

Benefit Replacement

APPENDIX A

SNAP REPLACEMENT DESK GUIDE - COUPONS OR EBT BENEFIT *

REPLACING SNAP	CAN SNAP BE REPLACED	REPORT WITHIN 10 DAYS	DFA-FS-36	REPLACEMENT LIMIT	RAPIDS AUXILIARY REASON CODES
SNAP Coupons damaged after receipt 1. Distinguishable 2. Not Distinguishable	1. YES 2. NO	1. N/A 2. N/A	1. N/A 2. N/A	1. NO 2. N/A	1. 902 2. N/A
1. Destroyed SNAP Coupons (fire, flood, etc.) 2. EBT benefit *	1. YES - Only if issued by DHHR 2. N/A	1. YES 2. N/A	1. YES - Forward original to DFA Economic Services Policy Unit 2. N/A	1. YES - 2 replacements in 6 months 2. N/A	1. 902 2. N/A
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. Stolen SNAP Coupons (Burglary, hold-up or snatching) 2. EBT benefits used by unauthorized person 3. EBT benefits stolen before receipt. See 21.2,B, EXCEPTIONS.	1. NO 2. NO 3. YES – Upon approval by DFA Economic Services Policy Unit.	1. N/A 2. N/A 3. YES	1. N/A 2. N/A 3. N/A	1. N/A 2. N/A 3. N/A	1. N/A 2. N/A 3. 902 with recording of Exception in RAPIDS
1. SNAP Coupons lost or misplaced after receipt) 2. EBT benefit *	1. NO 2. N/A	1. N/A 2. N/A	1. N/A 2. N/A	1. N/A 2. N/A	1. N/A 2. N/A
* Coupons cannot be replaced after June 17, 2009. ** For replacement of the EBT card, see EBT Card Replacement Desk Guide					

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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.

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WV WORKS REPLACEMENT DESK GUIDE***

REPLACING WV WORKS CHECKS	IS BENEFIT REPLACED*	TIME LIMITS	DF-36	REPLACEMENT LIMITS	RAPIDS AUXILIARY REASON CODES
<p>1. Check never received</p> <p>2. EBT account not credited with amount</p>	<p>1. YES **</p> <p>2. NO – Must be resolved with EBT vendor after RAPIDS issues</p>	<p>1. NO replacement until 5 mailing days elapse</p> <p>2. N/A</p>	<p>1. Original and 4 copies: 1 copy to case record; original and 2 copies to Check Control; 1 copy with cover memo to IFM</p> <p>2. N/A</p>	<p>1. NO – if multiple replacements requested, consider alternate address, direct deposit or protective payments</p> <p>2. N/A</p>	<p>1. 916</p> <p>2. N/A</p>
<p>1. Check received, then stolen, lost or destroyed before being cashed</p> <p>2. EBT benefits used by unauthorized person</p>	<p>1. YES</p> <p>2. NO</p>	<p>1. SAME as above</p> <p>2. N/A</p>	<p>1. SAME as above</p> <p>2. N/A</p>	<p>1. SAME as above</p> <p>2. N/A</p>	<p>1. 916</p> <p>2. N/A</p>
<p>1. Check cashed, then cash stolen, lost or accidentally destroyed</p> <p>2. EBT benefits used by unauthorized person</p>	<p>1. NO</p> <p>2. NO</p>	<p>1. YES</p> <p>2. NO</p>	<p>1. YES – retain in case record</p> <p>2. N/A</p>	<p>1. N/A</p> <p>2. N/A</p>	<p>1. N/A</p> <p>2. N/A</p>

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

** Benefits received by direct deposit are never replaced by another direct deposit.

*** For EBT card replacements, see the chart, EBT Card Replacement Desk Guide

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EBT CARD/PIN REPLACEMENT GUIDE

REASON NEW CARD/PIN REQUESTED	IS CARD REPLACED*	HOW REPLACED	FORMS TO SIGN	REPLACEMENT LIMITS	OTHER ACT REQUIRED
Card mailed but never received	<p>YES New Card Issued.</p> <p>If new card issued, old one is inactivated.</p> <p>Cards returned to the card vendor are destroyed and inactivated by the EBT Vendor.</p>	<p>Client calls:</p> <ul style="list-style-type: none"> • Vendor's toll-free ARU • Customer Service Center • Local Office on RAPIDS screen AIRQ 	NONE	NONE	Insure address is corrected in RAPIDS and transmitted to the vendor. Address change must be transmitted before new card is issued.
Card lost, destroyed, damaged, or stolen	<p>YES New card issued and previously issued card inactivated.</p>	<p>Client calls:</p> <ul style="list-style-type: none"> • Vendor's toll-free ARU • Customer Service Center • Local Office on RAPIDS screen AIRQ 	NONE	NONE	NONE Insure address is corrected in RAPIDS and transmitted to the vendor. Address change must be transmitted before new card is issued.
Change of payee or authorized cardholder (AC)	<p>YES</p> <p>Card issued to new payee or AC and previous payee and/or AC cards inactivate.</p>	<p>A change in payee or AC in RAPIDS automatically sends new EBT cards to the new payee and/or new AC and inactivates previous cards.</p> <p>A PAYEE OR AC's EBT Card can be inactivated at any time by calling"</p> <ul style="list-style-type: none"> • Vendor's toll-free ARU • Customer Service Center 	NONE	NONE	Change payee or AC in RAPIDS.
PIN not received, lost, forgotten, compromised or new PIN request	<p>YES</p> <p>** A NEW PIN can only be requested through the local office or DHHR Customer Service Center both a new card and PIN are requested on RAPIDS screen AIRQ.</p>	Vendor's toll-free ARU	NONE	NONE	NONE
<p>EBT card replacement is only for account access. It is not a replacement of the SNAP or cash assistance benefit.</p>					