

## Benefit Replacement

## APPENDIX A

## FOOD STAMP REPLACEMENT DESK GUIDE - COUPONS OR EBT BENEFIT \*

REPLACING FOOD STAMPS	CAN FS BE REPLACED	REPORT WITHIN 10 DAYS	DFA-FS-36	REPLACEMENT LIMIT	RAPIDS AUXILIARY REASON CODES
FS Coupons damaged after receipt					
1. Distinguishable	1. YES	1. N/A	1. N/A	1. NO	1. 902
2. Not Distinguishable	2. NO	2. N/A	2. N/A	2. N/A	2. N/A
1. Destroyed FS Coupons (fire, flood, etc.)	1. YES - Only if issued by DHHR	1. YES	1. YES - Forward original to DFA Economic Services Policy Unit	1. YES - 2 replacements in 6 months	1. 902
2. EBT benefit *	2. N/A	2. N/A	2. N/A	2. N/A	2. N/A
Partial Allotment not deposited to EBT – total amount issued not credited to account	NO - Must be resolved by EBT vendor after RAPIDS issues	N/A	N/A	N/A	N/A
Food purchased with FS benefits destroyed in disaster or misfortune	YES – Cannot exceed 1 month's allotment	YES	YES – retain in case record	NO	902
1. Stolen FS Coupons (Burglary, hold-up or snatching)	1. NO	1. N/A	1. N/A	1. N/A	1. N/A
2. EBT benefits used by unauthorized person	2. NO	2. N/A	2. N/A	2. N/A	2. N/A
<b>3. EBT benefits stolen before receipt. See 21.2,B, EXCEPTIONS.</b>	<b>3. YES – Upon approval by DFA Economic Services Policy Unit.</b>	<b>3. YES</b>	<b>3. N/A</b>	<b>3. N/A</b>	<b>3. 902 with recording of Exception in RAPIDS</b>
1. FS Coupons lost or misplaced after receipt)	1. NO	1. N/A	1. N/A	1. N/A	1. N/A
2. EBT benefit *	2. N/A	2. N/A	2. N/A	2. N/A	2. N/A
<b>* For replacement of the EBT card, see EBT Card Replacement Desk Guide</b>					

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## NEMT REPLACEMENT DESK GUIDE

REPLACING NEMT CHECK	IS BENEFIT REPLACED	TIME LIMITS	DF-36	REPLACEMENT LIMITS	RAPIDS AUXILIARY REASON CODES
Check never received	YES	No replacement until 10 mailing days elapse	Original and 4 copies; 1 copy to case record; original and 2 copies to the Office of Accounting; 1 copy with cover memo to IFM	NO - if multiple replacements requested, consider alternate address or protective payments	
Check received, then stolen, lost or destroyed before being cashed.	YES	No replacement until 10 mailing days elapse	Original and 4 copies; 1 copy to case record; original and 2 copies to the Office of Accounting; 1 copy with cover memo to IFM	NO - if multiple replacements requested, consider alternate address or protective payments	
Check cashed, then cash stolen, lost or accidentally destroyed	NO	NO	N/A	N/A	N/A

\* If client's check is replaced and it is later determined that he signed or cashed the original check, he is ineligible for any further replacements until he has repaid the amount.