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| POLICY TRANSMITTAL NO. 04-52 | DATE: SEPTEMBER 3, 2004 |
| FAMILY SUPPORT SERVICES DIVISION | DEPARTMENT OF HUMAN SERVICES OFFICE OF PLANNING, POLICY & RESEARCH |

TO: ALL OFFICES

SUBJECT: MANUAL MATERIAL

OAC 340:65-3-6.1.

EXPLANATION: OAC 340:65-3-6.1 Instructions to staff are revised to replace out-of-date language and add procedures that may be used at the county director's discretion for replacing electronic benefit transfer (EBT) cards.

Original signed on 9-3-04

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WF # 04-W (NAP)

INSTRUCTIONS FOR FILING MANUAL MATERIAL

OAC is the acronym for Oklahoma Administrative Code. If OAC appears before a number on an Appendix or before a Section in text, it means the Appendix or text contains rules or administrative law. Lengthy internal policies and procedures have the same Chapter number as the OAC Chapter to which they pertain following a “DHS” number, such as personnel policy at DHS:2-1 and personnel rules at OAC 340:2-1. The “340” is the Title number that designates DHS as the rulemaking agency; the “2” specifies the Chapter number; and the “1” specifies the Subchapter number.

The chronological order for filing manual material is: (1) OAC 340 by designated Chapter and Subchapter number; (2) if applicable, DHS numbered text for the designated Chapter and Subchapter; and (3) all OAC Appendices with the designated Chapter number. For example, the order for filing personnel policy is OAC 340:2-1, DHS:2-1, and OAC 340:2 Appendices behind all Chapter 2 manual material. Any questions or assistance with filing manual material will be addressed by contacting Policy Management Unit staff at (405) 521-3611.

REMOVE

340:65-3-6.1

INSERT

340:65-3-6.1, pages 1-6, revised 9-3-04

340:65-3-6.1. Electronic Benefits Transfer (EBT)

Food stamp, Temporary Assistance for Needy Families (TANF), and child care benefits are delivered by a statewide EBT system. ■ 1 through 3

INSTRUCTIONS TO STAFF**1. (a) Electronic benefits transfer (EBT).**

(1) EBT provides an electronic method to deliver benefits to eligible Temporary Assistance for Needy Families (TANF), food stamp, and child care clients. The EBT system credits benefits to the client's TANF and food stamp accounts. It is also a time and attendance tracking and provider payment system for child care clients. EBT provides access to these benefits through the use of a debit card called Access Oklahoma and a personal identification number (PIN).

(2) The county director or designee orders Access Oklahoma cards by calling Affiliated Computer Services (ACS) at (405) 947-2743 or (405) 947-2700. Cards are sent Federal Express two-day delivery. In emergencies the cards are sent by overnight mail. All cards must be kept in a secure location and a daily issuance card report completed.

(b) Training. EBT training is provided to clients through the use of videos. The videos are available in English, Spanish, Vietnamese, open-caption English, and visually-impaired English. Video tapes are requested from the Finance Division Electronic Benefits Disbursement (EBD) Unit.

(1) Effective training is the best defense against repeated card replacements. County directors are encouraged to monitor EBT training to determine its effectiveness.

(2) Finance Division EBD staff are available to visit county offices to assist in training new employees in EBT and the use of the Administrative Terminal (AT) system. County office training of clients may be conducted by any staff member familiar with EBT.

(A) If a client has a particular problem with training, he or she may be asked to view the video again.

- (B)** An authorized representative may be designated by the client for the food stamp or child care benefits only or an additional card holder may be designated for the TANF cash benefits. To review or enter information concerning an additional card holder, refer to the EBTU transaction by viewing M space EBTU. An authorized representative or additional card holder attends training and is issued his or her own card.
- (C)** Clients eligible for a State Supplemental Payment (SSP) who also receive food stamp benefits may require additional training, since SSP warrants are delivered in the mail and food stamp benefits are accessed with an EBT card.
- (c)** Access Oklahoma card. An Access Oklahoma card is issued to the person whose name appears on the card. Identity of that person must be verified before an initial or replacement card is issued. Government-issued identification with a photograph is best but not required as any method used to identify an individual for program purposes is acceptable. An individual selects his or her own PIN when an initial or replacement card is issued.
- (1)** Initial issuance cards for food stamp and TANF benefits are immediately online and may be used as soon as benefits are sent to JP Morgan EFT Services. Cards for child care benefits are issued upon application. Since providers are not paid until the application for child care benefits is approved, authorizations must be completed in a timely manner. Child care providers have the right to decline serving Oklahoma Department of Human Services (OKDHS) children until an approval is received.
- (2)** Replacement cards may take up to one hour before they are activated. Before a replacement card is issued for a TANF or food stamp client, the active card must be canceled by the client. If the active card has not been canceled, the EBT AT does not allow the EBT specialist to issue another card. The client must call the JP Morgan EFT Services HelpDesk 1-888-328-6551 as they record the reason and circumstances for the request for cancellation and the exact date and time the call is received. This provides a tracking mechanism for any disputes which could arise if the client claims that benefits were taken from the account after the card was reported lost or stolen.
- (A)** A client who calls the JP Morgan EFT Services HelpDesk must identify himself or herself with personal information and is frequently

asked about the last place he or she used the card, the amount of the purchase, and where he or she usually shops. This further documents the report and assists law enforcement officials in efforts to determine if EBT card trafficking is involved. To cancel a card, the client who receives:

(i) child care benefits only must contact his or her local county office;

(ii) food stamp or TANF benefits must call the JP Morgan EFT Services HelpDesk; and

(iii) child care benefits and food stamp or TANF benefits must call the JP Morgan EFT Services HelpDesk to cancel all benefits.

