EXPANSION OF CENTRALIZED COMMON BENEFIT IDENTIFICATION CARD (CBIC) REFERRAL UNIT

Date: December 8, 2011

This policy bulletin is being revised to advise Job Center and Non Cash Assistance Food Stamp (NCA FS) Center staff that the Crotona Job Center (#46) and the Crotona Food Stamp Center (F46) have been added to the centers whose participants that are in need of a replacement CBIC card will be serviced by the Centralized CBIC Referral Unit located at 109 East 16th Street.

Additionally, staff at the Centralized CBIC Referral Unit is advised that a new Replacement of CBIC Request (FIA-1059) form has been created. Form FIA-1059 is a simpler version of the Request for Identification Card/Temporary Medicaid Authorization/Update Existing CBIC (W-607A) form, and is intended for the exclusive use of the Centralized CBIC Referral Unit, instead of Form W-607A, which requires completion of sections unnecessary for the Centralized CBIC Referral Unit’s work.

Purpose

The purpose of this policy bulletin is to inform Job Center and Non Cash Assistance Food Stamp (NCA FS) Center staff of the locations of the Centralized Common Benefit Identification Card (CBIC) Referral Unit and the centers that can send referrals to them.

For CA or NCA FS participants in Brooklyn and Queens the CBIC Referral unit is located on the ground floor of the Linden Job Center, at 45 Hoyt St, Brooklyn, NY 11201.
For Melrose, Crotona, Union Square, Intensive Services, and Senior Works CA or NCA Food Stamp participants, the CBIC Referral Unit is located on the ground floor of **109 East 16th Street, New York, NY 10003**.

When a participant in any of the participating Job centers or NCA FS Centers requests a replacement CBIC, staff should verify that the individual is the case head and that the case is currently in active (AC) status. Upon verification, staff should route these participants to the appropriate Centralized CBIC Referral Unit on the same day by 4:00 pm. Staff should advise the participant that if he/she will not be able to get to the CBIC Referral Unit by 5:00 pm, they should report on the following business day between the hours of 8:30 am and 5:00 pm.

Each Centralized CBIC Referral Unit will provide the following services:

- Issue referrals for over-the-counter (OTC) CBICs;
- Process requests to mail CBICs;
- Process PIN access number changes on current CBICs, when warranted; and
- Process temporary Medicaid card requests.

**Note**: Applicants, re-applicants, and any other cases that are not eligible for referral to the Centralized CBIC Referral Unit are to receive a CBIC referral from their assigned Center and are to be given the Travel Directions to the Manhattan/Brooklyn CBIC Over-the-Counter (OTC) Sites (**W-608H**) form.

Two new **Important Information About Replacements of Common Benefit Identification Cards (CBIC)** (**FIA-1039** and **FIA-1039a**) forms have been developed to advise participants of the location of the Brooklyn and Manhattan CBIC Referral Units. Both forms inform participants of the Units’ address, hours of operation, the need to bring proper identification, general travel directions, and instructs participants to contact the Metropolitan Transportation Authority (MTA) for more specific travel directions if needed.

Form **FIA-1039** is to be given to participants who are eligible to be routed to the Brooklyn Centralized CBIC Referral Unit located at 45 Hoyt Street and Form **FIA-1039a** is to be given to participants who are eligible to be routed to the Manhattan Centralized CBIC Referral Unit located at 109 East 16th Street.
If the participant indicates that he/she has a disability which prevents him/her from going to the Centralized CBIC Referral Unit, he/she must be serviced at the assigned Center.

Applicants/Reapplicants in need of a CBIC should continue to be processed at their assigned Centers. Additionally, participants requiring new PIN access numbers or temporary Medicaid cards should also continue to be served at their assigned Centers.

