

21.1 INTRODUCTION	1
21.2 SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP).....	2
A. WHEN SNAP WILL BE REPLACED.....	2
1. Damaged Coupons	2
a. Replacement Procedures	2
b. Limits on Replacements	2
c. Offset.....	2
2. Destroyed SNAP Coupons	3
a. Replacement Procedures	3
b. Limits on Replacements	3
c. Offset.....	3
3. Partial Allotment Received	3
4. Destroyed Food.....	3
a. Replacement Procedures	3
b. Limits on Replacements	4
c. Offset.....	4
5. Lost, Stolen, Damaged Or Destroyed EBT Cards	4
a. EBT Automated Response Unit (ARU) / Helpline.....	4
b. DHHR Customer Service Center	5
c. Local Office.....	5
6. EBT PIN Changes	6
B. WHEN SNAP WILL NOT BE REPLACED	6
21.3 WV WORKS PROGRAM.....	7
A. WHEN THE SUPPORT SERVICE CHECK IS REPLACED.....	7

B.	WHEN THE SUPPORT SERVICE CHECK IS NOT REPLACED	7
C.	PROCEDURES FOR REMAILING THE SUPPORT SERVICE CHECK.....	7
D.	SUPPORT SERVICE CHECK REPLACEMENT PROCEDURES	8
E.	WHEN THE ORIGINAL SUPPORT SERVICE CHECK IS LOCATED	9
F.	TIME LIMITS ON REPLACEMENTS	9
G.	ALTERNATE ISSUANCE.....	9
H.	DIRECT DEPOSIT REPLACEMENT PROCEDURES	9
I.	LOST, STOLEN, DAMAGED OR DESTROYED EBT CARDS	10
J.	EBT PIN CHANGES	10a
K.	WHEN THE BA-67 IS REPLACED.....	10a
L.	WHEN THE BA-67 IS NOT REPLACED	10a
M.	BA-67 REPLACEMENT PROCEDURES.....	11
21.4	MEDICAID PROGRAM / NEMT.....	12
A.	WHEN THE MEDICAL CARD IS REPLACED	12
B.	PROCEDURES FOR MEDICAL CARD REPLACEMENT	12
C.	PROCEDURES FOR NEMT CHECK REPLACEMENT	13
APPENDIX A	SNAP, NEMT, WV WORKS, AND EBT CARD/PIN REPLACEMENT DESK GUIDE	A-1