
11. Cash and FS case with adult in ADA facility. An authorized rep exists on ADDR. ADA facility does not want Client to have access to FS.	2	Primary = PI from KAECSES Food Alternate 1 = Authorized Rep info on ADDR	N/A

NOTE: If the client is on KAECSES and is sent to EBT as an alternate for either or both cash and food stamps, the client will also have access to EBT child care if applicable. If a child care alternate is added directly on the EBT system, the EBT clerk must select who has access to the child care benefits by entering the appropriate information on the EBT Client Maintenance Screen.

General Guidelines for Adding Clients to the EBT System

1. An alternate is needed for cash and the KAECSES PI also has access to cash benefits.
2. More than one alternate is needed for either cash, FS and/or child care benefits.
3. The same person needs access to both cash and FS as an A1
4. An alternate is needed for child care only.
5. When adding alternates to the EBT system, the date of birth (DOB) entered should be that of the Primary Individual on the case. This is needed because when customers, including alternates call the help desk concerning their card they will be asked the DOB of the *Primary* person on the case.

Food Stamps and Specialized Living Situations - See KEESM 1523.5.

(10) When the SRS Case Closes

(a) When the KAECSES and/or KsCares Case Closes - The Kansas Vision card account does not close when a case is closed. Vision cards should NOT be deactivated when the case is closed. The client is entitled to use whatever amounts remain in the account at the time the case is closed. A client whose case has been closed may still require Kansas Vision Card services provided by the local SRS service center. They may need to have payees managed, cards reissued, and PIN's selected.

When a case is closed, advise the client to hold on to the card. When reapplying, the same card may be used if all of the following conditions are met:

- The card in still in the client's possession.
- The card has not had the status changed to anything other than "inactive."
- The card is still in good working order.

If any of these conditions are not met, issue a new card to the client.

(b) Moving out of State - The Vision Card can be used in all states. The following rules apply to those who plan to be leaving the state:

- If possible, access cash at an ATM, pay child care providers and use FS benefits prior to leaving the state.

- If needing to access cash outside of Kansas cash can be withdrawn from ATM's with the following logos; Star Systems, Pulse, NYCE and Shazam.

(11) **Benefit Type**: This column lists the type of benefit that has not been used. The coding is as follows:

27111 = AF Reg	27811 = TAF CC
27151 = WP-JO	27813 = FS-E&T CC
27191 = GA - Grandparents	27814 = SS CC
27211 = GA Adult	27815 = IE Training or Emp. CC
27521 = Refugee	27911 = RS CC
27711 = Food Stamps	
27751 = WP-MO	

Auth Number: This is the system generated authorization number for every benefit.

Original Auth Amount: The original dollar amount of the benefit authorization.

Period 1: This column reflects benefits that have not been used in the prior 30 days.

Period 2: This column reflects benefits that have not been used in the prior 60 days.

Period 3: This column represents benefits that have not been accessed in the prior 90 days.

Staff need to take action on cases that are newly open on KAECSES/KsCares when the client has not picked up the card after approval or has picked up the card and not used any of the benefits in the first three months. It will be necessary for staff to access the benefit information on the EBT System before sending the notice to see whether the client has picked up the card, and if so, if he/she has used the benefits since the report was printed. If the client has used the benefits, staff do not need to contact the client. Accessing the EBT System will give the worker the current amount of benefits available to enter into the notice.

The following notices are available, V107, V108 and V109. Each notice is titled Vision Card - Important Notice (FS), (FS/CASH) and (CASH) respectively. The V107 is for food stamps only, the V108 for cash and food stamps and the V109 for cash only. The notices have been designed to use for both situations listed below. Although sending these notices is not mandatory, it is suggested they be sent to provide good customer service. Notices will also be on the KsCares system for child care benefits.

CLIENT HAS NOT PICKED UP THE CARD AT THE SRS SERVICE CENTER: If the client has not picked up his/her card, the client should be sent one of the notices mentioned above as appropriate. Mark the item that informs the client that they have unused benefits on the system and has a place to schedule an appointment to come in and pick up the Vision card. The FS notices also explains that if they need help with grocery shopping they can designate someone to shop for them and to contact their worker if they want this. Finally, the notice gives a deadline for the client to contact the worker regarding their financial situation or the case will be closed.

CLIENT HAS PICKED UP CARD OR RECEIVED IT IN THE MAIL AND SELECTED PIN, BUT HAS NOT USED THE BENEFITS: Again, one of the above-mentioned notices should be sent, as appropriate. Mark the item that notifies the client that they have not been using their benefits and that unused may result in a loss of benefits.

The notice also offers the client assistance with use of the Vision card. The FS notices also mentions that they can designate someone to shop for them if needed and to contact the worker regarding that. The client is given a deadline to contact the worker regarding their financial situation or the case will be closed. When these clients contact their worker, it is important to stress to them that the EBT account is NOT a savings account, and that they need to use the benefits monthly or a loss in benefits may occur.

