POLICY BULLETIN #17-69-SYS

COMMON BENEFIT IDENTIFICATION CARD (CBIC) OVER THE COUNTER (OTC) SITE OPERATING MANUAL

Date:	Subtopic(s):
August 1, 2017	Electronic Benefit Transfer (EBT) System

The purpose of this policy bulletin is to introduce the Common Benefit Identification Card (CBIC) Over-The-Counter (OTC) Site Operating Manual to staff of the OTC Sites. It provides instruction for OTC Site staff, and information for all other staff.

The Common Benefit Identification Card (CBIC) Over-The-Counter (OTC) Site Operating Manual serves as a guide for OTC Site staff regarding how they should perform their tasks.

The OTC Sites, located at 109 E 16th Street (Manhattan) and 227 Schermerhorn Street (Brooklyn) issue new and replacement CBICs on a walk-in, first come, first served basis to individuals in receipt of Cash Assistance (CA) and/or Supplemental Nutrition Assistance Program (SNAP) benefits.

Effective Immediately

Related Items:

CD #16-36   Security in the Reissuance of a CBIC
PB # 08-84-OPE CBIC Printers Not Operational
PB #17-44-OPE   Protecting CBIC Information
PD #13-06-ELI   EBT Same-Day Benefit Issuance
PD #16-19-SYS   Electronic Benefit Transfer (EBT) System

Attachment:

Common Benefit Identification Card (CBIC) Over-The-Counter (OTC) Site Operating Manual

🖳 Please use Print on Demand to obtain copies of forms.

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

**Human Resources Administration
Department of Social Services**

James K. Whelan
Executive Deputy Commissioner
Office of Policy, Procedures, and Training

Common Benefit Identification Card (CBIC) Over-The-Counter (OTC) Site Operating Manual

August 2017
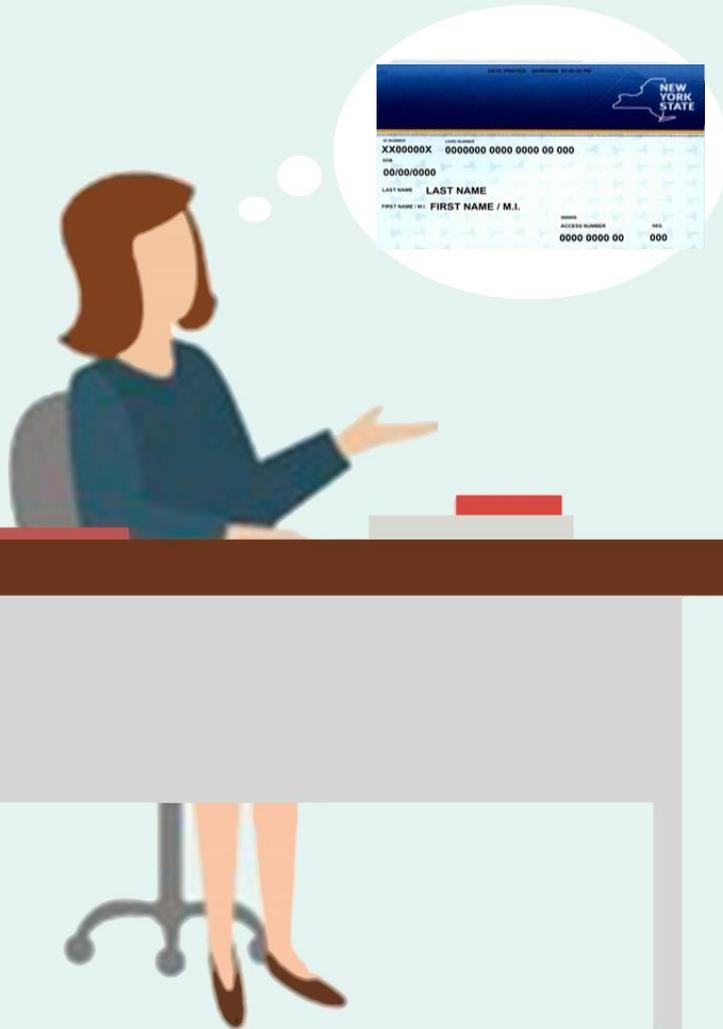
CBIC OTC Operating Manual

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Introduction

This manual is an instructional guide for Electronic Benefit Transfer (EBT) Services staff working at Common Benefit Identification Card (CBIC) Over-The-Counter (OTC) Sites, and is informational for all other Human Resources Administration (HRA) staff.

