



WEST VIRGINIA FACT SHEET

FNS# _____

EBT Benefit Program:	Food Stamp Program & Cash Benefits
Responsible State Agency:	West Virginia Department of Health and Human Resources
Card Name:	Mountain State Card (WV EBT Card)
West Virginia Card Number Begins with:	507720 (16 digits)
Fraud Number:	304-558-1970
Recipient Customer Service Number:	1-866-545-6502
Retailer Help Desk Number: (EBT-only for state provided equipment)	1-800-230-0179
Retailer Help Desk Number: (Integrated Terminals)	Call the retailer third party processor
Manual Voucher Authorization Number:	1-866-545-6503
Retailer General Information Number:	1-800-350-8533
Terminal Closeout Time:	12:00 Midnight Eastern Time
Current Third-Party Processors:	Concord EFS, PayPoint, Buypass, Midwest Payment System (MPS), Electronic Data Systems (EDS)
Number of PIN Tries Before Lockout:	Tries before lock out 4, resets next day
Recipient Card Issuance Process:	Mail Issuance

Benefit Issuance Schedule – Food Stamps

First Letter of Last Name	B,X,Y,Z	C,F	H,N,V	I,M,O,U	Q,S	A,W	J,K,P	D,E,R	G,L,T
Calendar Day of the Month	1	2	3	4	5	6	7	8	9

Benefit Issuance Schedule – Cash

Cash Benefits will be available on the First calendar day of each month.

Retailer Rollout Schedule

Phase	County	Benefits Issued
Pilot	Wayne & Cabell	October 2002
Phase 1	Mason, Jackson, Roane, Putnam, Clay, Kanawha, Lincoln, Boone, Logan, Mingo	February 2003
Phase 2	Braxton, Webster, Nicholas, Pocahontas, Fayette, Greenbrier, Raleigh, Wyoming, McDowell, Mercer, Summers, Monroe	March 2003
Phase 3	Hancock, Brooke, Ohio, Marshall, Wetzell, Monongalia, Marion, Harrison, Tyler, Pleasants, Doddridge, Ritchie, Wood, Wirt, Calhoun, Gilmer	April 2003
Phase 4	Lewis, Upshure, Randolph, Pendleton, Hardy, Grant, Tucker, Barbour, Taylor, Preston, Mineral, Hampshire, Morgan, Berkeley, Jefferson	May 2003