POLICY BULLETIN #17-44-OPE

PROTECTING COMMON BENEFIT IDENTIFICATION CARD (CBIC) INFORMATION

Date:	Subtopic(s):
April 14, 2017	Handling CBIC / EBT Information

The instructions in this policy bulletin are for Job Center, Non Cash Assistance Supplemental Nutrition Assistance Program (NCA SNAP) Center, and HIV/AIDS Services Administration (HASA) staff. This policy bulletin serves as information for all other staff.

All employees are obligated to protect confidential and HRA applicant/participant information and records, which include an individual's Common Benefit Identity Card (CBIC) / Electronic Benefit Transfer (EBT) number and PIN access code. An applicant's /participant's CBIC number and information must be safeguarded, and **cannot** be scanned and indexed into the electronic case record in the HRA OneViewer.

To maintain the security of the individual's CBIC information, staff must discontinue scanning and indexing any CBIC into the HRA OneViewer. Additionally, no staff should record any CBIC card information into any record.

In addition, if the applicant/participant informs HRA staff that there is suspicious activity involving his or her Cash Assistance (CA) and/or SNAP benefits, then the individual must be advised to call HRA's Bureau of Fraud Investigation's (BFI) Hotline at (718) 722-8001 or the NYC Department of Investigation at (212) 825-5900 to report such suspicious activity.

See PD 12-12-OPE on making a BFI referral

Job Center, NCA SNAP Center and HASA staff are **also** required to independently report the applicant's/participant's claims of suspicious activity involving the household's CA and/or SNAP benefits to BFI Hotline at (718) 722-8001, through POS' automated referral, or through the HRA Intranet (Report Client Fraud), and record that a BFI referral was made in POS.

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*

Distribution: X

If the applicant/participant expresses concern that his/her CBIC and/or Cash Assistance and/or SNAP benefits have been compromised or stolen, inform the individual that he or she can add a: (1) "PIN restriction," which prevents PIN change requests through the EBT Customer Service or online; and/or, (2) an additional CBIC security password that prevents unauthorized users from changing the selected PIN.

Effective Immediately

Related Items:
PD 16-19-SYS Electronic Benefit Transfer (EBT) System
PD 12-12-OPE Fraud Referrals to BFI