Effective Immediately

Attachments:

FIA-1039 (E-S)  Important Information About Replacement of Common Benefit Identification Cards (CBIC) (Brooklyn)
FIA-1039a (E-S)  Important Information About Replacement of Common Benefit Identification Cards (CBIC) (Manhattan) (Rev. 12/8/11)
FIA-1059 (E)  Replacement of Common Benefit Identification Card (CBIC) Request
W-607A  Request for Identification Card/Temporary Medicaid Authorization/Update Existing CBIC (Rev. 8/16/10)
W-608H  Travel Directions to the Manhattan/Brooklyn Common Benefit Identification Card (CBIC) Over-the-Counter (OTC) Sites (Rev. 8/16/10)
W-608H (S)  Travel Directions to the Manhattan/Brooklyn Common Benefit Identification Card (CBIC) Over-the-Counter (OTC) Sites (Spanish) (Rev. 8/16/10)

Please use Print on Demand to obtain copies of forms.
Important Information About Replacement of Common Benefit Identification Cards (CBIC)

If you have an active Cash Assistance or Food Stamp case, your request for a replacement Common Benefit Identification Card (CBIC) can now be processed at the centralized CBIC Referral Unit located at:

45 Hoyt Street, Ground Floor, Brooklyn, NY 11201

The hours of operation of the CBIC Unit are: Monday through Friday, from 8:30 AM to 5:00 PM, except holidays.

Please bring proper identification.

If you lose your CBIC in the future, you do not have to go to your assigned Center. You may go directly to the CBIC Referral Unit at the above location and request a replacement.

Travel Directions:

By Bus:  
B25, B38 to Fulton and Duffield Streets
B62, B57 to Smith and Livingston Streets
B41 to Livingston and Hoyt Streets

By Subway: 2, 3 to Hoyt Street
A, C, G to Hoyt - Schermerhorn Street
R, F to Jay Street – Metrotech

You can also call MTA information at (718) 330-1234

(Vea al Dorso)
Información Importante Sobre Reemplazo
de Tarjetas de Identificación de Beneficios Comunes (CBIC)

Si usted tiene un caso activo de Asistencia en Efectivo o Cupones para Alimentos, su pedido de una nueva Tarjeta de Identificación de Beneficios Comunes (CBIC) se puede tramitar ahora en la Unidad de Referencia de CBIC en:

45 Hoyt Street, Planta Baja, Brooklyn, NY 11201

Las horas de trabajo de la Unidad de CBIC son:
Lunes a viernes, de 8:30 AM a 5:00 PM, excepto los días feriados.

Favor de traer identificación adecuada.

Si usted pierde su Tarjeta de Identificación de Beneficios Comunes (CBIC), no tiene que ir a su Centro asignado. Puede ir directamente a la Unidad Centralizada de Referencia de CBIC al lugar indicado arriba y solicitar que reemplacen la tarjeta.

Indicaciones de Viaje

En Autobús: B25, B38 a Fulton y Duffield Streets
            B62, B57 a Smith y Livingston Streets
            B41 a Livingston y Hoyt Streets

En Tren: 2, 3 a Hoyt Street
         A, C, G a Hoyt - Schermerhorn Street
         R, F a Jay Street – Metrotech

Usted también puede llamar a información del MTA al (718) 330-1234

(See Reverse)
Important Information About Replacement of Common Benefit Identification Cards (CBIC)

If you have an active Cash Assistance or Food Stamp case, at one of the following locations: Union Square Job Center #39, Melrose Job Center #40, Melrose Food Stamp Center F40, Crotona Job Center #46, Crotona Food Stamp Center F46, Intensive Services Center #71, or Senior Works Center #84, your request for a replacement Common Benefit Identification Card (CBIC) can now be processed at the centralized CBIC Referral Unit located at:

109 East 16th Street, Ground Floor, New York, NY 10003

The hours of operation of the CBIC Unit are: Monday through Friday, from 8:30 AM to 5:00 PM, except holidays.

Please bring proper identification.

If you lose your CBIC in the future, you do not have to go to your assigned Center. You may go directly to the CBIC Referral Unit at the above location and request a replacement.