CLIENT HAS ONGOING CASE WITH BENEFITS AGING-OFF: After ninety days of being inactive the eFunds system will "age-off" or remove the benefits from the online system. At this point the client has lost immediate access to the benefits. Ongoing clients with frequent aged-off benefits may be notified via one of the aged-off notices. Although it is not required, it is suggested that notices be sent, if possible, to provide good customer service, and to avoid frequent restoration of benefits.

BENEFITS THAT HAVE BEEN AGED OFF THE ON-LINE SYSTEM: Once a cash or child care benefit has been inactive for 90 days it will be aged off the on-line eFunds system. Food stamp benefits age-off after 12 months and cannot be restored.

For cash and child care, the benefit is lost unless extenuating circumstances to be determined by field staff (use prudent person judgment) can be presented why the benefit was not used. Cash and child care clients can only have benefits restored (with extenuating circumstances) if requested within one year from the month the benefit was originally issued.

(12) Issuing Aged Cash and Child Care Benefits Back to Clients - .

NOTE: Effective May 15, 2006 no food stamp benefits will age-off until after 12 months of inactivity and cannot be restored.

To restore cash benefits when extenuating circumstances has been allowed, staff must again notify EBTMAIL with case name, number, dollar amount to be restored and benefit month to be restored. For cash, the original issuance will first be cancelled on RERB, then the worker will be notified to authorize the restored amount via UNAU the next work day.

To restore child care benefits when extenuating circumstances [see (11)] have been allowed, staff should notify GroupWise - EBTMAIL. Once the note is received at EBTMAIL central office staff will validate the correct amounts and months to restore. Child care benefits are returned to the EBT accounts by the worker making an underpayment (UN) on KsCares via the Exception Payments screen (EXPC). The UN payment should be for the same amount and same month of the aged off benefits. Once the under payment(s) are authorized, it is important that the C807 notice is sent to the client. Case file documentation should clearly explain why the benefits are being returned, how much, and the months of aged off benefits. If staff have questions about when it may be appropriate to return an aged off benefit, Central Office Child Care Policy staff may be consulted.

(13) **<u>"Mail Date" on CAIH & FSIH</u> (cash and FS benefits) -** On CAIH the mail date for monthly and daily cash issuances will show as the day the benefits are available on the Vision Card. On FSIH, the "mail date" for monthly FS issuances will show the first day of the month. Actual availability dates will show on the Benefit List screen on eFunds. For daily benefits, the "mail date" will be the actual date available.

Regular on-going work program and child care benefits are available on the Vision card at the first of each month. Supplemental benefits will be available to clients the day after they are processed on KsCares. Work program and child care benefit issuances will be annotated on the appropriate benefit histories in KsCares.

(14) **<u>Replacing Food Stamp Account EBT Benefits</u> -** There are two instances in which EBT food stamp benefits can be replaced. These are for food destroyed in a disaster, and in instances when a Vision card is issued to the wrong person and that person removes all or a portion of the benefits. A Food Stamp Replacement During Household Disasters form (ES-3143) is available in the KEESM form section for sending and documenting disaster information. In both instances, the replacement issuance must be requested by sending an E-Mail message to EBTMAIL providing the name, case number and amount to be replaced. The EBT Unit will authorize the replacement issuance. See the following special provision for replacing food destroyed in a disaster:

<u>Replacement of Food Destroyed in a Disaster</u>: In those situations in which food purchased with food stamp benefits is destroyed in a disaster (see definition of disaster in Definition of Common Terms) affecting a participating household, that household may be eligible for the replacement of the actual value of loss, not to exceed one month's food stamp allotment, if the loss is reported within 10 days of the date the disaster occurred, and the household's disaster is verified. If the food destroyed was purchased with restored benefits, the replacement cannot exceed the value of the restored benefits. The household must sign a statement attesting to the destruction of the household's food; and stating that the household is aware of the penalties for intentional misrepresentation of the facts.

A copy of the statement shall be retained in the case file. Upon receiving a request for replacement of food reported destroyed in an individual household disaster, the local food stamp office shall:

(b) Verify the disaster through either a collateral contact or documentation from a community agency including, but not limited to, the fire department or the Red Cross, or a home visit;

(c) In those situations where the local disaster is of such magnitude that the U.S. Department of Agriculture has issued a disaster declaration and the household is otherwise eligible for emergency food stamp benefits under the provisions of such a disaster declaration, the household shall not receive both the disaster allotment and a replacement allotment. In order to ascertain if a disaster declaration has been effected by the U.S. Department of Agriculture, local office personnel should contact the EES Policy Section.

(d) The household shall have an opportunity to receive the replacement within 10 days of the date that the request for replacement was received in the local office unless this time period is extended due to a pending decision of disaster declaration by the U.S. Department of Agriculture.

(15) **Remote EBT Vision Card Procedures -** The following procedures are to be used when it is necessary to mail the Vision card to the client. This process can be used for homebound individuals, or in other instances when the client cannot come to the SRS service center to pick up the Vision card. Those customers will select their PIN (Personal Identification Number) via a touch tone telephone by calling a CSR (Customer Service Representative) at the EBT contractor’s (eFunds) help desk. This procedure is an option to the current process in which the customer is required to come to the office to receive the card and select the PIN. Both procedures will continue to be utilized.

