

The Case Maintenance Process

- Step 1: Determine the amount of the check with the individual included in the AG. This includes all applicable incentives, reductions or sanctions.
- Step 2: Determine the amount of the check with the individual not included in the AG. This includes the same applicable incentives or sanctions which were applied in Step 1, even if not including the individual in the payment could eliminate the incentive or sanction.
- Step 3: Subtract the amount in Step 2 from the amount in Step 1. The remainder is the individual's portion of the check.

This amount must be determined for each month for which SSA requests the information.

7. Cost-Of-Living Increases In Federal Benefits

Recipients of federal benefits such as RSDI, SSI, Black Lung or VA Benefits may receive periodic cost-of-living increases (COLA's). RSDI/SSI increases are handled in accordance with instructions in Appendix B of this Chapter. All other federal benefit cost-of-living increases are treated as any other change.

8. EBT Cash Conversion Request

EBT cash benefits are not converted to checks or cash. The EBT card must be used to access cash benefits. The client may elect direct deposit of his regular monthly benefit into his own checking or savings account.

9. Change In EBT Authorized Cardholder

When the client wishes to change the authorized cardholder for EBT, the Worker must delete the current cardholder on RAPIDS screen AIRQ and enter the new cardholder's information, including the benefit(s) to which the cardholder has access. The client may terminate cardholder access immediately by calling the EBT Helpline or DHHR Customer Service Center. Only DHHR Customer Service Center staff and the EBT Helpline CSR can deactivate a card.

When the client calls the EBT Helpline first to stop cardholder access, he must still notify the DHHR Customer Service Center or the local office of the cardholder change.

NOTE: For EBT, changes in the payee, address and authorized cardholder are sent to the vendor overnight and not restricted to RAPIDS deadlines.

10. Inactive, Dormant And Expunged EBT Accounts

a. Inactive Account - **90** Days

When the AG does not use cash benefits for **90** days, the Worker receives an alert and RAPIDS automatically sends a letter to notify the client of the inactivity. The Worker must contact the client to attempt to determine the reason for no account activity. If the client contacts the Worker and wishes to continue to receive benefits, the account activity date is reset by use of the administrative function. If the client does not contact the Worker or if he request AG closure, WV WORKS benefits are stopped after proper notice. Unused benefits remain in the account.

b. Dormant Account - 180 Days

When the AG does not use cash benefits in the account for 180 days, the account becomes dormant, i.e., inaccessible. An alert is sent to the Worker in the local office and, when there is an open claim on RAPIDS screen BVCL, an alert is also sent to the RI. A letter is sent automatically from RAPIDS to notify the client he cannot access his account, i.e., use benefits, unless he contacts the local office. The letter also informs the client that if he does not contact the local office within 13 days, benefits in the account will be applied to any outstanding cash assistance claim(s). If the client contacts the local office, the Worker resets the account activity date and benefits cannot be applied to a claim(S) unless the client requests. If there are no claims and the client does not contact the local office, the benefits remain in the account.

NOTE: When the Worker is notified of a dormant account, and the AG is still active, the Worker must contact the client to determine if he wishes to continue to receive benefits. If the client does not respond, the AG is closed after proper notice. So long as the AG remains active, benefits are deposited into the EBT account.