Travel Directions to 109 East 16th Street:

By Bus: M1, M2, M3, M5 to 5th Avenue and West 17th Street
M14A/D to 4th Avenue and West 14th Street
M101 to 3rd Avenue and East 14th Street

By Subway: N, Q, R, L, 4, 5, 6 to 14th Street – Union Square

You can also call MTA information at (718) 330-1234
Información Importante Sobre Reemplazo de Tarjetas de Identificación de Beneficios Comunes (CBIC)

Si usted tiene un caso activo de Asistencia en Efectivo o Cupones para Alimentos, en uno de los siguientes locales: Centro de Trabajo de Union Square #39, Centro de Trabajo de Melrose #40, Centro de Cupones para Alimentos de Melrose F40, Centro de Trabajo de Crotona #46, Centro de Cupones para Alimentos de Crotona F46, Centro de Servicios Intensivos #71, o Senior Works (Trabajos para Ancianos) #84, su pedido de una nueva Tarjeta de Identificación de Beneficios Comunes (CBIC) se puede tramitar ahora en la Unidad de Referencia de CBIC en:

109 Este de la Calle 16, Planta Baja, Nueva York, NY 10003

Las horas de trabajo de la Unidad de CBIC son: Lunes a viernes, de 8:30 AM a 5:00 PM, excepto los días feriados.

Favor de traer identificación adecuada.

Si usted pierde su Tarjeta de Identificación de Beneficios Comunes (CBIC), no tiene que ir a su Centro asignado. Puede ir directamente a la Unidad Centralizada de Referencia de CBIC al lugar indicado arriba y solicitar que reemplacen la tarjeta.

Indicaciones de Viaje a 109 Este de la Calle 16:

En Autobús: M1, M2, M3, M5 a la 5ª Avenida y el Oeste de la Calle 17
M14A/D a la 4ª Avenida y el Oeste de la Calle 14
M101 a la 3ª Avenida y el Este de la Calle 14

En Tren: N, Q, R, L, 4, 5, 6 a la Calle 14 – Union Square

Usted también puede llamar a información del MTA al (718) 330-1234

(See Reverse)
Replacement of Common Benefit Identification Card (CBIC) Request

Section I:

Case Name:  
Job Center:  
Food Stamp Office:  
CIN:  
Participant's Signature:  
Date:  
Case Number:  
Worker's Signature:  
Date:  

Check Reason for Action:

- 01 Lost card
- 02 Stolen
- 03 Defective
- 04 Mutilated
- 06 Surrendered
- 09 First card/never received
- CBIC update (no CBIC referral required)

Identification:

- AFIS
- HRA Viewer
- Benefit Card
- NYS Driver License/ID
- Passport
- School ID
- Job ID
- Other

Section II:

<table>
<thead>
<tr>
<th>CIN</th>
<th>Last Name</th>
<th>First Name</th>
<th>Sex</th>
<th>Date of Birth</th>
<th>SSN</th>
</tr>
</thead>
<tbody>
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</tbody>
</table>

Check Reason for No-Action:

- 01 AP Status
- 02 MA Only
- 03 Auth Rep
- 04 Other
# Request for Identification Card/
Temporary Medicaid Authorization/Update Existing CBIC

Prepare in the following situations:

- Replacement of CBIC or Medicaid card
- Update CBIC
- Undomiciled applicant/participant
- Issuance of Immediate Needs/Expedited Food Stamp Grant
- Authorized representative (payee) case
- Temporary Medicaid Authorization for applicant before case is on WMS

## Section I: (To be completed by JOS/Worker)

<table>
<thead>
<tr>
<th>To: Reception/Disbursement and Collections Unit</th>
<th>From: Job Center/Food Stamp Office: Caseload:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Case Name:</td>
<td>Applicant/Participant's Signature:</td>
</tr>
<tr>
<td>Authorized Representative (Payee) Name (print):</td>
<td>Authorized Representative (Payee) Signature:</td>
</tr>
<tr>
<td>Finger Imaging/Photo/Signature Completed</td>
<td>Applicant/Participant Case Type/Case No./Registry No./Suffix:</td>
</tr>
</tbody>
</table>

### Check Reason for Action:

- 01 Lost card
- 02 Stolen
- 03 Defective
- 04 Mutilated
- 06 Surrendered
- 09 First card/never received
- CBIC update (no CBIC referral required)

Identification documents witnessed for applicant/participant or authorized representative; the same two pieces must be presented to the Disbursement and Collections (D&C) Unit.

