



# FAMILY INDEPENDENCE ADMINISTRATION

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## POLICY BULLETIN #05-09-ELI

### CASH HEAP PAYMENTS TO NYSNIP PARTICIPANTS

<b>Date:</b> January 20, 2005	<b>Subtopic(s):</b> Electronic Benefit Transfer (EBT)
<p> This procedure can now be accessed on the FIAweb.</p> <p>Social Security Supplemental Income (SSI) recipients who are participating in the New York State Nutrition Improvement Project (NYSNIP) are likely to be affected by this change.</p>	<p>The purpose of this Policy Bulletin is to announce that some new Non-Public Assistance (NPA) Food Stamp (FS) participants who receive the \$50 Home Energy Assistance Program (HEAP) (renter's) benefit, may be receiving this benefit through an Electronic Benefit Transfer (EBT) cash account for the first time. Prior to the receipt of FS benefits, the HEAP benefit would have been issued as a check.</p> <p>Although EBT brochures (<b>PUB #4596</b>) were included in the Food Stamp Acceptance packages of all NYSNIP participants, Workers may receive inquiries from some individuals regarding the disposition of their HEAP benefit and how they can either get or use this money. Workers should advise such participants that:</p> <ul style="list-style-type: none"><li>• To access their HEAP cash benefit they will use the same New York State Benefit Identification Card (CBIC) and Personal Identification Number (PIN).</li><li>• They can get or use their HEAP cash benefit at any ATM or store where EBT cash benefits can be redeemed. To identify these participating stores or ATMs they should look for the QUEST logo, which is displayed on the back of the benefit card.</li><li>• Some QUEST ATM locations impose a surcharge of \$1.00 or more for EBT cash withdrawals. Participants should look for a sign or a message in or on the ATM about the surcharge. To find the location of surcharge-free ATMs or Point Of Sale (POS) devices in their area they may call (800) 289-6739.</li><li>• Withdrawing the cash at an in-store customer service desk or from a checkout line POS device is probably the best option, because most ATMs dispense cash in \$20 increments, which means that the entire \$50 cannot be withdrawn from these ATMs.</li></ul>

HAVE QUESTIONS ABOUT THIS PROCEDURE?  
Call (718) 557-1313 then press 2 at the prompt followed by 765 or  
send an e-mail to *FIA Call Center*

- The \$50 benefit must be at least partially redeemed within 90 days of its issuance or it will be automatically expunged from the EBT cash account.
- The \$50 HEAP benefit that is expunged because it has not been accessed within 90 days of issuance may be restored at the participant's request any time prior to September 1, 2005.
- For any question or problem related to using their Benefit Card or PIN to redeem benefits on EBT, participants should contact the Customer Service number on the back of the card: (800) 328-6399.
- While the \$50 HEAP cash benefit is issued to help pay the heating and cooling costs contained in the shelter expense of renters, there is no requirement to use it to this end. However, participants are encouraged to apply this benefit directly toward their shelter expenses.

*Effective Immediately*