



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #13-50-OPE (This Policy Bulletin Replaces PB #13-04-OPE)

CONSOLIDATION OF THE COMMON BENEFIT IDENTIFICATION CARD (CBIC) OVER-THE-COUNTER (OTC) SITES AND CBIC REFERRAL UNIT SITES

<p>Date: May 24, 2013</p>	<p>Subtopic(s): Electronic Benefit Transfer (EBT)</p>
<p> This procedure can now be accessed on the FIAweb.</p>	<p>Revision to the Original Policy Bulletin:</p> <p>The policy bulletin is being revised to:</p> <ul style="list-style-type: none"> • Notify staff that the Common Benefit Identification Card (CBIC) Over-The-Counter (OTC) sites will be consolidated with the centralized CBIC Referral Units. The merged sites will be named “OTC” sites. • Inform staff of locations, hours of operation and services provided of the merged OTC sites. • Notify staff that Applicants/Authorized Representatives of record must come to the OTC Sites with the Referral to the OTC Sites Form (DSS-4113-2) issued by the Job Centers or NCA SNAP Centers. • Inform staff that CBIC’s must only be given to the payee. OTC sites can not give an individual a CBIC issued for another person. • Include information regarding mailed CBICs. • Inform staff that the Authorized Representative Cards will be mailed to applicants/participants who want another individual to be able to use his/her CBIC. • Describe updates to the Interactive Voice Response (IVR) system to allow service requests for the replacement of lost, stolen, or mutilated CBICs via the Electronic Benefit Transfer (EBT) Customer Service telephone number. • Remind staff that JOS/Workers must advise the payee of the ability to restrict the Personal Identification Number (PIN) change function of his/her CBIC.

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

- Inform staff of the revisions to the Travel Directions to the Manhattan/Brooklyn Common Benefit Identification Card (CBIC) Over-The-Counter (OTC) Sites (**W-608H**) form.
- Obsolete the Important Information About Replacement of Common Benefit Identification Cards (CBIC) (**FIA-1039**) and The Important Information About Replacement of Common Benefit Identification Cards (CBIC) (**FIA-1039a**) (Manhattan) forms.

Purpose:

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 merged OTC sites and updates to the IVR system.

Revised

The current CBIC OTC Sites will merge with the centralized CBIC Referral Units. The combined sites will be named OTC Sites.

Revised

The CBIC OTC sites at the below locations will cease operations at the close of business on Friday, May 24, 2013:

- 100A Livingston Street, Brooklyn 11201
- 39A Walker Street, Manhattan 10013

Note: Monday, May 27, 2013 is a holiday.

The following OTC sites will begin operation on Tuesday, May 28, 2013:

- Brooklyn OTC - 227 Schermerhorn Street - Ground Floor, Brooklyn 11201
- Manhattan OTC - 109 East 16 Street - Ground Floor, Manhattan 10003

The OTC sites will operate from 8:30AM – 7:15PM, Monday through Friday, except Holidays.

The OTC sites will provide the following services:

- Issue new CBICs to applicants;
- Issue replacement CBICs to active participants; and
- Process PIN selection/changes when warranted.

New

Job Centers and NCA SNAP Centers must continue to issue Form **DSS-4113-2** (Referral to the OTC Sites) for Authorized Representatives and newly opened cases.

Refer to [PD #13-06-ELI](#)
EBT Same-Day Benefit
Issuance and the D&C
Manual.

Note: Applicants/Authorized Representatives of record must come to the OTC Site with Form **DSS-4113-2** issued by the Job Center or NCA SNAP Center.

Note: The Request for Identification Card/Temporary Medicaid Authorization/Update Existing CBIC (**W-607A**) form must be used at Job Centers and NCA SNAP Centers prior to the issuance of the **DSS-4113-2** by the Disbursement and Collection (D&C) unit .

Applicants/participants who request a new or replacement CBIC can go to either the Brooklyn or Manhattan OTC site to be serviced at their convenience; however, it is recommended the Job Centers and NCA SNAP Centers refer their applicants/participants from Brooklyn and Queens to the Brooklyn OTC site, and applicants/participants from Manhattan, Bronx, and Staten Island to the Manhattan OTC site.

