

### 21.3 WV WORKS PROGRAM

The information contained in items A - E below describes the circumstances under which a WV WORKS check is replaced and the procedures for replacement. If the client cashes the check and the money is stolen, lost or destroyed, the money must not be replaced.

**NOTE:** Only the monthly WV WORKS check may be received by direct deposit.

#### A. WHEN THE CHECK IS REPLACED

The WV WORKS check will be replaced when one of the following conditions is met:

- The check is not received by the client and has not been returned to the Department.
- The check is received by the client, but is stolen, lost or accidentally destroyed before being cashed.

#### B. WHEN THE CHECK IS NOT REPLACED

**NOTE:** Cash benefits deposited into an EBT account are not replaced. If the benefit file is successfully transmitted by RAPIDS, the EBT vendor must insure that the benefit goes into the account. Contact the EBT Unit when the benefit does not go into the account.

The WV WORKS check is not replaced when at least one of the conditions in item A above does not exist.

In addition, when the client is issued a replacement check, then finds, cashes and spends the original check, he must reimburse the amount of the replacement check. Until the amount is repaid in full, the client is ineligible for any future replacement.

See item H below for direct deposits.

#### C. CHECK REMAILING PROCEDURE

- Determine that the check was issued by inquiring benefit issuance history, at IQAF, in RAPIDS. The benefit must be in a disposition of issued (IS) and history updated with the actual check number.

- Determine, either by inquiring benefit issuance history or telephone call, that the check has been returned to the Check Control Unit, Accounts Receivable, Office of Financial Services. If returned, determine where the check should be mailed and request it be released for remailing by entering the appropriate information at BIRR in RAPIDS.

D. CHECK REPLACEMENT PROCEDURES

- Determine that the check was issued by inquiring benefit issuance history, at IQAF, in RAPIDS. The benefit must be in a disposition of issued (IS) and history updated with the actual check number.
- If the check is not received within five (5) mailing days, including Saturdays, but excluding Sundays and holidays, after the usual check receipt date, prepare original and 4 copies of form DF-36, Lost Check Affidavit. The client's name and the address to which the check was originally mailed must be entered on the DF-36.
- Have the client read or read to him the DF-36, and explain that he must return the original check if later received or found.
- Have the client sign the DF-36 in the presence of the Worker. The client's signature must be exactly as shown on the payroll. Two witnesses are required if the client signs with an X. Signatures on all copies must be original. The Worker must complete the state, county and date sections of the DF-36.
- Send the original and two copies of the DF-36 to Check Control Unit, Accounts Receivable. File a copy of the memorandum and DF-36 in the case record. At the option of the CSM, replacement of benefits may be tracked using form ES-AP-8.
- Request stop payment of the check through the RAPIDS stop payment function BISP. Refer to RAPIDS User Guide.
- Request a replacement check through the RAPIDS auxiliary function on BICS. Refer to the RAPIDS User Guide.

E. WHEN ORIGINAL CHECK IS LOCATED

1. When Check Has Not Been Cashed

If the client later receives or finds the original check, he must return it to the county office and endorse it to the Department.

2. When Check Has Been Cashed

If the original check is cashed, Accounts Receivable notifies IFM by memorandum and attaches a copy of the cancelled check. IFM is responsible for any subsequent action, which may include claim establishment and/or investigation.

F. TIME LIMITS ON REPLACEMENTS

There is no specific time frame in which a client must request a replacement. There is no limit on the number of times a client may have a check replaced.

G. ALTERNATE ISSUANCE

When the client repeatedly loses a check or reports non-receipt of a check, the Worker should consider the following options:

- If the client appears mentally incapable, consider a referral to Social Services for appointment of a committee or protective payment.
- Suggest the client rent a post office box.
- Suggest that the client receive his benefit by direct deposit into his personal bank account. See Section 1.21,S.

H. DIRECT DEPOSIT REPLACEMENT PROCEDURES

The State Auditor's Office makes every attempt to resolve problems with unsuccessful direct deposit transactions. When a client reports that a direct deposit is not received in his account by the last State work day of the month, he must be referred to the Auditor's Office immediately so that the deposit can be traced and the problem resolved as soon as possible.

However, when a direct deposit return is not indicated RAPIDS, but the deposit is not credited in the client's specified account within 5 State work days of the usual direct deposit date, the following procedure is used.

The client must obtain documentation from his financial institution that the deposit has not been credited to his account. The documentation must be in writing and contain his account number. In addition, the client must sign the Non-Receipt of Direct Deposit Affidavit. An original and 2 copies are sent to Accounts Receivable and a copy in the record. The benefit is replaced using appropriate RAPIDS procedures and reason code 916. The benefit is replaced with a check by mail. Under no circumstances is the benefit replaced by an additional direct deposit. If the deposit is not returned from the Auditor's Office, the Accounts Receivable Office will refer the case to IFM. The IFM referral is only for the purpose of seeking repayment as no investigation is required.

I. Lost, Stolen, Damaged or Destroyed EBT Cards

The client may request a new card by contacting the EBT ARU, DHHR Customer Service Center, or the local office. All replacement cards are sent in active status, unless never previously activated. The following details the processes used when each is contacted. The processes for the DHHR Customer Service Center and the local offices differ because the DHHR Customer Service Center staff has the capability to inactivate a card.

1. EBT ARU

When the client requests a new card through the EBT ARU, the old card is inactivated, and, if the current address is in the EBT Administrative System, a new card is mailed to the client. When the client's current address is not in the EBT Administrative System, the card is inactivated, but a replacement card is not mailed. The client is instructed by the ARU to contact his Worker to change his address. The client must contact the EBT ARU the day following the address change to request a new card.

2. DHHR Customer Service Center

When the client requests a new card through the DHHR Customer Service Center, the old card is inactivated in the EBT Administrative System and, if the current address is in the EBT Administrative System, a new card is mailed to the client.

When an address change is required, the card is inactivated in the EBT Administrative System, but a new card is not issued. The Worker must complete an address change in RAPIDS and request a replacement card on RAPIDS screen AIRQ.

**NOTE:** Inactivation of the card in the EBT Administrative System must take place immediately to prevent unauthorized use. Inactivation of the EBT Card is effective immediately.

3. Local Office

When a client reports a lost, stolen or damaged card to the local office, he is referred to the EBT ARU. When a client reports an address change and requests a replacement EBT card, the address change is completed in RAPIDS and the client is referred to the ARU to immediately inactivate the card. The client must contact the ARU the following day to request a new card.

**NOTE:** Address changes in RAPIDS are received by the EBT vendor the following day. If a client's card has been already been inactivated or is not in danger of unauthorized use, i.e., damaged, the Worker may request a new card on RAPIDS screen AIRQ after the address change is made in RAPIDS.

If the client requests a replacement card at application or redetermination, the Worker must complete screen AIRQ to request a new card. This method is only used if the client's old card is not in danger of unauthorized use.

J. EBT PIN Changes

The payee or authorized cardholder may request a PIN change at any time. Replacement cards are issued with the same PIN, unless the individual requests a new one. A PIN-only change request must be made to the vendor's ARU.