This alternative mail procedure will ensure access to benefits with office consolidation and provide greater flexibility to local staff and recipients. In most cases, the *client’s* circumstances will drive the decision on which procedure is be used.

These procedures which involve mailing the card would best be utilized in situations in which a client is too remote or is homebound.

Users of this procedure should also be aware that it may be more difficult to prove who used a card to access benefits since cards are not issued and signed for in person at the SRS service center.

This procedure is not recommended for customers who have their Vision cards replaced repeatedly. These customers often need to have face-to-face contacts with local staff to determine why their cards are replaced so frequently.

Following is the process when a Vision Card is sent by mail.

(a) **Local Office Responsibilities**

1. Activate the card (EBT clerk) and mail it to the customer. It is suggested that this be a two-party process (Another staff person besides the EBT clerk who activated the card should mail the card to the customer).

2. Send the “How to Use Your Kansas Vision Card” booklet(s) - (cash/FS and/or child care) with the card. The customer is not required to watch the EBT vision card video tape. However, local SRS service centers may wish to collaborate with community agencies in counties where there is no SRS service center to make the tape available for viewing.

3. Send the instructions for selecting the PIN via the telephone **separately** by selecting and sending KAECSES notice **V104, EBT- Remote PIN Instructions** to the customer. If it is a child care only case send the appropriate KsCares notice, C120.

4. Utilize the local EBT Vision card log (IM-3140) for cards that are *mailed* also. Indicate in the *Date of Issuance* field that the card was mailed to the customer and the address it was mailed in the *Client Signature* field. In the *Card Issued By* field indicate the name of the person who *activated* the card and also the person who *mailed* the card to the customer. Complete all the other fields on this log as usual.

(b) Customer Responsibilities

1. When a customer receives the card in the mail, the customer will need to call the CSR at eFunds. If the customer indicates they did not receive the card, the office should wait a reasonable amount of time (5-7 days) before issuing another card, unless the customer wants to come to the office to get a new card.

2. The customer will provide their card number to the CSR.

3. The CSR will verify the customer’s birth date to ensure proper identification.

   NOTE: Alternate payees will need to provide the *primary* individual’s birth date, not their own.

4. Once identity is established, the customer will be given a 5-digit control number and a toll free telephone number for the Audio Response Unit (ARU) and instructions for selecting the PIN.

5. The customer then calls the toll-free ARU number and follows the prompts.

6. The customer is prompted to enter the 5-digit control number

7. The customer is then prompted to enter the first 6 digits of their card number (601413).

8. The customer is then prompted to enter their PIN. To verify the PIN, the ARU will read back the number the customer entered, and prompt the customer to enter 1 if correct, or 2 if incorrect.

NOTE: The ARU cannot accommodate customers who do not speak English or Spanish. These customers should contact the local office for PIN selection.

(16) **Card Issuer Responsibilities -** The card issuer is:

(a) Responsible for the security, storage and the accounting of the blank Kansas Vision card stock.

(b) Responsible for providing Vision card training to new clients and their alternate payees if designated to do so at the local office.

(c) Responsible for issuing original and replacement Kansas Vision cards to clients in person or by mail and their alternate payees. Issuing a card links the payee to the benefit accounts.

(d) Responsible for assisting the client with the PIN selection process if completed in the local office.

(e) Responsible for providing the client with a brief orientation of the POS device, the PIN pad, and the printed receipt.

(17) **Card Issuance / PIN Selection -** A worker is not allowed to determine eligibility and issue a Kansas Vision card to the same client. Following this rule will maintain a separation of responsibility as required by regulation. Who may issue Kansas Vision cards will be decided on an office by office basis by Regional management. The Kansas Vision card will be set up and issued to the client after the case is authorized on the KAECSES/KsCares system.

Positively identify the client before issuing a Kansas Vision card. Positive identification means the client who is picking the card up in person must present a picture ID, or other established documentation or have their case worker identify them.

For a card issued at the local office, the card issuer will establish the Kansas Vision Card on the eFunds system. After the card has been set up, call the client to the PIN selection area. During PIN selection emphasize to the client the need to keep the PIN number that they select secret. Also, inform the client of the need to call the Customer Service line when they notice that their card is missing or that they have compromised their PIN. <u>Emphasize to the client to call the eFunds Customer Service number and not the local office of SRS</u>. If a client calls the local office to report a lost or stolen card, direct the client to call the eFunds Customer Service line immediately. The eFunds Customer Service line is available twenty-four hours a day, seven days a week. It is important that the client understands the need to report a lost or stolen card immediately. **<u>ANY FUNDS SPENT PRIOR TO A CARD BEING REPORTED AS LOST OR STOLEN WILL NOT BE REPLACED.</u>** When a client has reported a card lost or stolen the eFunds Customer Service staff will cancel the card. This will prevent anyone from using the card to obtain benefits. Once a card has been canceled as lost or stolen a new card must be issued. The eFunds Customer Service staff will direct the client to contact their local office for a replacement card.

