The supplemental benefits are issued based upon the date the information is reported, regardless of whether or not the report is timely.   Supplemental benefits issued in this situation are not considered restored benefits and, therefore, not used to offset a repayment as described in item E,1 below.

b.   All Other Changes

For all other changes which result in an increase in benefits, except those described in item a above, changes are made as follows.

-        If the next issuance date is more than 10 days after the date the change is reported, the change is effective the month following the report month.

-        If the next issuance date is within 10 days of the date the change is reported, the change is effective 2 months after the report month.

         The 10-day count includes the date of the report and takes the staggered benefit issuance date into consideration.

         EXAMPLE: An AG reports an income decrease of $30 on May 15th and next issuance is due on June 1. The change increases the benefit and is effective June.

         EXAMPLE: An AG reports an increase in the rent amount on May 28th and the next issuance is due June 6th. Benefits will increase and the change is effective for July.

2.   Decrease In Benefits

When the reported change results in a decrease in benefits, the change is effective the following month, if there is time to issue advance notice. If not, the change is effective 2 months after it occurs.   No claim is established unless the client failed to report in a timely manner and this is the only reason the change could not be made within 13 days. See Chapter 20 for benefit repayment.

D.   TYPES OF CHANGES

1.   Change In Case Name

The case may be changed from one payee to another at the request of the individuals involved or when a change in circumstances requires it. This

includes, but is not limited to, marriage, divorce, or when the payee leaves the home.

NOTE: The Worker must adhere to advance notice requirements when the name change involves an adverse action.

There are three types of primary EBT cardholders designated in RAPIDS: primary person (PP), legal guardian (LG) and protective/substitute payee (PS). When the Worker changes the primary cardholder, the existing EBT card is deactivated. This includes a change from one type of primary cardholder to another. The EBT benefits cannot be accessed until the new card is received. This occurs even when the Worker changes the primary cardholder back to the original cardholder on the same day.

Any changes to spelling, middle initial or last name do not deactivate the existing EBT card. If the payee requests a new card to reflect the name change, it is requested **in RAPIDS** the same day the change is entered or through the EBT Helpline the next day.

In addition, if the client reports non-receipt of the newly-issued card and the Worker issues another, the newly-issued card is deactivated and cannot be used if or when the client receives it.

Any time a new card is requested, the original card is deactivated. All EBT cards are mailed the next business day, excluding federal holidays, and should be received 5 to 7 days from the date requested.

Workers must inform all clients at the time of a change in payee that the current card will be deactivated and they must plan for this benefit inaccessibility if there is not an authorized cardholder who can access benefits during this time. The Worker may delay the entry of the change to give the client time to access enough benefits to provide for the AG until the new card is received.

For EBT, changes in the payee, address and authorized cardholder are sent to the vendor overnight and are not restricted to RAPIDS deadlines. Although the demographic change is sent and updated by EBT, a new card is only issued when there is a change in the primary cardholder or the Worker specifically requests a card **in RAPIDS.**

2.   Change In EBT Authorized Cardholder

When the client wishes to change the authorized cardholder for EBT, the Worker must delete the current cardholder **in** RAPIDS and