

Office of Administrative Hearings (OAH)	Transmittal Number: 99-19
Procedures Transmittal	Date: April 21, 1999
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Distribution:	Subject: Implementation of the Electronic Benefit Transfer (EBT) System and the Common Benefit Identification Card (CBIC)
ALB OAH Staff [x] UPS ALJs/ [] Upstate LDSS [] SUP ALJs []	
NYC OAH Staff [x] NYC ALJs/ [x] NYC Agencies [] SUP ALJs [x]	

The City of New York is converting from the Electronic Payment File Transfer (EPFT) as a way of delivering benefits through a newly developed system, Electronic Benefit Transfer (EBT). This system is currently being phased in at the Richmond Center (ISC #99) and will eventually be the means in which recipients receive their benefits throughout the City of New York. Upstate Local Districts will continue to use the Electronic Benefits Issuance Card System (EBICS).

The Electronic Benefit Transfer System provides recipients access to Food Stamp and Temporary Assistance cash benefits using a secure, magnetic-striped identification card that contains a color photo and signature of the client. A Personal Identification Number (PIN) is used to access the account. This card is called the Common Benefit Identification Card (CBIC) and is also used by recipients when they utilize their Medicaid services. The card will enable recipients to withdraw cash from automated teller machines (ATMs) operated by banks and to buy food and other items using point-of-sale debit machines at participating food retailers and other merchants. An orange and gray "Quest" logo appears on the back of the CBIC. The "Quest" logo is displayed at all participating EBT outlets with accompanying symbols which signify the services offered (i.e., "Quest" logo with \$ indicates that the CBIC can be used to withdraw money at that ATM without a surcharge).

If an ATM does not dispense the correct dollar amount, the recipient must call an EBT Customer Service Representative at 1-888-328-6399 as soon as possible. This toll-free Customer Service number is maintained twenty-four hours a day, seven days a week, and should also be used by recipients when they need information regarding:

- . Where the card can be used
- . Food stamp or cash account balances
- . A lost or stolen card (how to report/replace)
- . A problem using the card or PIN
- . Location of free (non-surcharging) ATMs

Fair hearing requests concerning the EBT do not require any special handling and EBT issues should be coded, as appropriate, using one or more of the issue codes currently established. The issue codes have been modified to reflect the term "EBT" and revised pages are attached. Generally, the following issue codes would be used when coding these fair hearing requests:

- 094 Any Other Manner of Payment Issue Not Identified By Other Code
(i.e. EBICS, EBT, EPFT)
- 128 General Inadequacy of Grant, Including Retroactive Benefits
- 157 Failure to Replace Electronically Issued PA Benefit-EBICS/EPFT/EBT
- 163 Failure to Issue Benefit/ID Card
- 429 Failure to Have Photo ID Taken or Failure to Replace ID
- 456 Failure to Replace Electronically Issued FS Benefit-EBICS/EPFT/EBT

If you have any questions regarding this transmittal, please contact your supervisor or Sue Fiehl at (518) 473-4779 or via e-mail 90J029.

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Mark Lacivita, Director of Administration
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Attachment