Issuing a card to a client is a two-step process. The first step is to authorize the benefits in KAECSES/KsCares. An overnight batch process will transmit this data to eFunds. This links KAECSES/KsCares to eFunds. For same day expedited food stamps and/or cash , the data is transmitted to eFunds on-line when FSII/FIIS is accessed and processed by the worker. This on-line processing will link the KAECSES data to eFunds. Child care and work program benefits cannot be expedited like cash (AF, RE, GA) and FS benefits.

The second step is to assign a card on the eFunds system and for the client to select a PIN on a POS device. Choose the select PIN option, swipe the card in the POS device. Follow the directions on the POS screen, when prompted hand the client the PIN pad. The client is required to enter the PIN twice to make sure of correct entry. Make sure that the client is able to enter the PIN without the selection being in view of other people.

NOTE: PIN selection may also be done by the telephone. The KAECSES FS notice V104, EBT Remote PIN Selection should be sent to the EBT payee when this option is used or KsCares notice, C120. See Remote EBT Vision Card Procedures, Item 15, in this appendix.

After the client has successfully selected the PIN, perform a balance inquiry with the client to verify that the card and PIN are working properly. Select Balance Inquiry on the POS device. Swipe the card. Hand the PIN pad to the client and direct them to enter their PIN. After a few moments the printer will print a receipt with the client's current benefit balance. If there is a problem with the transaction, check the denial reason on the receipt. If the problem is an incorrect PIN, try again. If the problem is something else, call the eFunds Customer Service (1-800-997-6666).

When the client has successfully completed a balance inquiry, have the client sign the back of the Kansas Vision card and the log, in ink. Insert the card into the protective envelope and give it to the client.

NOTE: Some SRS service centers may wish to write the client's name and case number on the front of the card. This may especially be helpful for authorized representatives who may be receiving multiple Vision cards for residents in group living facilities.

(18) **Replacing Lost/stolen or Damaged Cards -** Clients should call eFunds (preferably not from payphone since the state is charged a fee by eFunds when payphones are used) at Customer Service (1-800-997-6666) to report the card lost or stolen before a replacement card can be issued. If a client calls the local office to report the lost or stolen card, refer them to the eFunds Customer Service. Clients normally will be instructed to come into the local SRS service center to have a replacement card issued to them and to select a new PIN, although those that do not have access to an SRS service center may have their replacement card and instructions for selecting the PIN issued via the mail. Refer to the Remote EBT Vision Card Procedures, Item 15, in this appendix if replacement cards are issued by mail. **Replacement cards must be issued within 5 business days from when the request is made.**

If the client in being reissued a Vision Card, but would like to keep the same PIN number, the clerk should only do PF11: Reissue on the EBT CARD screen and not click RESET PIN when reissuing the card.

For clients who come to the SRS service center, the clients must first be positively identified. Next verify that they have reported the card as lost or stolen by checking the card status on the EBT system. If they did not call eFunds, the current status of the card will be "active"). In these cases, have the clients call the eFunds Customer Service number to cancel the card. When completed, check to make sure the EBT system correctly reflects card status as cancelled.

If a client's card is damaged or not functioning properly, a call does not have to be made to eFunds Customer Service. Since he/she has the card in his/her possession, benefits are not at risk. The client must come in to be issued a replacement card. Before replacement card is issued, change the status of the old card from "active" to "card damaged." Follow the established procedures to issue a replacement card. Destroy the damaged card.

Each area should have procedures in place to deal with clients who repeatedly report their Vision Cards lost or stolen. Strategies for the habitual offender may include any or all of the following:

1. Discussion with Staff to ascertain the reasons for the card loss.

2. Viewing the EBT tape(s) and reviewing the EBT booklet(s) again.

3. Having the client file a police report if the card was stolen.

4. Discussion with Staff about the need for the client to choose an authorized representative.

5. Referral to fraud unit

NOTE: Current rules prohibit SRS from charging the clients anything for the replacement of the cards.

To assist field staff in monitoring EBT replacement card activity, the following monthly reports are on the SAR system:

(Normally, these reports will be available the first week of the month for the previous month)

- Card Reissue Detail Summary (SWM0683U - R08)
- Card Reissue Monthly Summary (SWM0683U - R09)
- Card Reissue Analysis Summary (SWM0683U - R10)

These reports are available to regional as well as central office staff and are beneficial in fraud detection since the reports track the number of cards issued and clients that have had excessive cards issued to them.

(19) **<u>Forgotten or Compromised Pins</u> -** If a client forgets a PIN or believes that someone else knows what it is, the client should call the eFunds customer service to report it. After identification of the client the eFunds Customer Service staff will reset the PIN and give the client a control number they will need when they call the audio response unit (ARU). If the client comes to the office to report the PIN was forgotten or compromised the EBT clerk will follow the instructions below.

