

The Worker and the client agree on the amount needed for the family for overnight lodging, rent, utility deposits and food. These items are not verifiable, since the client does not yet have a place to live in the new state and does not know where he will stay overnight on the drive. It is reasonable to assume that these costs will be incurred in moving to another state, and the amount is negotiated.

3. The Medical Card

Medicaid eligibility for WV WORKS recipients is not automatic with receipt of a payment. See Sections 1.6 through 1.22 for information, according to the appropriate Medicaid coverage group.

4. Electronic Benefits Transfer (EBT)

Beginning October 1, 2002, with the pilot counties of Cabell and Wayne, current and new recipients of WV WORKS will receive an EBT card, known as the Mountain State card, to access all WV WORKS, CSI and DCA benefits. The benefits will be in an EBT account and accessed by using the EBT card and a Personal Identification Number (PIN), similar to a personal debit or ATM card. The AG may still choose direct deposit for the monthly WV WORKS benefit. The following outlines procedures which are specific to EBT. Additional information about how EBT affects other policy and procedures is found in specific Manual sections which apply.

a. EBT Definitions and Terminology

The following is a list of commonly used terms or acronyms associated with EBT.

Administrative Terminal - EBT vendor system used to inquire into EBT account information, reactivate dormant accounts, inactivate EBT cards and in some instances, make changes to the EBT account.

ARU - Automated Response Unit. The EBT vendor operates the ARU 7 days a week, 24 hours a day. Functions of the ARU include, but are not limited to, account balance inquiries, card inactivation, lost, stolen or damaged card replacements and PIN changes.

ATM - Automated Teller Machine. May be used to access cash EBT benefits

Authorized Cardholder - An individual, who, in addition to the payee, may be issued an EBT card and access an EBT account.

CSR - Customer Service Representative for the EBT vendor who is reached through the ARU toll-free number.

Coupons - Food Stamp coupons will expire June 17, 2009 and cannot be redeemed for food or EBT benefits after that date.

Demographic Information - Identifying information about the AG's primary person and the payee which is sent to the EBT vendor in order to set up an EBT account and mail the EBT card. This includes the primary person's SSN and date of birth and the payee's name and address.

Dormant Account - When benefits are not used from the EBT account for 180 days, the account is inactivated and is not accessible to the AG. The benefits remain available and the account is reactivated at the client's request.

EBT - Electronic Benefits Transfer or the use of a card to access WV WORKS, CSI and DCA cash benefits and SNAP benefits.

Expunged Account - When benefits are not used from the EBT account for 360 days, the benefits are removed from the account and are not available to the AG.

IDE - Inactive, dormant and expunged

Inactive Account - When benefits are not used from the EBT account for **90** days, the AG and Worker are notified of the inactivity. The benefits remain available to the AG.

Mountain State Card - The West Virginia EBT card

PIN - Personal Identification Number. This number must be used to access EBT benefits with the EBT card. This is not the RAPIDS PIN number.

POS - Point of Sale. This is used to spend cash or SNAP benefits at a store.

Status the EBT Card - Inactivate the card so that it cannot be used. This occurs when a replacement card is requested, a payee is changed or an authorized cardholder is removed or changed.