The EBT System, managed by the New York State (NYS) Office of Temporary and Disability Assistance (OTDA) and its contracted vendor, Conduent, enables the electronic transfer of benefits.

Background

Clients access Cash Assistance (CA), Supplemental Nutrition Assistance Program (SNAP) benefits, and Medicaid using their CBIC and a four digit Personal Identification Number (PIN).

The EBT System allows CA recipients to access cash at participating Automated Teller Machines (ATMs), food stores, and other Point of Sale (POS) locations; and SNAP recipients to access SNAP benefits at United States Department of Agriculture (USDA) authorized locations.

The NYS Welfare Management System (WMS) sends benefit authorizations and card information to Conduent's EBT Computer system. Conduent utilizes that information to establish two accounts for each payee, one for Cash and one for SNAP. The SNAP account can only be utilized to purchase USDA allowable items.

To access benefits, the payee swipes the CBIC at a terminal, and enters his/her four-digit PIN. Conduent's EBT Computer system deducts the amount from the payee's Cash or SNAP account, and issues a receipt reflecting the appropriate amount of the transaction, as well as the account balances. That information is transmitted to OTDA, which updates WMS.

Payees who need a replacement CBIC for use in the EBT System must call New York EBT customer service at (888) 328-6399 to report a lost/stolen card. They must also be advised to call HRA's Bureau of Fraud Investigation (BFI) Hotline at (718) 722-8001 or the New York City Department of Investigation at (212) 722-8001 to report suspicious activity. Conduent deactivates the existing CBIC, to prevent theft/loss of benefits, and offers the client the ability to receive a replacement CBIC via the mail.

Gemalto has been contracted by OTDA to produce permanent CBICs. Payees who cannot wait for a CBIC to arrive by mail are instructed to contact their local office. In NYC, CA and SNAP payees may obtain a CBIC at HRA's OTC Sites located at 109 East 16th Street (in Manhattan) and 227 Schermerhorn Street (in Brooklyn), both of which operate Monday-Friday, 8:30 am–7:15 pm, except holidays.

Payees are issued new and replacement CBICs by OTC Site staff on a walk-in, same-day basis.

Greeter

Individuals are screened at the door by a Greeter, who routes them to the appropriate area according to their need (i.e., CBIC or PIN), their ability to stand/wait on line, and the information they have/don't have, as follows:

1. **Needs PIN only**
Those who only need a PIN are sent to the PIN Selection Window, to select a PIN.

2. **Can't stand/wait on line**
Those who can't stand/wait on line are directed to have a seat in the Waiting Area. The Worker helps them complete the Replacement of Common Benefit Identification Card (CBIC) Request (**FIA-1059**), obtains their identification (ID), and brings the **FIA-1059** and ID to the HRA Supervisor.

3. **Already has a referral for a CBIC**
Those who are requesting a CBIC and already have a referral for a CBIC are directed to the Card Contractor's Window.

4. **Needs a referral for a CBIC, has no photo ID**
For those who are requesting a CBIC and do not have a photo ID, the Greeter writes their name, Social Security Number (SSN), and case type on the Photo Identification for Supplemental Nutrition Assistance Program (SNAP) / Finger Imaging for Cash Assistance Notice / AFIS Freedom Referral (**W-519**); checks the box entitled "Identification Only (Please verify identity)" on the **W-519**; and directs the client to the Automated Finger Imaging System (AFIS) line.

   o In Manhattan, the HRA Worker gives the **W-519** to the AFIS operator.
   o In Brooklyn, the HRA Worker places the **W-519** in the basket.

5. **Needs referral for a CBIC, has an ID or a FIA-1059**
Those who are requesting a CBIC and have an ID or a **FIA-1059** are directed to the Intake Window to see an HRA Worker.

AFIS

A. **Needs a referral for a CBIC, has no photo ID**
   The AFIS operator verifies the identity of the client. For CA cases, the AFIS operator checks the client's identity by finger image. For SNAP and Medicaid cases, the AFIS Operator checks the client's identity by SSN.