New

CBIC's must only be given to the payee. OTC sites can not give an individual a CBIC issued for another person. Anyone requesting a referral on behalf of a payee (relatives, friends, home attendants, etc.) must not be given a referral for the CBIC.

New

Mailed CBICs

A CBIC must be mailed to a payee who is unable to go to the center for a referral or to go to the OTC to obtain a card. This includes an applicant/participant who indicates that he/she is homebound, and/or has a disability which prevents him/her from going to an OTC site or submits a request for a reasonable accommodation due to a travel constraint. A CBIC can also be mailed to an applicant/participant who makes a request.

For reopened or active cases needing a mailed CBIC, the JOS/Worker must complete Form **W-607A** and send it to the D&C unit. D&C staff must input the request using Function 4 (Perm Card Only) from the WMS ID Card Menu (**WIDMNU**).

Note: A mailed CBIC is the default WMS option for new accepted cases.

New

Refer to the D&C
Manual for information
on Authorized
Representative Cards.

If an applicant/participant wants another individual to be able to use his/her CBIC card, the applicant/participant must request an Authorized Representative card from the JOS/Worker. The card is good for CA or SNAP benefits but not valid for Medicaid. The name of the authorized representative and the applicant/participant will appear on the CBIC. The CBIC will be mailed to the applicant/participant.

Replacement CBICs

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 OTC site on the same day. Staff should advise the participant that if he/she will not be able to get to the OTC site by 7:15 PM, that he/she should report to the OTC site on the following business day between the hours of 8:30 AM and 7:15 PM.

New

Replacement CBIC requests via EBT Customer Service telephone number.

Applicants/participants who contact the EBT Customer Service telephone number (1-888-328-6399) to report their CBIC *lost, stolen, or mutilated* will be offered a mailed replacement CBIC by the updated IVR system.

If the applicants/participants indicate they would like to request a replacement CBIC by mail, the IVR system will inform them:

- a replacement CBIC should be received within seven to ten days;
- to contact their local office if the CBIC is not received within the seven to ten day timeframe;
- the PIN will remain the same unless they choose to change it; and
- PIN changes can be made by calling the number on the back of the CBIC or at their local office.

If the applicants/participants indicate they do not want a replacement card mailed to them, the IVR system will instruct them to contact their local Job Center or NCA SNAP center to request a new card.

New

Reminder on PIN restrictions.

See [PD #07-27-OPE](#) form information on PIN restrictions.

JOS/Workers must advise the payee of the ability to restrict the PIN change function of his/her CBIC. Once a PIN restriction is in place, PIN changes can only be done in person at the Job Center or NCA SNAP Center. PIN changes via the EBT Customer Service telephone number or the Internet (www.ebtaccount.ipmorgan.com) will be disallowed. A PIN restriction is useful if the payee believes the security of his/her CBIC has been or may be compromised.

Revised

Revision of Form **W-608H**

Form **W-608H** is to be given to applicants/participants who are to be routed to the OTC sites. Form **W-608H** has been revised to inform applicants/participants of the updated OTC sites' addresses, travel directions, hours of operation, and the need to bring proper identification.

Revised

Forms **FIA-1039** and **FIA-1039a** will be obsolete.

Forms **FIA-1039** and **FIA-1039a** will be obsolete as of the close of business, May 24, 2013. Job Center Directors and NCA SNAP Center Directors must ensure that Forms **FIA-1039** and **FIA-1039a** are removed from circulation and recycled.

A sample of Form **W-608H** is attached.

Effective May 28, 2013.

Related Items:

Disbursement and Collection (D&C) Manual

[PD #07-27-OPE](#)

[PD #13-06-ELI](#)

Attachments:

 Please use Print on Demand to obtain copies of forms.

