

## Benefit Replacement

## APPENDIX A

## FOOD STAMP REPLACEMENT DESK GUIDE - COUPONS OR EBT BENEFIT \*

REPLACING FOOD STAMPS	CAN FS BE REPLACED	REPORT WITHIN 10 DAYS	DFA-FS-36	REPLACEMENT LIMIT	RAPIDS AUXILIARY REASON CODES
<b>FS Coupons damaged after receipt</b>  <b>1. Distinguishable</b>  <b>2. Not Distinguishable</b>	<b>1. YES</b>  <b>2. NO</b>	<b>1. N/A</b>  <b>2. N/A</b>	<b>1. N/A</b>  <b>2. N/A</b>	<b>1. NO</b>  <b>2. N/A</b>	<b>1. 902</b>  <b>2. N/A</b>
1. Destroyed FS <b>Coupons</b> (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 FS benefits destroyed in disaster or misfortune	YES – Cannot exceed 1 month's allotment	YES	YES – retain in case record	NO	902
1. Stolen FS Coupons (Burglary, hold-up or snatching)  2. EBT benefits used by unauthorized person	1. NO  2. NO	1. N/A  2. N/A	1. N/A  2. N/A	1. N/A  2. N/A	1. N/A  2. N/A
1. FS 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
* For replacement of the EBT card, see EBT Card Replacement Desk Guide					

## Benefit Replacement

**NEMT REPLACEMENT DESK GUIDE**

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

\* 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

## Benefit Replacement

## 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	YES New Card Issued.  If new card issued, old one is inactivated.  Cards returned to the card vendor are destroyed and inactivated by the EBT Vendor.	Client calls: <ul style="list-style-type: none"><li>• Vendor's toll-free ARU</li><li>• Customer Service Center</li><li>• Local Office on RAPIDS screen AIRQ</li></ul>	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	YES New card issued and previously issued card inactivated.	Client calls: <ul style="list-style-type: none"><li>• Vendor's toll-free ARU</li><li>• Customer Service Center</li><li>• Local Office on RAPIDS screen AIRQ</li></ul>	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)	YES  Card issued to new payee or AC and previous payee and/or AC cards inactivate.	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.  A PAYEE OR AC's EBT Card can be inactivated at any time by calling" <ul style="list-style-type: none"><li>• Vendor's toll-free ARU</li><li>• Customer Service Center</li></ul>	NONE	NONE	Change payee or AC in RAPIDS.
PIN not received, lost, forgotten, compromised or new PIN request	YES	Vendor's toll-free ARU	NONE	NONE	NONE
** 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.					

**EBT card replacement is only for account access. It is not a replacement of the Food Stamp or cash assistance benefit.**