

MANUAL MATERIAL TRANSMITTED

MANUAL: INCOME MAINTENANCE

CHANGE NUMBER: 265

DELETE

INSERT OR CHANGE

PAGES	CHAPTER	DATED	PAGES	CHAPTER	DATED
iii	1	5/00	iii	1	10/02
			iv	1	10/00
xiii - ixv	1	5/00	xiii	1	5/00
			ixv	1	10/02
			23	1	5/00
			24 - 25	1	10/02
26	1	5/01	26	1	10/02
27	1	6/15/01	27	1	10/02
28 - 28b	1	9/01	28	1	10/02
29 - 30	1	9/01	29 - 30	1	10/02
31 - 35	1	1/01	31 - 35	1	10/02
36 - 37	1	6/02	36 - 37	1	10/02
38 - 40	1	10/01	38 - 40	1	10/02
41 - 42	1	3/02	41 - 42	1	10/02
42a - 42b	1	3/02	42a - 42b	1	10/02
			42c - 42j	1	10/02
43	1	3/02	43	1	10/02
			44	1	4/00
115	1	5/00	115		10/02
116 - 117	1	6/02	116 - 117		10/02
118 - 118a	1	3/02	118		10/02
119 - 120a	1	1/01	119 - 120		10/02
121 - 122	1	5/00	121 - 122		10/02
123 - 130b	1	6/02	123 - 139		10/02
APPENDIX A-1 - A-4	1	1/00	APPENDIX A-1 - A-4	1	10/02

i	2	10/01	i	2	10/02
ii	2	3/18/02	ii	2	10/02
iii - iv	2	4/00	iii	2	4/00
			iv	2	10/02
v	2	3/02	v	2	10/02
				2	10/02
9 - 10	2	1/98	9	2	10/02
			10	2	10/02
10a	2	6/15/01			10/02
10b	2	9/01			10/02
					10/02
11	2	10/98	11	2	10/02
12	2	10/01	12	2	10/02
12a	2	2/96			10/02
13 - 14	2	9/95	13 - 14		10/02
15 - 16	2	5/97	15 - 16		10/02
16a	2	3/97	16a - 16f	2	10/02
57 - 66	2	4/00	57 - 70	2	10/02
					10/02
208a - 208t	10	7/02	208a	10	7/02
			208b - 208t	10	10/02
19 - 22	11	7/00	19	11	7/00
			20 - 22	11	10/02
1 - 10	14	9/95	1 - 10	14	10/02
			10a	14	10/02
11 - 14	14	9/95	11 - 14	14	10/02

i - ii	20	9/02	i - ii	20	10/02
9 - 12a	20	8/01	9 - 12d	20	10/02
19 - 22	20	8/01	19	20	8/01
			20 - 22a	20	10/02
i - ii	21	4/00	i - ii	21	10/02
1 - 6	21	6/95	1 - 6b	21	10/02
7	21	6/95	7		10/02
8	21	4/00	8	21	10/02
9 - 10	21	2/01	9 - 10	21	10/02
10a	21	4/00	10a - 10c	21	10/02
APPENDIX A-1	21	6/99	APPENDIX A-1	21	10/02
APPENDIX A-2	21	4/00	APPENDIX A-2 - A-4		10/02
			OFS-RR-1-EBT		10/02
DATE: SEPTEMBER 1, 2002 TO: ALL INCOME MAINTENANCE MANUAL HOLDERS					

This change provides policy for the implementation of Electronic Benefits Transfer (EBT) for Food Stamps, WV WORKS, CSI and DCA. No other cash benefits such as Support Services, NEMT, or LIEAP will be issued by EBT. Beginning October 1, 2002, the EBT pilot will begin in Cabell and Wayne counties. EBT will then be implemented by region, beginning with the remainder of Region II in February, 2003; Region IV in March, 2003; Region I in April, 2003 and Region III in May, 2003.

EBT is a benefit-delivery system which utilizes a card to access Food Stamp and cash benefits. The client will no longer receive Food Stamp coupons or paper checks in the mail, thus removing the possibility of stolen or undelivered benefits. Since the benefits are placed into an account on a specified date, their availability on that date is guaranteed and is not subject to mail or other delays. The EBT accounts are set up and managed by an EBT vendor, currently Citicorp Electronic Financial Services (CEFS). Activities of the EBT account may be viewed by using the EBT administrative terminal which is on the DHHR mainframe TPX menu. Most administrative screens are inquiry only, but some designated staff are able to make changes to the EBT account as warranted by the job function of the individual.

