

- Explain the following about EBT:
 - That the WV WORKS, DCA and CSI cash benefits will be deposited into an EBT account and accessed with an EBT card. If the WV WORKS and CSI benefits are direct deposited, the WV WORKS benefit and any WV WORKS and CSI supplemental benefits go in the EBT account.
 - When the first card will be received
 - The cardholder must call the EBT hotline to create a PIN and activate their card prior to use.
 - When the benefits will be available in the account

NOTE: The Worker must determine if there is an existing EBT account and reactivate expunged accounts. He must also inform the client of the availability date of any balance remaining in the account.

- The importance of choosing an authorized cardholder who can also access the EBT account

NOTE: For EBT, the AG may have an authorized cardholder to spend benefits from the AG's EBT account. There is not a separate case or EBT account, but the authorized cardholder has a separate EBT card with his own PIN and uses the card to spend benefits from the AG's EBT account in the same manner as the AG's payee. The authorized cardholder, authorized representative, and the information provider may be the same or different individuals at the discretion of the AG.

- The importance of choosing an authorized cardholder who can also access the EBT account
- Services are available by calling the Interactive Voice Response Unit (IVRU) or by talking with a Customer Service Representative (CSR). These services include, but are not limited to, activation of a new card, replacing a lost/stolen/damaged EBT card, obtaining a new or different PIN, cancellation of an authorized cardholder and checking an account balance(s).
- That EBT WV WORKS or TANF funds must not be used or accessed in adult entertainment establishments, casinos, gaming establishments, or liquor stores.