W-608H

Travel Directions to the Manhattan/Brooklyn Common Benefit Identification Card (CBIC) Over-The-Counter (OTC) Sites (Rev. 5/24/13)

W-608H (S)

Travel Directions to the Manhattan/Brooklyn Common Benefit Identification Card (CBIC) Over-The-Counter (OTC) Sites (Spanish) (Rev. 5/24/13)

Travel Directions to the Manhattan/Brooklyn Over-The-Counter (OTC) Sites

You will need a CBIC in order to get your Cash Assistance and/or Supplemental Nutrition Assistance Program benefits. Newly accepted cases and Authorized Representatives **will not get a CBIC unless the Referral to the OTC Site Form (DSS-4113-2)** is provided. Form **DSS-4113-2** is stapled to the bottom portion of this page. Bring your referral to either the Manhattan or Brooklyn OTC site listed below. **For a replacement CBIC, bring valid identification to either site below.**

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

Manhattan OTC Site	Brooklyn OTC Site
<p>109 East 16th Street Ground Floor (between Union Square East and Irving Place) New York, NY 10003</p> <p>Open: 8:30 AM to 7:15 PM</p> <p>Travel Directions</p> <p><u>By Bus:</u></p> <p>M1, M2, M3, M5 to 5th Avenue and West 17th Street M14A/D to 4th Avenue and West 14th Street M101, M102, M103 to 3rd Avenue and East 14th Street</p> <p><u>By Train:</u></p> <p>N, Q, R, L, 4, 5, 6, to 14th Street-Union Square</p>	<p>227 Schermerhorn Street Ground Floor (between Bond Street and Hoyt Street) Brooklyn, NY 11201</p> <p>Open: 8:30 AM to 7:15 PM</p> <p>Travel Directions</p> <p><u>By Bus:</u></p> <p>B25, B26, B38, B52 to Fulton and Bond Street B62, B57 to Smith and Livingston Street B41, B45 to Livingston and Bond Street</p> <p><u>By Train:</u></p> <p>2, 3 to Hoyt Street 4, 5 to Nevins Street A, C, G to Hoyt-Schermerhorn Street R, F to Jay Street-Metrotech Q to DeKalb Avenue</p>

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

FORM DSS-4113-2

STAPLE FORM DSS-4113-2 HERE

Indicaciones de Viaje a los Locales de Expedición Inmediata (Over-The-Counter [OTC] de Manhattan/Brooklyn)

Usted necesitará una CBIC para poder obtener sus beneficios de Asistencia en Efectivo y/o del Programa de Asistencia de Nutrición Suplementaria (SNAP). Los casos nuevamente aceptados y los Representantes Autorizados **no obtendrán una CBIC a menos que se provea el Formulario de Envío al Local de OTC (DSS-4113-2)**. El Formulario **DSS-4113-2** se encuentra grapado a la parte inferior de la presente página. **Traiga su envío al local de OTC de Manhattan o de Brooklyn listado más abajo.**

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

Local de OTC de Manhattan	Local de OTC de Brooklyn
<p>109 East 16th Street Planta Baja (entre Union Square East y Irving Place) New York, NY 10003</p> <p>Abierto: 8:30 AM a 7:15 PM</p> <p>Indicaciones de Viaje</p> <p><u>Por Autobús:</u></p> <p>M1, M2, M3, M5 a 5th Avenue y West 17th Street M14A/D a 4th Avenue y West 14th Street M101, M102, M103 a 3rd Avenue y East 14th Street</p> <p><u>Por Metro:</u></p> <p>N, Q, R, L, 4, 5, 6, a 14th Street-Union Square</p>	<p>227 Schermerhorn Street Planta Baja (entre Bond Street y Hoyt Street) Brooklyn, NY 11201</p> <p>Abierto: 8:30 AM a 7:15 PM</p> <p>Indicaciones de Viaje</p> <p><u>Por Autobús:</u></p> <p>B25, B26 B38, B52 a las calles Bond y Duffield B62, B57, a las calles Smith y Livingston B41, B45 a las calles Livingston y Bond</p> <p><u>Por Metro:</u></p> <p>2, 3 a Hoyt Street 4, 5 a Nevins Street A, C, G a Hoyt-Schermerhorn Street R, F a Jay Street-Metrotech Q a DeKalb Avenue</p>

Por ser el espacio limitado, favor de no traer a nadie más con usted.

FORMULARIO DSS-4113-2

STAPLE FORM DSS-4113-2 HERE