   If the client's identity is verified, the AFIS Operator directs the client to the intake line with a **FIA-1059** on which he/she has written a "B" in the upper right hand corner of the form, and places a copy of the AFIS record in the basket.

   If the client's identity is **not** verified, the AFIS Operator directs the client to the intake line with a **FIA-1059** on which he/she has written a "V" in the upper right hand corner of the form.

Intake/Card Contractor Services

Individuals who need a CBIC, who cannot be issued one immediately by the Card Contractor are sent by the Greeter to Intake Counter/Card Contractor Services, per the following:

A. Needs referral for a CBIC, has an ID or a FIA-1059
B. Card Contractor Window

A. Needs referral for a CBIC, has an ID or a FIA-1059
The Worker must first verify the individual's identity. In order to do so, the Worker must perform a face to photo match, comparing the individual to the photo ID he/she presents.

- If the individual has a **FIA-1059** with a "B" written on it, the Worker must retrieve a copy of the AFIS photo from the basket, and execute a face to photo match, comparing the individual to the AFIS photo.

- If the individual has a **FIA-1059** with a "V" written on it, the Worker must verify the identity of the individual against information in the OneViewer and/or WMS.

  The Worker must <u>first</u> check the OneViewer for a <u>photo ID submitted at the time of application</u>.

  o If one is located, the Worker must perform a face to photo match, comparing the individual to the photo ID submitted at the time of application.

  o If one is **NOT** located, the Worker must ask the individual about documentation submitted at the time of application. If he/she indicates having submitted a signed document at the time of application, the Worker must check the OneViewer for that documentation.

    o If it is located, the Worker must compare the signature(s) on the document(s) to that of the individual.

  o If no photo IDs or signed documents submitted at the time of application are located in the OneViewer, the Worker must ask the individual about case information (addresses of residence, names and birthdates of household members) and compare that information to that which is contained in WMS.

  The Worker must complete a **FIA-1059** for all individuals requesting a CBIC.

Note: <u>Never</u> issue a referral for a CBIC if the individual's identity is in question.

Once the identity of the individual has been verified, the Worker must confirm that the individual is the payee of record, <u>and</u> the case is in Active (AC) or Single Issuance (SI) status.

To confirm that the individual is the payee of record, the Worker must check WMS, as follows:

- From the WMS Main Menu, the Worker must select Option 9 (Common Benefit Identification Card). Then, from the WMS ID Card Menu, the Worker must select Function 9 (Case PA/FS Payee Inquiry), and go to page 2.

- On page 2 of the Case PA/FS Payee Inquiry Screen, the Worker must insure that the current EBT Payee Client Identification Number (CIN) is that of the individual.

Note: The OTC Sites can only issue a CBIC to the person named on the card.

Anyone requesting a CBIC on behalf of a payee (relatives, friends, home attendants, etc.) must be **DENIED** a referral for a CBIC, as a payee who is unable to visit an OTC Site can obtain a CBIC by mail. If a payee is unable to wait for a CBIC to arrive by mail, he/she may receive a CBIC via a Homebound Visit.

Once it has been established that the individual is the payee of record, the Worker must check the case status in WMS to confirm that the individual's CA or SNAP case is in AC or SI status.

If the individual's CA or SNAP case is in Closed (CL) status, <u>but</u> has a benefit balance <u>or</u> the Medicaid (MA) portion of the case is in AC status, a referral for a CBIC may be issued.

Once the Worker has verified the identity of the individual, the individual is the payee of record, and the case is AC, SI, CL with a benefit balance remaining, or AC for the Medicaid portion, he/she must issue the CBIC referral.

In WMS, the Worker must:
1. go to the Main Menu
2. select Option 9 (Common Benefit Identification Card)
3. select Function 2
4. complete the fields on the screen to generate a CBIC referral.

The Worker must then retrieve the CBIC referral from the machine, sign the back of the CBIC referral in the top box (where designated for the Worker); and have the

client sign the back of the CBIC referral in the top box (where designated for the client).

The Worker must then give the client the EBT Pick-Up Schedule (**EBT-52**), the EBT - How to Use Your Benefit Card (**LDSS-5004**), and the **Wallet Card**; answer any questions he/she has about EBT and CBICs; and direct the client to the Card Contractor.