(B) OKDHS is required to issue a replacement card within two business days of the request to the county office. The two business day timeframe starts when the card has been canceled by the client and the county office has been requested to issue another card.

(C) The county director may require food stamp and TANF clients, except those who return unusable cards, to view the training video and complete Form FSS-4, Electronic Benefit Transfer (EBT) Questions for Temporary Assistance for Needy Families (TANF) and/or Food Stamps, to demonstrate their understanding of the correct usage of the EBT card. This process may be used each time the food stamp or TANF client requests a replacement card. If necessary, the worker may ask the questions and complete Form FSS-4 on behalf of the client. Clients who do not correctly answer the questions on Form FSS-4 may be required to view the video again and complete another Form FSS-4 before a card is issued. Completed Forms FSS-4 may be filed at the county director's discretion.

(i) Cards that are demagnetized or in an unusable condition are replaced the day the cards are returned to the county office.

(ii) Cards reported as demagnetized or unusable that are not returned to the county office are replaced within two business days.

(iii) All other replacement cards are replaced within two business days.

(d) Benefit issuance. Benefits are issued on a staggered schedule.

(1) TANF and food stamp benefits are issued on the 1st day of the month if the last digit of the C case number is odd, and on the 2nd day of the month if the last digit is even.

(2) State Supplemental Payment (SSP) cases are issued food stamp benefits on the 3rd day of the month.

(A) Emergency food stamp benefits are sent to JP Morgan EFT Services on-line when the case is certified.

(B) Regular roll benefits are sent to JP Morgan EFT Services after deadline each month.

(C) Benefits for cases certified during the 1-1 period between deadline and the first of the following month are sent the night of certification for the month of certification. Benefits for the next month are not sent until the night of the first working day of the month.

(D) When benefits are sent to JP Morgan EFT Services, the status block on the BN screen changes from T to Z. Refer to the BN transaction by entering M space BN. When benefits are posted by JP Morgan EFT Services, the status block changes to P.

(e) Payee change. When the payee changes on a case, the worker determines whether to give the new payee access to the current account balance before the change is made. If the new payee needs access to the balance in the food stamp or TANF account, he or she must be shown as the authorized representative first on the Family Assistance/Client Services (FACS) system and then on the EBTU screen. A card must be issued to the authorized representative. FACS is then updated to show the new payee. Once the old benefits are depleted, the new payee is removed as the authorized representative and another card is issued. As soon as an authorized representative is removed from FACS, his or her card is deactivated automatically. A payee removed from a case is able to access past benefits in the EBT account that have not been used as long as his or her card is active.

(f) Dormant accounts. Accounts with benefits which have not been debited within the last 75 calendar days are considered dormant. A notice is

automatically sent to the client notifying him or her the account has not been accessed for 75 days and if the card is not used within 14 days from the date of the notice, the EBT account will be closed. The notice advises the client that he or she is still eligible for the benefits in the account, and to contact the local county office to reactivate the benefits. The case record must document the reason the client did not access the benefits and the reason the benefits have been reactivated.

(g) Expunged benefits. Food stamp and TANF benefits are expunged from accounts not debited in 365 days. If a case terminates and re-opens, it is possible for the benefits to be expunged before the client can access them. If this occurs, the worker must e-mail or call the:

(1) Finance Division EBD Unit to request the account be reactivated; and

(2) Family Support Services Division to reinstate the benefits.

(h) Out-of-state moves. The Access Oklahoma card may be used to access TANF and/or food stamp benefits in most states. Most major retailers accept the Access Oklahoma card.

(1) If a client notifies the worker he or she is moving or has moved to another state, the worker informs the client to use the Access Oklahoma card in Oklahoma before leaving the state or contact the state agency where he or she has moved to locate a retailer that will accept the Access Oklahoma card.

(2) The worker may contact the Finance Division EBD Unit to assist the household in locating a retailer that accepts the Access Oklahoma card.

2. Separation of duties. Federal regulations require a separation of duties between individuals who certify benefits, issue EBT cards, and have access to the EBT AT. This protects employees from any appearance of inappropriate conduct in benefit issuance. If the county office does not have sufficient staff to maintain a separation of duties for these tasks, the Finance Division EBD Unit may provide Off-Site EBT specialists (OSS) to assist in card issuance. To implement this process in a county, the county director must contact the Finance Division EBD Project Director to make the request. The county director is notified of the approval decision. A description of responsibilities and instructions for the county EBT specialists and OSS is provided along with the name and phone number of the OSS assigned. County EBT

specialists:

- (1) continue to train clients, authorized representatives, and additional card holders;
 - (2) operate the EBT AT with inquiry only access;
 - (3) maintain card inventory records;
 - (4) operate the embosser; and
 - (5) assist in PIN selection.
- 3. The worker must explain to clients the necessity of reporting timely changes of address and shelter expense so the correct amount of benefits are issued. When a change of address or shelter expense is reported, the worker must update the FACS record to ensure the provision of services to clients and case accuracy.**