

21.1	INTRODUCTION	1
21.2	SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)	2
A.	SNAP BENEFIT REPLACEMENT	2
1.	Destroyed Food	2
a.	Replacement Procedures	2
b.	Limits on Replacements	3
c.	Offset	3
2.	Lost, Stolen, Damaged Or Destroyed EBT Cards	3
a.	EBT Automated Response Unit (ARU) / Helpline	3
b.	DHHR Customer Service Center	4
c.	Local Office	4
3.	EBT PIN Changes	4
B.	WHEN SNAP BENEFITS ARE NOT REPLACED	4
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