Before a client can select a new PIN, they must be positively identified. Check the PIN select indicator. If the PIN select indicator is “Y” change it to “no.” At the POS device choose the select PIN option and swipe the client’s card. The client is required to enter the PIN twice to make sure of correct entry. Make sure the client is able to enter the PIN without the selection being in view of other people.

After the client has successfully selected the PIN, perform a balance inquiry with the client to verify that the card and PIN are working properly. Select Balance Inquiry on the POS device. Swipe the card. Hand the PIN pad to the client and direct them to enter their PIN. After a few moments the printer will print a receipt with the client’s current benefit balance. If there is a problem with the transaction, check the denial reason on the receipt. If the problem is an incorrect PIN, try again. If the problem is something else, call the eFunds Customer Service (1-800-997-6666).

When you have successfully completed a balance inquiry, have the client sign the back of the Kansas Vision card and the log in ink. (This process will not have to be completed for those requesting a new PIN by telephone - see Remote EBT Vision

Card Procedures, Item 15, in this appendix). Insert the card into the protective envelope and give it to the client.

(20) **Vision Card Security, and Ordering Procedures for Vision Cards, Sleeves, EBT tapes, EBT Booklets, POS Ribbons and Paper Tape for POS's**

(a) Card Stock Security - Keep card stock under lock and key with limited access in a location such as a safe, locking file cabinet, a desk drawer, a supply cabinet, etc. All cards must be accounted for. Each card has a sixteen digit Personal Account Number (PAN). Use the Kansas Vision card stock control log to maintain a record of all issued cards. This form will include the card number, the office where issued, the client's name, KAECSES/KsCares case number, the date of issuance, the issuer initials, and the client's signature. For cards *mailed* to clients also use the control log (IM-3140). In these instances, indicate in the *Date of Issuance* field that the card was mailed to the client and the address it was mailed in the *Client Signature field*. In the *Card Issued By* field indicate the name of the person who activated the card and also the person who mailed the card to the customer. For clients where cards were mailed, complete all the other fields on this log as usual. The form will hold data for twenty cards. As per USDA regulations, Vision Card Logs must be retained for three years.

NOTE: Due to confidentiality, other client signatures on the control log must be covered when a client is signing for their card. It is recommended that a template is designed of cardboard or heavy paper is used to cover the names and insure confidentiality is protected. If, however, the local office does not want to cover names on the log sheet, a separate half sheet attachment, the IM-3140a must be used to obtain the client's signature. The IM-3140a must then be attached to the appropriate control log. When the attachment is used, a line should be drawn through the "client signature" column on the IM-3140 noting "See attached IM-3140a's."

Remove twenty cards from the bulk supply and enter the first fifteen numbers of the PAN for each card on the blank form (since the first six numbers are the same, they are pre-printed on the log sheets). As each card is issued, verify the card number entered on the form with the number on the card and enter the 16th number on the check log. The 16th number is a control digit and does not run sequentially. This group of twenty cards becomes your working supply. Complete the rest of the log as the cards are issued. This log (and attachments if used) becomes an accountability document and must be retained for three years from the month of origin. If card issuance warrants it, having a working supply of cards is permissible for each card issuer. Each working supply of cards is to be supported by a control log.

If a card is determined to be damaged or nonfunctional during PIN selection, change the status of the card to "damaged" on the eFunds system, indicate the card is damaged on the control log and destroy the card. Issue the next card in line to the client.

To ensure that all Kansas Vision cards are accounted for, reconcile the cards issued and the cards remaining at the end of each day.

(b) Card Stock Ordering Procedures

1. Each card issuance site should order their own supply of cards and sleeves.

2. Cards are ordered by calling the Regional contact person. The Regional contact person will order a card supply directly from EES Central Office by sending an E-mail message to EBTMAIL.

3. Card supplies are to be kept at a 4 - 6 month supply. Order new supply when on hand stock is below approximately a 1 ½ month supply.

4. Each card request is to be for resupply only and indicate how many cards are currently on hand.

5. Cards are to be issued in a First In-First Out (FIFO) sequence. To the extent possible all of a previous shipment should be issued before any of the new supply is used.

6. Allow two - three days for delivery of new card stock.

7. Vision Card Stock Control Logs can be found in the forms section (IM3140 and IM3140a).

(c) Ordering More Client Training Booklets - Client training booklets can be ordered from the SRS Warehouse (GroupWise- Warehouse). EBT-1 (E) is the English cash/FS version, and EBT-1 (S) is the Spanish cash/FS version. The child care booklets are EBT - 2(E) and EBT -2(S).

(d) Ordering Cash/FS and/or child care EBT Tapes - EBT Tapes can be ordered directly from the SRS Warehouse. (Tapes are closed captioned in Spanish and English)

(e) Ordering POS Ribbons and Tape for the POS's - Call the merchants help number at 1-800-831-5235. Make sure you supply the number on the side of the POS when you call. If there are problems contact the EBT unit (EBTMAIL)

(21) Destruction of Pre-Made Vision Cards - Pre-made Vision cards that are not picked up by the client are to be destroyed at the end of the month following the month the card is created.

