

## Benefit Replacement

## 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.

**K. WHEN THE BA-67 IS REPLACED**

**The BA-67 is replaced when one of the following conditions is met:**

- **The BA-67 is not received by the client and has not been returned to the Department.**
- **The BA-67 is received by the client, but is stolen, lost, or accidentally destroyed before being redeemed.**

**When a replacement BA-67 is issued and the client subsequently finds and redeems the original BA-67, he must reimburse the amount of the replacement BA-67. Until the amount is repaid in full, the client is ineligible for any future replacements.**

**L. WHEN THE BA-67 IS NOT REPLACED**

**Unless one of the criteria in item K is met, the BA-67 is not replaced.**

**M. BA-67 REPLACEMENT PROCEDURES**

- If the BA-67 is not received within ten (10) work days, excluding Sundays and holidays, after the expected receipt date, the Worker prepares original and 2 copies of form DF-36, Lost Check Affidavit. When completing the name and address on the DF-36, the information must match the original information on the BA-67.
- Have the client read or read to him the DF-36, and explain that he must return the original BA-67 if later received or found.
- The client signs the DF-36 in the presence of the Worker. The client's name must be exactly as shown on the BA-67. 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.
- The Worker or Supervisor logs into the BA-67 system to request a VOID. The request is automatically electronically sent to the Financial Clerk to void the voucher.
- 1 copy of the DF-36 is kept in the Work Programs portion of the case record, 1 copy is given to the Financial Clerk, and 1 copy is given to the customer.

**21.4 MEDICAID PROGRAM / NEMT**

The client must present a valid medical card to receive services. A replacement card or other approved verification may be necessary to avoid a medical emergency. See item B below for replacement procedures.

**A. WHEN THE MEDICAL CARD IS REPLACED**

The medical card must be replaced any time a client reports that he has not received his card or that he received his card and it is lost, stolen or destroyed and he requests a replacement.

When the client reports non-receipt of the card, the Worker must check RAPIDS to determine if a card was issued. If an incorrect RAPIDS entry is found, the Worker must correct the information and if a card is not issued by RAPIDS, the Worker must issue a manual card or verification letter for the correct period of eligibility.

If the client's address is incorrect and the card has not been returned to Accounts Receivable or the local office, the Worker must correct the address in RAPIDS and issue a replacement card or verification letter for the correct period of eligibility.

**B. PROCEDURES FOR MEDICAL CARD REPLACEMENT**

The Worker must replace the medical card by following the procedures in the RAPIDS User Guide.

When a medical card cannot be issued by RAPIDS, the Worker uses a manual card, so long as a supply remains in the office. When the supply of blank cards is exhausted, the Worker uses the RAPIDS letter, NCVR, in Worker Requested Letters, for this purpose. When used for this purpose, the verification letter must be signed by the Worker and initialed by the Supervisor.

When the RAPIDS verification letter cannot be produced, the Worker may issue a written statement on agency letterhead which contains the following:

- Case Name
- Name, date of birth, Medicaid ID number and insurance code for each eligible person
- Period for which coverage is valid
- Any limitations shown on the original card.