<table>
<thead>
<tr>
<th>Document</th>
<th>ID Number</th>
</tr>
</thead>
</table>

## Section II: Reason for Request (To be completed by JOS/Worker)

- Is the mailing address different than that on WMS?
  - No
  - Yes
  - If yes, complete below.

<table>
<thead>
<tr>
<th>Care of Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Street</td>
</tr>
<tr>
<td>Apt. No.</td>
</tr>
<tr>
<td>City</td>
</tr>
<tr>
<td>State</td>
</tr>
<tr>
<td>Zip</td>
</tr>
</tbody>
</table>

- Is applicant receiving expedited FS benefits and/or an immediate needs grant?
  - No
  - Yes

- Is the payee correctly established?
  - No
  - Yes

<table>
<thead>
<tr>
<th>CIN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add new payee</td>
</tr>
</tbody>
</table>

- Mail Permanent Card and Temporary Medicaid Card (LDSS-4113-2) (CBIC menu function 1)
- Over-the-Counter Permanent Card Request (LDSS-4113-2) (CBIC menu function 2)
Section II: Reason for Request (To be completed by JOS/Worker)
- ☐ Authorized Representative Card (CBIC menu function 3)
  
  Be sure to send authorized representative to the AFIS Unit for photo and signature only.

  Check one: ☐ Agency pickup (at OTC Site)  ☐ Mail

Authorized Representative:
First Name  M.I.  Last Name

☐ Temporary Medicaid Authorization (LDSS-2831-A) Complete Section IV.

JOS/Worker's Signature  Date  Supervisor's Signature  Date

Section III: Signature Verification (To be completed by D&C or FS Reception)

☐ Temporary card (Vault) referral issued  ☐ Permanent card mail request processed (to be decided by D&C or FS Reception)

Applicant/Participant's Signature  Date  Authorized Representative (Payee)  Date  Signature

Signature(s) verified and documents listed in Section I seen.

FS Reception/D&C or Card Producer's Signature:  Date:_____________

To be Completed by Job Center ONLY

Section IV: Additional information for Temporary Medicaid Authorization (LDSS-41132/LDSS-2831A) (To be completed by JOS/Worker)

Name
Last  First

Address
Street
City  State  Zip Code

Enter 7-digit case number and 1-digit suffix  Leave blank  If enrolled in HIP or HMO plan, enter "P." For all others, enter "A."

Case Number  Category

CIN  Last Name  First Name  Sex  Date of Birth  Ins. Code  Cov. Code  SSN

D&C:
If temporary Medicaid card (LDSS-2831A) is issued, please also give the Applicant/Participant ______________ Form ____________.
Indicaciones de Viaje a los Locales de Expedición Inmediata (Over-The-Counter [OTC] Sites) de Tarjeta de Identificación para Beneficios Comunes (Common Benefit Identification Card [CBIC]) de Manhattan/Brooklyn

Usted necesitará una CBIC para poder obtener sus beneficios de asistencia en efectivo y/o Cupones para Alimentos. El Formulario DSS-4113-2, Envío al Local de CBIC OTC (Referral to the CBIC OTC Site), se encuentra grapado a la parte inferior de la presente página. **Usted NO obtendrá una CBIC a menos que tenga un Formulario DSS-4113-2.** Traiga su envío al local de OTC de Manhattan o de Brooklyn listado más abajo.

Ambos locales de CBIC OTC están abiertos de lunes a viernes, salvo los días feriados.

