

Benefit Replacement

APPENDIX A

SNAP REPLACEMENT DESK GUIDE

REPLACING SNAP	CAN SNAP BE REPLACED	REPORT WITHIN 10 DAYS	DFA-FS-36	REPLACEMENT LIMIT	RAPIDS AUXILIARY REASON CODES
Partial Allotment not deposited to EBT – total amount issued not credited to account	NO - Must be resolved by EBT vendor after RAPIDS issues	N/A	N/A	N/A	N/A
Food purchased with SNAP benefits destroyed in disaster or misfortune	YES – Cannot exceed 1 month's allotment	YES	YES – retain in case record	NO	902
1. EBT benefits used by unauthorized person 2. EBT benefits stolen before receipt. See 21.2,B, EXCEPTIONS.	1. NO 2. YES – Upon approval by DFA Economic Services Policy Unit.	1. N/A 2. YES	1. N/A 2. N/A	1. N/A 2. N/A	1. N/A 2. 902 with recording of Exception in RAPIDS
EBT benefit *	N/A	N/A	N/A	N/A	N/A
** For replacement of the EBT card, see EBT Card Replacement Desk Guide					

Benefit Replacement

NEMT REPLACEMENT DESK GUIDE

REPLACING NEMT CHECK	IS BENEFIT REPLACED	TIME LIMITS	DF-36	REPLACEMENT LIMITS	RAPIDS AUXILIARY REASON CODES
Check never received	YES	No replacement until 10 mailing days elapse	Original and 4 copies; 1 copy to case record; original and 2 copies to the Office of Accounting; 1 copy with cover memo to IFM	NO - if multiple replacements requested, consider alternate address or protective payments	
Check received, then stolen, lost or destroyed before being cashed.	YES	No replacement until 10 mailing days elapse	Original and 4 copies; 1 copy to case record; original and 2 copies to the Office of Accounting; 1 copy with cover memo to IFM	NO - if multiple replacements requested, consider alternate address or protective payments	
Check cashed, then cash stolen, lost or accidentally destroyed	NO	NO	N/A	N/A	N/A

* If client's check is replaced and it is later determined that he signed or cashed the original check, he is ineligible for any further replacements until he has repaid the amount.