If the client requests a photo and is active for SNAP or Medicaid, the Worker must prepare the **W-519** and direct the client to the AFIS Operator.

B. Card Contractor Window
Once the client presents the referral to the Contractor, the Contractor must:

- Place a time stamp on the CBIC referral.

- Enter the referral number in their system.

- Request that the client have a seat in the waiting area.

- Retrieve the CBIC from the card printer.

- Swipe the CBIC through the card reader to stop the timer.

- Call the client to the window.

- Have the client sign the back of the CBIC referral, in the lower box where designated for the client.

- Perform a face to photo match of the client against the photo on the CBIC.

- Compare the client's signature in the lower box to the client's signature in the upper box on the CBIC referral.

- If the signature comparison and/or face to photo match reveal(s) inconsistencies, refer the client to HRA.

- If the signature comparison and/or face to photo match do(es) not reveal any inconsistencies, issue the client the CBIC.

- Give the client a card sleeve to protect the CBIC from scratches.

- Direct the client to the PIN window, if the client requires a PIN.

The HRA Supervisor presents the referral to the Contractor.

For **Waiting Area clients** and **Homebound clients** (see **Special Situations**), the Contractor must:

- Place a time stamp on the referral.

- Enter the referral number in their system.

- Retrieve the CBIC from the card printer.

- Swipe the CBIC through the card reader to stop the timer.

- Call the HRA Supervisor to the window.

- Give the HRA Supervisor the CBIC referral and the CBIC.

The HRA Supervisor will follow the steps he/she must take, that are detailed in the Special Situations section, further in this manual.

PIN Window

The PIN Window is the end of the OTC Site workflow.

The Worker must verify the client's identity, by performing a face to photo match of the client to the photo on the CBIC.

- If the face to photo match of the client to the photo on the CBIC reveals no inconsistencies, the Worker must instruct the client to select a PIN.

- If there is no photo on the CBIC and the client received the CBIC that day, the Worker must instruct the client to select a PIN.

- If there is no photo on the CBIC and the client received the CBIC prior to that day, the client must show the Worker a photo ID.

  o If the client does not have a photo ID, the Worker must refer the client to the AFIS window with a completed **W-519**, to have an identity check performed.

Once the client's identity has been verified, the Worker must assist the client by enabling the PIN selection process. In order to do so, the Worker must:

- Swipe the client's CBIC.

- Enter the User ID, and press the green key.

- Enter the password, and press the green key.

- Tell the client to enter a four digit PIN, and press the green key.

- Tell the client to re-enter the four-digit PIN, and press the green key.

- Return the CBIC to the client when the approval appears on the screen.

Special Situations

The following special situations are <u>processed</u> by an HRA Supervisor:

1. **Waiting Area Clients (Unable to Stand/Wait on Line)**
2. **PIN Restrictions**
3. **Additional Passwords**
4. **Authorized Representatives**
5. **Benefit Availability**
6. **Hotline Inquiries**
7. **Homebound Cases**

1. **Waiting Area Clients (Unable to Stand/Wait on Line)**

   The HRA Supervisor receives the completed **FIA-1059** and client's ID from the HRA Worker, and must:

   - Follow the steps in the section entitled **Needs referral for a CBIC, has an ID or a FIA-1059** that appears beginning on page 5 of this manual.

   - Write a "W" on the front of the CBIC referral in the upper right hand corner.

   - Take the completed CBIC referral to the waiting area to obtain the client's signature.

   - Give the Contractor the CBIC referral, and tell him/her it is for a Waiting Area Client.

   - Retrieve the CBIC and the CBIC referral from the window when the Contractor calls.

   - Bring the CBIC and the CBIC referral to the client in the waiting area.

   - Obtain the client's signature in the lower box of the CBIC referral, and compare it to the signature in the upper box of the CBIC referral.

   - Give the client the CBIC, and direct him/her to the PIN Window, if he/she needs a PIN.

   - Take the referral to the Contractor.

2. PIN Restrictions

If the client believes that his/her benefits have been compromised and/or his/her CBIC has been stolen, the HRA Supervisor must recommend that the client restrict his/her PIN at the OTC Site immediately.   He/she must also be advised to call HRA's Bureau of Fraud Investigation (BFI) Hotline at (718) 722-8001 or the New York City Department of Investigation at (212) 722-8001 to report suspicious activity.

