



# FAMILY INDEPENDENCE ADMINISTRATION


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## POLICY BULLETIN #13-04-OPE (This Policy Bulletin Replaces PB #12-60-OPE)

### CENTRALIZED COMMON BENEFIT IDENTIFICATION CARD (CBIC) REFERRAL UNITS

<b>Date:</b> January 11, 2013	<b>Subtopic(s):</b> Electronic Benefit Transfer (EBT)
<p> This procedure can now be accessed on the FIAweb.</p>	<p><b>Revision to the Original Policy Bulletin:</b></p> <p>This policy bulletin is being revised to advise staff that effective January 14, 2013, the centralized Common Benefit Identification Card (CBIC) Referral Unit located at 45 Hoyt Street, Brooklyn, NY 11201, will relocate to the ground floor of 227 Schermerhorn Street, Brooklyn, NY 11201.</p> <p><b>Purpose:</b></p> <p>The purpose of this policy bulletin is to inform Job Center and Non Cash Assistance (NCA) Supplemental Nutrition Assistance Program (SNAP) Center staff of the centralized CBIC Referral Unit process and of the locations of the two centralized CBIC Referral Units.</p> <p><b>Note:</b> The Request for Identification Card/Temporary Medicaid Authorization/Update Existing CBIC (<b>W-607A</b>) form is used for all other CBIC request referrals which are not part of the centralized CBIC Referral Unit process.</p> <p>Participants who request a replacement CBIC that have an active case in a Brooklyn or Queens Job Center or NCA SNAP Center are to be referred to the centralized CBIC Referral Unit on the ground floor of 227 Schermerhorn Street, Brooklyn, NY 11201.</p> <p>Participants who request a replacement CBIC that have an active case in a Manhattan, Bronx, or Staten Island Job Center or NCA SNAP Center are to be referred to the centralized CBIC Referral Unit on the ground floor of 109 East 16th Street, New York, NY 10003.</p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?  
Call 718-557-1313 then press 3 at the prompt followed by 1 or  
send an e-mail to *FIA Call Center Fax* or fax to: (917) 639-0298

Individuals designated as an authorized representative for the household should not be sent to a centralized CBIC Referral Unit.

When a participant requests a replacement CBIC, staff should verify that the individual is the case head and that the case is currently in active (**AC**) status. If the individual is the case head and the case is active, staff should route the individual to the appropriate centralized CBIC Referral Unit on the same day. Staff should advise the participant that if he/she will not be able to get to the centralized CBIC Referral Unit by 5:00 PM, that he/she should report to the centralized CBIC Referral Unit on the following business day between the hours of 8:30 AM and 5:00 PM.

Each of the two centralized CBIC Referral Units 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

The Important Information About Replacement of Common Benefit Identification Cards (CBIC) (**FIA-1039**) is to be given to participants who are to be routed to the centralized CBIC Referral Unit in Brooklyn. The Important Information About Replacement of Common Benefit Identification Cards (CBIC) (**FIA-1039a**) is to be given to participants who are to be routed to the centralized CBIC Referral Unit in Manhattan. Forms **FIA-1039** and **FIA-1039a** inform participants of the respective Referral Unit's address, travel directions, hours of operation, and the need to bring proper identification.

Form **FIA-1039** has been revised.

Form **FIA-1039** has been revised to change the location of the centralized CBIC Referral Unit in Brooklyn to the ground floor of 227 Schermerhorn Street, Brooklyn, NY 11201.


**Note:** All applicants and authorized representatives requesting a replacement CBIC are not to be referred to a centralized CBIC Referral Unit. These individuals are to receive a CBIC referral from their assigned Center and are to be given the Travel Directions to the Manhattan/Brooklyn Common Benefit Identification Card (CBIC) Over-The-Counter (OTC) Sites (**W-608H**) form.

If the participant indicates that he/she has a disability which prevents him/her from going to a centralized CBIC Referral Unit or submits a request for a reasonable accommodation due to a travel constraint, he/she must be serviced at the assigned Center.

Samples of forms **FIA-1039**, **FIA-1039a**, and **W-608H** are attached.

*Effective: January 14, 2013*

**Attachments:**

 Please use Print on Demand to obtain copies of forms.

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|------------------------|---|
| <b>FIA-1039 (E-S)</b>  | Important Information About Replacement of Common Benefit Identification Cards (CBIC) (Brooklyn) (Rev. 1/11/2013)                           |
| <b>FIA-1039a (E-S)</b> | Important Information About Replacement of Common Benefit Identification Cards (CBIC) (Manhattan) (Rev. 7/23/2012)                          |
| <b>W-608H</b>          | Travel Directions to the Manhattan/Brooklyn Common Benefit Identification Card (CBIC) Over-The-Counter (OTC) Sites (Rev. 7/23/12)           |
| <b>W-608H (S)</b>      | Travel Directions to the Manhattan/Brooklyn Common Benefit Identification Card (CBIC) Over-The-Counter (OTC) Sites (Spanish) (Rev. 7/23/12) |

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

If you have an active **Cash Assistance or Supplemental Nutrition Assistance Program (SNAP) case**, your request for a referral to get a replacement Common Benefit Identification Card (CBIC) can now be processed at the centralized **CBIC Referral Unit** located at:

**227 Schermerhorn 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 referral to get a replacement.

### Travel Directions to 227 Schermerhorn Street:

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 del Programa de Asistencia de Nutrición Suplementaria (SNAP)**, su pedido de un envío para obtener una nueva Tarjeta de Identificación de Beneficios Comunes (CBIC) se puede tramitar ahora en la **Unidad de Referencia de CBIC** en:

**227 Schermerhorn 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 un envío para obtener una nueva tarjeta.

### Indicaciones de Viaje a 227 Schermerhorn Street:

En Autobus: **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)**

**Note:** Beginning August 29, 2012, any reference to the Food Stamp Program shall mean the Supplemental Nutritional Assistance Program (SNAP), and any reference to Food Stamps shall mean SNAP benefits.