(22) Food Stamp Adjustments as a Result of System Errors - Effective October 1, 2001 the state agency implemented a mandated federal requirement regarding adjustments to a **food stamp** Vision card account when a system (eFunds or a third party processor) error results in a client's account being out of balance. The most common system errors occur when a client makes a purchase at a grocery store, and later the system reverses the transaction putting the "spent" benefits back on the food stamp account (a reversal error). As a result, the client has received groceries but the store has not been paid. Human errors are not included under this rule. In some cases, clients become aware that the benefits have not been deducted from their account, and they spend the benefits before a benefit adjustment can be processed to correct the error. These adjustments can only be made if there are enough benefits in the client's current or next month's account to cover the full amount of the adjustment.

In addition to the retailer requesting an adjustment, a client can also request an adjustment 90 days from the date of the transaction if the system error causes the client's Vision card to be charged twice for the amount of a purchase. The client should request the adjustment by calling the toll free eFunds Customer Service number, 1-800-997-6666. These adjustments will be resolved between eFunds and the retailer and the state will only be involved if the retailer denies the request to adjust and the client wishes to file a fair hearing.

Actions to correct system reversal errors will occur in the EBT Unit in Central Office and field staff will have minimal involvement. The following steps will occur to correct a system reversal error:

(a) The system error will be reported by the retail store to the EBT contractor, eFunds.

(b) Each day, eFunds will generate an online EBT FS adjustment report. (Available to Central Office only.)

(c) Central Office EBT staff will check this report each day for FS cases for which adjustments are needed.

(d) If an adjustment is necessary and it will debit a client's account, EBT staff will send KAECSES notice F850 to the client explaining that a system error has occurred. The notice will list the amount of the error, and the location, date and time of the error. The notice will explain that an adjustment will be attempted and that the client has the right to request a fair hearing. The worker will be contacted via GroupWise to inform him/her that a system error occurred. If the client wishes to file a fair hearing, he/she will be encouraged to file the fair hearing with the EBT unit. The EBT unit will be responsible for the fair hearing process as outlined in KEESM 1613.

    NOTE: IF the client elects to file the fair hearing request at the local SRS service center, the local SRS service center should contact the EBT unit via EBTMAIL as soon as possible. The fair hearing request, if in writing, should be faxed to the EBT unit immediately at 785-296-6960.

(e) The client will have 90 calendar days from the notice date to appeal the intended adjustment. If the client appeals within 15 days, the adjustment proceedings must be delayed until the fair hearing decision is rendered.

(f) If the client appeals the adjustment within 15 calendar days of receipt of the adjustment notice, the EBT unit will contact eFunds to stop the adjustment pending the outcome of the fair hearing. If the client wins the appeal, the appropriate action will be taken by eFunds to correct the account. If the client loses the appeal, the EBT unit will contact eFunds to proceed with the adjustment. If the client appeals after the 15-day time period, the hearing will still be conducted, however, the adjustment will not be postponed until after the hearing.

(g) If the client does not appeal, eFunds will proceed to adjust the system error amount. This will be accomplished by reducing the client's current account or the next month's account by the amount of the error. If there are not enough benefits in the current account, or it does not look like there will be enough in next month's EBT account, no adjustment can be made.

The EBT unit will keep field staff apprized if a fair hearing is requested and of the subsequent decision. The fair hearing documentation will also be forwarded for the case record.

(23) Child Care Adjustments - Although rare, there may be instances in which child care payments to providers will need to be adjusted to correct a mistake. The most common adjustment will be instances in which a parent paid the wrong provider. Other situations will be handled on a case by case basis. Clients and providers cannot initiate child care adjustments with the EBT contractor. EBT Central Office staff will be the only persons who can initiate child adjustments with the EBT contractor.

When instances occur that may require an adjustment, field staff should send a GroupWise note to the EBT unit at EBTMAIL with the following information:

Client name, children(s) name, EBT and KsCARES case numbers, EBT Vision card number, payments amount in question, incorrect provider ID if the wrong provider was paid, the correct provider ID and date and time of the transaction in question. Staff should also include a brief summary in the note annotating the circumstances of the request. It should also be indicated if the incorrectly paid provider has enough money in their account to cover a debit to their bank account and if their account is one that can be debited. Supervisory approval is required for all adjustment requests and should be noted on each request.

Once this information is received by the EBT unit, Central Office staff will assess and initiate the adjustment with the EBT contractor, if appropriate. If the determination is made to request a child care account adjustment, the EBT unit will contact the worker, etc., to inform him or her of the intent to request the adjustment. The local office is then responsible for notifying the client and the provider whose account will be adjusted. It is important to note that adjustments will only be made when the debit amount will cover the *full* amount of the error. Partial debits to correct only part of the error will not be made.