The EBT Customer Service Automated Response Unit (ARU) PIN restriction is used when the payee believes that the security of his/her card has been/could have been compromised. Once the PIN restriction has been placed on the client's account, it eliminates the possibility of changing the PIN via the ARU or the Internet for all existing and future CBICs issued to the payee; and, for all existing and future CBICs issued to any other payee(s) linked to the affected CIN. The restriction will also be applied to any Authorized Representative CBICs or Vault Cards issued to the case and linked to the affected CIN.

Clients with a PIN restriction on their case can only change their PIN by bringing their CBIC to their Center, and using the PIN selection device in D&C/Reception; or, by going to one of the OTC Sites. Eliminating the ability to change the PIN through the ARU or the Internet requires that any PIN changes for any CBICs linked to the account be executed in person with the card in hand at the Job/SNAP Center or the OTC Site.

To enable a PIN to be restricted, the HRA Supervisor must:
- Complete the EBT Customer Service Automated Response Unit (ARU) Personal Identification Number (PIN) Restriction Permission Form (**EBT-64**) and have the client sign it to verify his/her request for a PIN restriction.
- Enable the PIN restriction function in the EBT Contractor's Administrative Terminal on the Client Information Management Screen.
- Give the client a copy of the **EBT-64** for his/her records.

3. Additional Passwords

Payees have the option of placing an additional password on their EBT account. The password, limited to 12 characters, is placed on the account through the EPPIC AT System at the Job Center, SNAP Center, or OTC Site. The additional password is used by EBT Customer Service and clients (on the website established for client use) to verify the cardholder's identity. An incorrect password entered three times will end the call or block access to the website.

To enable an additional password to be placed on an EBT account, the HRA Supervisor must:

- Complete the EBT Account Additional Password Permission Form (**EBT-64A**) and have the client sign it, in order to verify a request for an additional password.
- Log on to the EBT Contractor's Administrative Terminal on the Client Information Management screen, and allow the client to enter a password.
- Give the client a copy of the **EBT-64A** for his/her records.

4. Authorized Representatives

A SNAP-only client may have another individual act as his/her Authorized Representative by having the individual accompany him/her to one of the OTC Sites. Both the client and the other person must have valid photo IDs.

To enable the addition of an Authorized Representative for a SNAP-only case, the HRA Supervisor must:

- Complete the Supplemental Nutrition Assistance Program (SNAP) Authorized Representative Request (**LDSS-4942**), and obtain the signatures of the client and the person requesting status as an Authorized Representative.

- Photocopy the **LDSS-4942**, so that the IDs of the client and the person requesting status as an Authorized Representative are visible on the bottom of the front of the form, but not blocking the case name or case number.

- Process the client as a Waiting Area Client, if a new CBIC is needed, following the steps outlined in "Waiting Area Clients (Unable to Stand/Wait on Line)", on page 10 under the Special Situations section of this manual.

- Process the person requesting status as an Authorized Representative as a Waiting Area Client, following the steps outlined in "Waiting Area Clients (Unable to Stand/Wait on Line)", on page 9 under the Special Situations section of this manual.

The HRA Supervisor must give all copies of the **EBT-64**, **EBT-64A**, and **LDSS-4942** to the Site Manager for forwarding to EBT Services Central Office, where the forms will be scanned into the OneViewer.

5. Benefit Availability

The HRA Supervisor must respond to questions/issues from clients visiting the OTC Site about benefit availability, by verifying information using both WMS and the Contractor's EBT System. The HRA Supervisor must refer the client to his/her Center, if the client has questions that the OTC Site is unable to answer.

6. **Hotline Inquiries**

   EBT Services has a Hotline to assist HRA staff develop an understanding of the issues related to CBIC and EBT. Staff located at Centers in Brooklyn and Queens may call (718) 722-4939; while those located at Centers in Manhattan, the Bronx, and Staten Island may call (929) 252-6210. HRA Supervisors provide guidance to Center staff, in order to enable them to answer their own questions.