<table>
<thead>
<tr>
<th>Local de CBIC OTC de Manhattan</th>
<th>Local de CBIC OTC de Brooklyn</th>
</tr>
</thead>
<tbody>
<tr>
<td>39A Walker Street</td>
<td>100A Livingston Street</td>
</tr>
<tr>
<td>Planta Baja</td>
<td>Planta Baja</td>
</tr>
<tr>
<td>(entre Church Street y Broadway)</td>
<td>(entre Court Street y Boerum Place)</td>
</tr>
<tr>
<td>New York, NY 10013</td>
<td>Brooklyn, NY 11201</td>
</tr>
<tr>
<td><strong>Abierto:</strong> 9:00 AM a 8:45 PM</td>
<td><strong>Abierto:</strong> 8:30 AM a 5:45 PM</td>
</tr>
</tbody>
</table>

**Indicaciones de Viaje**

Por Autobús:

- M1, M6, M20 a Canal Street

Por Metro:

- A, C, E, J, M, N, Q, R, W, Z y 6 a Canal Street
- 1 a Franklin Street
- 2, 3 a Chambers Street

Por Autobús:

- B57 a Boerum Place y Livingston Street
- B37, B45, B51 a las calles Livingston y Court
- B25, B26 a las calles Court y Joralemon
- B67 a las calles Livingston y Smith
- B75 a las calles Court y Schermerhorn

Por Metro:

- 2, 3, 4, 5 a Borough Hall
- A, C, F a Jay Street y Borough Hall
- M, N, R a Court Street
- B, D, Q a Dekalb Avenue
- G a las calles Hoyt y Schermerhorn

Por ser el espacio limitado, favor de no traer a nadie más con usted a menos que sea absolutamente necesario.

**FORMULARIO DSS-4113-2**

**STAPLE FORM DSS-4113-2 HERE**
Travel Directions to the Manhattan/Brooklyn
Common Benefit Identification Card (CBIC) Over-The-Counter (OTC) Sites

You will need a CBIC in order to get your cash assistance and/or Food Stamp benefits. Form DSS-4113-2, Referral to the CBIC OTC Site, is stapled to the bottom portion of this page. **You will NOT get a CBIC unless you have Form DSS-4113-2.** Bring your referral to either the Manhattan or Brooklyn OTC site listed below.

Both CBIC OTC sites are open Monday through Friday, except on holidays.

<table>
<thead>
<tr>
<th>Manhattan CBIC OTC Site</th>
<th>Brooklyn CBIC OTC Site</th>
</tr>
</thead>
<tbody>
<tr>
<td>39A Walker Street</td>
<td>100A Livingston Street</td>
</tr>
<tr>
<td>Ground Floor</td>
<td>Ground Floor</td>
</tr>
<tr>
<td>(between Church Street</td>
<td>(between Court Street</td>
</tr>
<tr>
<td>and Broadway)</td>
<td>and Boerum Place)</td>
</tr>
<tr>
<td>New York, NY 10013</td>
<td>Brooklyn, NY 11201</td>
</tr>
</tbody>
</table>

**Open:** 9:00 AM to 8:45 PM

**Travel Directions**

**By Bus:**

M1, M6, M20 to Canal Street

**By Train:**

A, C, E, J, M, N, Q, R, W, Z & 6 to Canal Street
1 to Franklin Street
2, 3 to Chambers Street

**Travel Directions**

**By Bus:**

B57 to Boerum Place & Livingston Street
B37, B45, B51 to Livingston & Court Streets
B25, B26 to Court & Joralemon Streets
B67 to Livingston & Smith Streets
B75 to Court & Schermerhorn Streets

**By Train:**

2, 3, 4, 5 to Borough Hall
A, C, F to Jay Street & Borough Hall
M, N, R to Court Street
B, D, Q to Dekalb Avenue
G to Hoyt & Schermerhorn Streets

Because space is limited, please do not bring anyone else with you unless absolutely necessary.

FORM DSS-4113-2

STAPLE FORM DSS-4113-2 HERE