Because there will be a pilot period, this policy is subject to change as the situation warrants. Current policy which pertains to Food Stamp coupons and paper checks remains and the EBT policy has been added where applicable. Some of the information about EBT for Food Stamps is the same for cash assistance, but is repeated in the WV WORKS sections, so that the information in each section is consistent and can be more easily located.

One very important change with the implementation of EBT is the immediate transfer of information from RAPIDS to the EBT vendor which is not affected by the RAPIDS monthly deadline for changes. The policy outlines certain changes which must be made immediately to insure timely EBT card issuance to the appropriate individual so that access to EBT benefits is not delayed. Please pay particular attention to Chapter 2 which identifies these changes.

Changes for EBT are:

CHAPTER 1

Section 1.4,E G: Information which must be provided to the client at application about EBT was added.

Section 1.4,K: Information was added about how the selection of the payee affects EBT card issuance. Additional information about the primary person is sent to the EBT vendor to set up the EBT account and issue cards.

Section 1.4,O,3,b: Information was added about how EBT affects Expedited Services for Food Stamps.

Section 1.4,T: A statement about the implementation of EBT was added.

Section 1.4,T,1,b(2): Information was added about how EBT affects the initial Food Stamp issuance when approval occurs after deadline, but before the first of the month. This item is now separated into item (1), Mail Issuance and item (2), EBT Issuance

Section 1.4,T,2,b,(2): Information was added about the availability dates of monthly Food Stamp benefits. EBT Food Stamp benefits are available over the first 9 calendar days of the month. This item is now separated into item (1), Mail Issuance and item (2), EBT Issuance. A NOTE was added in item (1) to explain that, although RAPIDS will show calendar dates for all Food Stamp issuance, work days will be used as they always have been for monthly issuance coupons which are mailed.

Section 1.4, T,3 - A new item was added to explain the EBT process. Included are definitions and terminology, initial card issuance, card distribution when there is a legal guardian or protective payee, and information about the authorized cardholder and cardholder security.

Section 1.25,G: Information which must be provided to the client at application about cash benefits and EBT was added.

Section 1.25,K: Information was added about how the selection of the payee affects EBT card issuance. Additional information about the primary person is sent to the EBT vendor to set up the EBT account and issue cards.

Section 1.25,L: Terminology was changed from check to monthly benefit and spelling was corrected.

Section 1.25,S: Information about EBT was added.

Section 1.25,S,1,b(1): Information about EBT was added.

Section 1.25,S,1,b(2): The beginning digit for direct deposit warrant numbers was corrected to a 5 and the new designation on RAPIDS screen IQAD for direct deposit was added. It is now an F.

Section 1.25,S,1,c: A new item, EBT Benefits, was added. The following old item c is now item d.

Section 1.25,S,2: Information was added that DCA benefits are deposited into the EBT account.

Section 1.25,S,2,d: Information was added that DCA benefits are deposited into the EBT account.

Section 1.25,S,4: A new item was added to explain the EBT process. Included are definitions and terminology, initial card issuance, card distribution when there is a legal guardian or protective payee, and information about the authorized cardholder and cardholder security.

Appendix A: New acronyms and abbreviations for EBT were added.

CHAPTER 2

Section 2.2,D, 1: Information about how a name change affects EBT was added.

Section 2.2,D,5: Information about how a change of address affects EBT was added.

Section 2.2,D,8: Information about a new process used when a client wishes to return Food Stamp benefits from an EBT account was added. This item is now separated into item a, Food Stamp Coupons and item b, EBT Benefits.

Section 2.2,D,12: A new section, EBT Coupon Conversion Request, was added. This explains the process used when a client moves out of the EBT area and cannot access benefits in the new location.

Section 2.2,D,13: A new section, Change in EBT Authorized Cardholder, was added.

Section 2.2,D,14,a,b and c: A new section, Inactive, Dormant and Expunged EBT Accounts, was added.

Section 2.2,E,6: Information was added that EBT benefits are not returned as mailed benefits are. The returned Food Stamp coupon information for mail issuance was updated to add current RAPIDS procedures.

Section 2.17,B,2: The penalty period for failure to report a dependent child is out of the home for WV WORKS was corrected to correspond to an earlier policy change.

Section 2.27,D,1: Information about how a name change affects EBT was added.

Section 2.17,D,2: Information about how a change of address affects EBT was added.