Adjustments cannot be made from provider *to* provider. They can only be made from provider to the cardholder (the client). For example, if a client paid the wrong provider and an adjustment was deemed appropriate, the incorrectly paid provider's bank account would be debited for the amount paid incorrectly by client. This would be done after the EBT contractor would credit back the appropriate amount to the client's EBT child care account then the EBT contractor would pay the correct provider, if requested by the state. There could be instances in which the cardholder's account is credited and then that person would pay the correct provider. The EBT unit would inform field staff of the disposition of any adjustments. Activity such as this will be tracked on the EBT system's *Transaction History* screen, although case file documentation should also be sufficient to establish an adequate audit trail.

It is important to note that the state is allowed only ten "free" adjustments each calendar year. Any which exceed that number will cost the state $15 per adjustment so it is important to limit the yearly adjustments requests to a minimum. **Because there is a charge to the state, it is suggested that staff utilize other 'non-adjustment' options to resolve CC EBT payment issues (when possible) as noted below:**

a. If the Client pays the wrong provider the wrongfully paid provider could pay the correct provider by check on behalf of the client. This process may involve some collaboration with the local office.

b. If the client overpays the provider.

- The overpaid provider could pay another provider (if applicable) by check on behalf of the client. It is important to note that providers cannot 'credit back' the overpaid amount on their POS machine to the client's Vision Card.

- The agency could establish a claim against the provider for the amount overpaid using the EB overpayment cause code . This would be appropriate if the client changed to another provider. In this case, the worker would have to issue an underpayment using EXPC via KsCARES to replenish the EBT account of the client for the overpaid amount.

  If the client did not change providers, it is suggested that the provider simply credit the client toward the next bill.

Note: Under no circumstances should a provider give the overpaid amount back to the client by check, money order, or cash. This would be unacceptable as the client could use this money to purchase other things besides child care.

(24) **EBT SECURITY PROFILES -** The following chart describes the different security profiles and the screens available to each profile.

CARD ISSUANCE PROFILE Card Benefit Inquiry Card Change Card Inquiry Card Issue Card Only Inquiry Card Reissue Case Change Case Inquiry Client Add Client Change Client Inquiry Client Search Client Search by Opt_ID Pin Reset Repayment Void Last Card Fee/Repay	**CENTRAL OFFICE PROFILE** Benefit Change Benefit Inquiry Card Benefit Inquiry Card Inquiry Card Only Inquiry Case Inquiry Client Inquiry Client Search Client Search by Opt_ID History Detail History Summary
INQUIRY PROFILE Benefit Inquiry Card Benefit Inquiry Card Inquiry Card Only Inquiry Case Inquiry Client Inquiry Client Search Client Search by Opt_ID History Detail History Summary	**HELPDESK PROFILE** Benefit Change Benefit Inquiry Card Benefit Inquiry Card Change Card Inquiry Card Issue Card Only Inquiry Card Reissue Case Change Case Inquiry Client Add Client Change Client Inquiry Client Search Client Search by Opt_ID History Detail History Summary Pin Reset Repayment Void Last Card Fee/Repay

(25) **EBT Vision Card Repayment Procedures** - Food Stamp, child care and cash EBT benefits may be used to repay all or a portion of overpayments. Following are the instructions for processing these EBT repayments (these procedures are also posted on the EES intranet site).

(a) When the client wishes to make a repayment with their vision card benefits he or she will need to complete the upper portion of the EBT Benefit Repayment Agreement (see form **ES-3142** in the forms section).

(b) The worker is responsible to complete the middle portion of the form with the pertinent claim information such as claim type and claim number. The rules for determining what claims the benefit can be applied to are listed with the ES-3142 form.

(c) The form should be shared with an EBT clerk who will enter the pertinent information on the EBT system on the Repayment-Adjustment screen. Staff can also refer to the EBT PC Administrative Terminal User Manual (Section 5) for specific instructions for this screen.

(d) For audit trail purposes, a copy of the completed form should be retained in the case file. The case worker will need to send notice V112 to the client when a repayment is made.

(e) Since the there is not an interface between the EBT and KAECSES/KsCares systems staff in the SRS Central Receivables Unit (CRU) in Topeka will need to enter the payment(s) on the Direct Recovery (DIRE) screen on KAECSES/KsCares. In order to accomplish this task, field staff will need to fax the local repayment form to the EBT unit as soon as possible (the fax number is on the form).

(f) The EBT unit will print an EBT report that corresponds to the repayment form and route the two to the appropriate person in the CRU for entry on the DIRE screen.

(26) Expunged Benefit Procedures

Expunged food stamp benefits for a client are to be used to **reduce** the amount of any active claims that the client has. This is a Federal requirement for the FS program. Expunged benefits are benefits that have been aged-off after 12 months of inactivity and are considered no longer available to the client. These benefits can **not** be used as **payment** on a claim. Although not a requirement, Kansas has opted to apply expunged cash benefits to outstanding cash claims, also.

(a) Around the 16th of each month, after the aged files have been received from eFunds, the EBT Coordinator will run a special SAS report for the expunged benefits. This report will capture aged off benefits 12 months in the past and match those benefits to KAECSES to determine if outstanding claims exist for any of the cases for which benefits are being expunged. If a match occurs, then that case will appear on the report.