**If you have an active Cash Assistance or Supplemental Nutrition Assistance Program (SNAP) case**, in Manhattan, the Bronx, or Staten Island, your request for a referral to get a replacement Common Benefit Identification Card (CBIC) can now be processed at the centralized **CBIC Referral Unit** located at:

**109 East 16<sup>th</sup> 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 referral to get a replacement.

**Travel Directions to 109 East 16<sup>th</sup> Street:**

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

By Subway: **N, Q, R, L, 4, 5, 6** to 14<sup>th</sup> 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)

**Nota:** A partir del 29 de agosto, toda referencia al Programa de Cupones para Alimentos se denominará el Programa de Asistencia de Nutrición Suplementaria (SNAP), y toda referencia a Cupones para Alimentos se denominará beneficios de SNAP.

**Si usted tiene un caso activo de Asistencia en Efectivo o del Programa de Asistencia de Nutrición Suplementaria (SNAP)**, en Manhattan, el Bronx, o Staten Island, su pedido de un envío para obtener 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 un envío para obtener una nueva tarjeta.

### Indicaciones de Viaje a 109 Este de la Calle 16:

En Autobús: **M1, M2, M3, M5** a la 5<sup>ta</sup> Avenida y el Oeste de la Calle 17  
**M14A/D** a la 4<sup>ta</sup> Avenida y el Oeste de la Calle 14  
**M101** a la 3<sup>ra</sup> 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)

### Travel Directions to the Manhattan/Brooklyn Common Benefit Identification Card (CBIC) Over-The-Counter (OTC) Sites

**NOTE:** Beginning August 29, 2012, any reference to the Food Stamp Program in this notice shall mean the Supplemental Nutrition Assistance Program (SNAP), and any reference to Food Stamps shall mean SNAP benefits.

You will need a CBIC in order to get your cash assistance and/or Supplemental Nutrition Assistance Program 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.

Manhattan CBIC OTC Site	Brooklyn CBIC OTC Site
<p>39A Walker Street Ground Floor (between Church Street and Broadway) New York, NY 10013</p> <p><b>Open: 9:00 AM to 8:45 PM</b></p> <p><b>Travel Directions</b></p> <p><u>By Bus:</u></p> <p>M5, M20 to Canal Street</p> <p><u>By Train:</u></p> <p>A, C, E, J, N, Q, R, Z or 6 to Canal Street 1 to Franklin Street 2, 3 to Chambers Street</p>	<p>100A Livingston Street Ground Floor (between Court Street and Boerum Place) Brooklyn, NY 11201</p> <p><b>Open: 8:30 AM to 5:45 PM</b></p> <p><b>Travel Directions</b></p> <p><u>By Bus:</u></p> <p>B57 to Court &amp; Schermerhorn Streets B25, B26, B38, B41, B45, B52 to Court &amp; Joralemon Streets B67 to Livingston &amp; Smith Streets</p> <p><u>By Train:</u></p> <p>2, 3, 4, 5 to Borough Hall A, C, F to Jay Street &amp; Borough Hall N or R to Court Street B, D, Q to Dekalb Avenue G to Hoyt &amp; Schermerhorn Streets</p>

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**



## 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

**Nota:** A partir del 29 de agosto, toda referencia al Programa de Cupones para Alimentos aviso se denominará el Programa de Asistencia de Nutrición Suplementaria (SNAP), y toda referencia a Cupones para Alimentos se denominará beneficios de SNAP.

Usted necesitará una CBIC para poder obtener sus beneficios de asistencia en efectivo y/o del Programa de Asistencia de Nutrición Suplementaria (SNAP). 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.

Local de CBIC OTC de Manhattan	Local de CBIC OTC de Brooklyn
<p>39A Walker Street Planta Baja (entre Church Street y Broadway) New York, NY 10013 <b>Abierto: 9:00 AM a 8:45 PM</b></p> <p><b>Indicaciones de Viaje</b></p> <p><u>Por Autobús:</u></p> <p>M5, M20 a Canal Street</p> <p><u>Por Metro:</u></p> <p>A, C, E, J, N, Q, R, Z o 6 a Canal Street 1 a Franklin Street 2, 3 a Chambers Street</p>	<p>100A Livingston Street Planta Baja (entre Court Street y Boerum Place) Brooklyn, NY 11201 <b>Abierto: 8:30 AM a 5:45 PM</b></p> <p><b>Indicaciones de Viaje</b></p> <p><u>Por Autobús:</u></p> <p>B57 a las calles Court y Schermerhorn B25, B26, B38, B41, B45, B52 a las calles Court y Joralemon B67 a las calles Livingston y Smith</p> <p><u>Por Metro:</u></p> <p>2, 3, 4, 5 a Borough Hall A, C, F a Jay Street y Borough Hall N o R a Court Street B, D, Q a Dekalb Avenue G a las calles Hoyt y Schermerhorn</p>

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**