7. **Homebound Cases**

   A Homebound Card may be requested for clients who are unable to travel to one of the OTC Sites <u>and</u> who cannot wait for a mailed CBIC to arrive at their home. Homebound Card requests are only processed at the Manhattan OTC Site.   The Director of the requesting Center, usually Center 90, must email the request to the Director of EBT Services, and copy the Director of CBIC Operations. The email must contain the following items:
   - Client name
   - CIN
   - Case number
   - Name of the Center Worker picking up the CBIC
   - Date and time the Center Worker will arrive at the OTC Site.

   When the Center Worker who will be picking up the CBIC and conducting the Homebound visit arrives at the OTC Site, he/she must present his/her Employee ID to the OTC Site Supervisor.

   Once the identity of the Center Worker is verified, the HRA Supervisor must:
   - Complete the **FIA-1059**, leaving the box for the ID presented blank.
   - Complete the EBT Services CBIC OTC Site Receipt for CBIC Card to Non-Participants (**EBT-66**).
   - Enable the issuance of a CBIC by:
     o Logging onto WMS. From the WMS Main Menu, selecting Option 9 (Common Benefit Identification Card), then selecting Function 2 and completing the fields on the screen to generate a CBIC referral.
     o Removing the CBIC referral from the machine.
     o Placing an "H" on front of the CBIC referral in the upper right hand corner.
     o Signing the back of the referral as the issuing Worker.
     o Giving the Contractor the referral, and advising him/her that it is a Homebound client.
     o Retrieving the CBIC from the Contractor when the CBIC is ready.

- Ensure that the Center Worker conducting the Homebound visit signs both the **EBT-66** and line 3 of the CBIC referral.
- Photocopy the:
  - Center Worker's Employee ID.
  - **FIA-1059**.
  - **EBT-66** (2 copies).
  - CBIC referral, front and back (2 copies).
- Give one copy of the **EBT-66** and the CBIC referral to the Contractor.
- Retain one full set of photocopied documents on file as the client's packet.

The Center Worker conducting the Homebound visit must:
- Visit the client at his/her home.
- Verify the client's identity.
- Have the client sign the **FIA-1059**, **EBT-66** and CBIC referral (lines 2 and 4).
- Give the client the CBIC.
- Ensure that the client has a working PIN. **If the client does not have a working PIN**, the Center Worker must call EBT Customer Service at (888) 328-6399 to select a PIN. Following the command to select the language in which to communicate, the Center Worker must enter the 19 digit card number, select the prompt for entering the PIN, and hand the telephone to the client, so that the client can enter his/her 4 digit PIN. **The Center Worker may not** enter the PIN for the client, nor ask him/her to divulge the PIN.
- Return the **FIA-1059**, **EBT-66**, and the CBIC referral to the OTC Site.

When the Center Worker conducting the Homebound visit and delivering the Homebound CBIC returns to the OTC Site, the HRA Supervisor must:
- Review the **FIA-1059**, **EBT-66**, and the CBIC referral for completeness.
- Photocopy
  - The **EBT-66**.
  - The CBIC referral, front and back.
- Give one copy of the **EBT-66** and the original CBIC referral to the Contractor.
- Remove the photocopied **FIA-1059**, **EBT-66**, and the CBIC referral from the client's packet.
- Place the **FIA-1059**, **EBT-66**, and a copy of the CBIC referral signed by the client in the packet.

Reporting

Daily Activity Report (DAR) Electronic Benefits Transfer (EBT) Services (**EBT-55**)
The HRA Worker must annotate the Daily Activity Report (DAR) Electronic Benefits Transfer (EBT) Services (**EBT-55**) for each instance of the below noted activities as they occur:

- Information only requests

- PIN selections

- Vault Cards issued

At the end of the day, the HRA Worker must total the number of the below listed items, and note that number on the report in the corresponding column.
- The **FIA-1059**

- The **EBT-64**

- The **EBT-64A**

- The **LDSS-4942**

Supervisor's Daily Report Common Benefit Identification Card (CBIC) Over the Counter (OTC) Site Electronic Benefits Transfer (EBT) Services (**EBT-54**)
At the end of the day, each HRA Supervisor must annotate the Supervisor's Daily Report Common Benefit Identification Card (CBIC) Over the Counter (OTC) Site Electronic Benefits Transfer (EBT) Services (**EBT-54**) for all activity executed by each of their Workers. To complete the **EBT-54**, the HRA Supervisor must:
- Place each Worker's name at the top of a column on the **EBT-54**.