(b) EBT staff will review each case on this list to determine if the expunged benefit(s) have been returned to the client. For FS benefits, this will be done by reviewing the issuance history screen (FSIH) and determining if the benefit has been returned. If the **document status** is **"RT"** and the **payment status reason** is **"RM"**, then we know an aged off benefit was returned and made available to the client on the EBT system. We would not then treat this benefit as an **expunged** benefit, therefore it would not be applied to the claim.

For cash (TAF, GA, RE) purposes, if aged off benefits had been returned to the EBT system by the EBT unit for a particular month, CAIH would reflect that a benefit was “cancelled” if it was a full benefit. It would also reflect that benefits for that month were “restored”. If there was indication on CAIH that aged benefits were returned to the client, the expungement would not be applied to the claim.

(c) Once it is determined which cases listed on the report have **expunged benefits that should be applied to claims** the following procedures will be followed (claims of **less** than $10 will not be included for this process):

(1) EBT Senior Administrative Support staff will **reduce** the appropriate FS and/or cash claim(s) with the amount of the expunged benefit. This will be completed following the directions for “modifying an existing claim” set forth in the KAECSES User Manual, Volume I, Section 900, page 9-11.

NOTE: The month of overpayment does not have to match the month of the expunged benefits. If it is determined that the month of expunged benefits matches the month of an overpayment, then that claim will be modified. If there is not a match, then any active claim will be modified, with a priority order of agency first, client second and fraud last. (This decision was made as we believe it is to the client’ s advantage to use expunged benefits to reduce the amount of agency error claims before the other types of claims.)

NOTE: FS expunged benefits can never be applied to cash claims. However, cash expunged benefits can be applied to FS claims.

(2) A collateral notice, I011 - Expunged Benefits Applied to Claim will be sent to the Region’s designated staff person. **This person would then be responsible for forwarding the I011 notice to the appropriate caseworker for filing in the case file. If any modifications effect a fraud claim, the Regional staff person should also share a copy of the notice with the local Legal-Fraud Unit. The EBT Support person will also share the expunged report with TOP and CRU staff. A copy will also be retained in the EBT Unit.** The notice of expungement will appear on the notice history screen for the appropriate case (NOHS) providing a system audit trail. The client shall be notified of the new claim amount by the local caseworker. Notice V831, Unused EBT Benefits Applied to Claim, has been developed for this purpose. **The notice shall be sent on all cases, open and closed. This will insure that the client is informed of the revised claim balance and the case file contains appropriate documentation of the claim modification.**

NOTE: Use the original issuance month as the month for notice purposes, if possible. For closed cases, use the last known address on KAECSES.

(3) The EBT Unit will keep a file on monthly expungement reports and supporting documentation.

(4) The EBT Coordinator will serve as back up in this process.

The following examples should help illustrate this process:

Example 1: Mary Jones has a client error food stamp overpayment (claim 002) that was established in 9/00. The overpayment includes the months of 4/00 - 8/00. The outstanding balance is $830. Her food stamp case closed 9/30/01 and she did not use any of the September 01 benefits totaling $234. In October 2002, the unused benefits from September 01 will be expunged. In mid October, it will be identified that Mary Jones has an outstanding food stamp overpayment and expunged benefits. Claim 002 will be modified by the EBT Senior Administrative Support staff person, so that the balance of the claim is reduced to $596. The collateral notice will be sent to the Regional designated staff person. This notice is to be filed in the case file as documentation of the claim modification. Since the case is not currently open, the client does not need to be notified. (If the case is open the client must be notified by local staff via the V831 notice.)

Example 2: Mary Jones has 2 food stamp overpayments. Agency error claim 001 was established in 1998 and has a balance of $233, fraud claim 002 was established in 2001, covering the months of June-September 2001 with an outstanding balance of $502. She did not use all of the benefits issued for September 01, and the remainder of $119 is expunged in October 02. Since one of the months of overpayment matches the month of expunged benefits, claim 002 will be reduced to $383 to reflect the amount of the expunged benefits.

Example 3: Bill Jones has three food stamp overpayments. Claim 001 is an agency error claim for $105, established in 1998. Claim 002 is a fraud claim for $1,000 established in 2000. Claim 003 is a client error claim for $75 established in January 2001. Unused benefits of $50 for September 2001 are expunged in October 2002. None of the months of overpayment match the month of expunged benefits, therefore the expunged benefits will be applied to the agency error claim 001, leaving a balance of $55.

(27) ATM Misdispenses

Clients may experience problems when withdrawing cash funds on their Vision Card from ATM's. The client may have requested a withdrawal from the ATM and did not receive it, however, their account was debited for the money. Please do not advise the client to contact the bank or central office staff. They need to call the eFunds Client Help Desk at 1-800-997-6666 and file an ATM misdispense claim. eFunds will work with the ATM network to trace back through their network to identify the problem and verify if the client is entitled to the disputed benefits. If the client is entitled to the benefits, the money will be credited back to their Vision Card. This process can take 20 days to complete.