Section 2.17,D,7,b,(1): Information was added about a process which can be used when a protective payee is required and the Financial Clerk has been the payee in order to pay bills for a WV WORKS AG.

Section 2.17,D,9: A new section, EBT Cash Conversion Request, was added. EBT cash benefits cannot be converted to cash.

Section 2.17,D,10,a,b and c: A new section, Inactive, Dormant and Expunged EBT Accounts, was added.

Section 2.17,E,1,b: Information was added about retroactive benefits deposited into an EBT account.

Section 2.17,E,2: Information was added about the importance of correcting an address for accurate EBT card issuance.

Section 2.17,E,3: A reference was added about information for correcting the payee.

Section 2.17,E,4: Information was added about benefits remaining in an EBT account. Benefits are not cancelled.

Section 2.17,E,5: The EBT benefit was added as a benefit which cannot be held.

Section 2.17,E,7: A new item, Returned EBT Benefits, was added.

CHAPTER 10

Section 10.24,C,2,c: Information about when the CSI benefit is available in the EBT account was added.

CHAPTER 11

Section 11.4,F: Cash benefits in an EBT account was added as a cash asset.

CHAPTER 14

Section 14.2,A,2: Information was added about how a GLF employee can be an authorized representative or authorized cardholder for a GLF resident.

Section 14.2,A,3: Information was added about the client's right to decide if he wishes to have authorized cardholder, when the GLF resident applies for himself.

Section 14.2,A,4: Information about FNS authorization and POS terminals was added.

Section 14.2,A,8: Information was added about how Food Stamp benefits can be returned to a GLF resident when he leaves the GLF. This depends upon whether or not the GLF is certified by FNS or has a POS terminal. This item is now separated into item a, AG Receives Coupons, and item b, AG Receives Benefits in EBT Account.

Section 14.2,C,6: The title of the section was changed to Authorized Representatives and Cardholders and information was added about the client's choice of either.

Section 14.2,D,2: The title of the section was changed to Authorized Representatives and Cardholders.

Section 14.2,D,4: With the implementation of EBT, there is no longer a need to provide change to a client when he uses Food Stamp benefits to purchase meals.

CHAPTER 20

Section 20.2,F,1,(b),(2): A procedure was added for repayment of claims from an EBT account.

Section 20.2,F,1,(b)(3): A new item, Use of Dormant EBT Food Stamp Account Benefits, was added.

Section 20.2,H,8: A new item, Effect of Expunged EBT Cash Accounts, was added.

Section 20.3,F,2,c: A new item, Use of Dormant EBT Cash Account Benefits, was added.

Section 20.3,H,6: A new item, Effect of Expunged EBT Cash Accounts, was added.

CHAPTER 21

Section 21.2,A,1: Information about EBT benefits was added. EBT Food Stamp benefits are not replaced as undelivered.

Section 21.2,A,1,a: Coupon replacement procedures were updated to correspond to RAPIDS procedures.

Section 21.2,A,4: A NOTE was added about EBT benefits not being replaced.

Section 21.2,A,6: A new item, Lost, Stolen, Damaged or Destroyed EBT Cards, was added.

Section 21.2,H,7: A new item, EBT PIN Changes, was added.

Section 21.3,B: Information about replacement of EBT cash benefits was added in a NOTE.

Section 21.3,D: A statement not removed with Change #170 was removed.

Section 21.3,I: A new item, Lost, Stolen, Damaged or Destroyed EBT Cards, was added.

Section 21.3,J: A new item, EBT PIN Changes, was added.

Appendix A: EBT benefits were added to the Replacement Desk Guide and a new guide, EBT Card/PIN Replacement Guide, was added.

Throughout this material, benefit group was changed to AG. In addition, references to checks and coupons were changed to benefit where appropriate.

NEW FORMS

OFS-RR-1 EBT Addendum: This form is used to inform the client about certain new aspects of EBT. The statements will be added to the OFS-RR-1 at the next revision.

IFM-EBT-1: IFM will implement this form which is used when the client wishes to repay benefits received in error by deduction from an EBT account or use EBT benefits to make a payment on an existing claim or when the client decides to voluntarily return benefits, even when the benefits were not received in error. The form will be provided to OFS staff for use by IFM.

WV EBT SYSTEM COUPON CONVERSION REQUEST: This form is used to request coupon conversion and is provided by the EBT Group in the State Office. The form will be available on the intranet.

Policy questions should be directed to the OFS Policy Unit.

RAPIDS questions should be directed to the RAPIDS Help Desk.

