

21.1 INTRODUCTION

This Chapter contains policies and procedures related to replacement of benefits by program. It also contains information regarding the replacement of EBT cards and PINS.

When the client reports non-receipt, partial receipt, loss, theft or damage of the benefit, the Worker must determine if the benefit will be replaced.

21.2 SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)

The following section covers the replacement of destroyed food which was purchased with SNAP benefits. When the AG is eligible to receive a replacement allotment, the allotment must be received as follows:

- Within ten (10) days after the client reports, or
- Within two (2) working days after the client returns the DFA-FS-36, whichever is later.

A. SNAP **BENEFIT REPLACEMENT**

1. Destroyed Food

a. Replacement Procedures

In cases when food purchased with SNAP benefits is destroyed in a household misfortune or disaster, the AG will be eligible for replacement of the actual value of the loss, not to exceed 1 month's allotment if:

- The loss is reported within 10 days of the incident; and
- The AG's misfortune or disaster is verified; and
- The DFA-FS-36 is completed and signed within 10 days of the report of the loss.

A misfortune or disaster such as, but not limited to, fire or the loss of power may affect an individual household. A natural disaster may affect either an individual household or more than 1 household.

EXAMPLE: The loss of power due to the termination of service to an individual household is considered an individual misfortune.

The Worker replaces the value of the food using the appropriate RAPIDS procedure. **The replacement benefit must be received within 2 days of the receipt of the completed and signed DFA-FS-36.** The original DFA-FS-36 is retained in the case record. It is not necessary to send a copy to the DFA Economic Services Policy Unit.

b. Limits on Replacement

There is no limit on the number of times the value of food lost in a misfortune or disaster may be replaced.

c. Offset

Replacements of destroyed food must not be used to offset claims.

2. 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 an 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.

If the EBT card is stolen prior to receipt by the client and benefits are fraudulently accessed, see the EXCEPTION in item B. The DFA Economic Services Policy Unit must be consulted in this situation.

a. EBT Automated Response Unit (ARU) / Helpline

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.

b. 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.

Benefit Replacement

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.

c. 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 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.

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3. 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.

B. WHEN SNAP BENEFITS **ARE** NOT REPLACED

Replacement issuances are not provided in the following circumstances:

- When the issuance would normally be replaced, but the AG has not signed the DFA-FS-36 within 10 days of the date the client reports **the loss**.

Benefit Replacement

- When FNS **issues** a disaster declaration and the AG is eligible for disaster SNAP benefits, the AG must not receive the disaster allotment and a replacement allotment.
- When the client does not report the benefit loss within the period of intended use or within 10 days of the specific incident.
- When benefits are issued into an EBT account.

EXCEPTION: When the EBT card is stolen before receipt by the client and benefits are fraudulently accessed, this situation must be reported to the DFA Economic Services Policy Unit for specific replacement procedures.

**DUE TO THE DELETION
OF SOME MANUAL MATERIAL
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HAS BEEN RESERVED FOR FUTURE USE.**