

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	3
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

Benefit Replacement

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