- Verify each Worker's activity for each category captured on the **EBT-54**, and annotate the **EBT-54** by entering data on the proper lines.

- Total the entries across.

- Submit the report to the Site Manager/Assistant Site Manager.

Daily Site Report
At the end of the day, the Site Manager/Assistant Site Manager must:
- Total the data from each **EBT-54** and place the grand total on the corresponding line of the Daily Site Report, enter the data from the AFIS and Card Contractor reports on the corresponding lines, and email it to the Directors of CBIC Operations and EBT Services.

Temporary Access Cards

When an OTC Site is unable to produce permanent plastic CBICs, staff must follow the below noted processes for issuing temporary benefit access cards.

There are two types of temporary benefit access cards issued when one or more system(s) malfunction(s):
1. Temporary Medicaid Card – a paper card valid for Medicaid only.
2. Vault Card – A 90-day plastic card to access Cash and SNAP via EBT.

Temporary Medicaid Cards are issued by Centers when participants opt to receive their CBIC via mail and by OTC Sites when they issue a client a Vault Card and WMS is operational.

Cardboard Temporary Medicaid Card

Front	Back
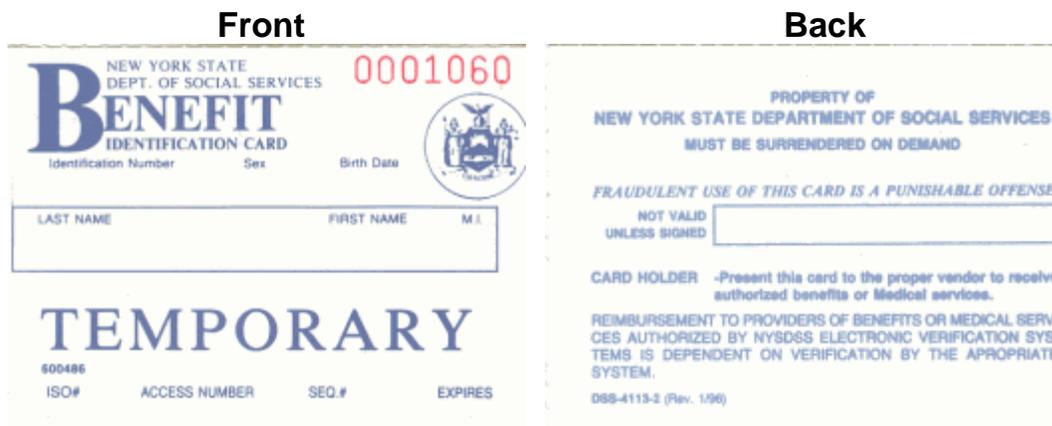
Temporary Medicaid Cards can only be used to access Medicaid.

The client must sign the back of the card when issued.

Temporary Medicaid Cards are not valid for EBT.

Old Vault Card

(No identifying information appears on the front of the card.)

Front

NEW YORK STATE
TEMPORARY EBT
ACCESS CARD

CARD NUMBER

600486 2601 6116 416 00

NOT VALID FOR MEDICAID

Back

Property of New York State — Must be surrendered on demand

FRAUDULENT USE OF THIS CARD IS A PUNISHABLE OFFENSE

AUTHORIZED SIGNATURE – NOT VALID WITHOUT SIGNATURE

QUEST®

EBT CLIENTS
For balance information or customer service
representative call 1-888-328-6399
DO NOT WRITE YOUR PIN ON THIS CARD

New Vault Card

(No identifying information appears on the front of the card.)

Front

TEMPORARY EBT
ACCESS CARD

NEW YORK STATE

CARD NUMBER

NOT VALID FOR MEDICAID

Account balance information available online at:
www.myBenefits.ny.gov

Back

Property of New York State – Must be surrendered on demand

FRAUDULENT USE OF THIS CARD IS A PUNISHABLE OFFENSE

34747C002/107495

Print Name

Signature

AUTHORIZED SIGNATURE – NOT VALID WITHOUT SIGNATURE

QUEST

EBT CLIENTS
For balance information or customer service
representative call 1-888-328-6399
DO NOT WRITE YOUR PIN ON THIS CARD

Above are pictured the old and new versions of the Vault Card. When the old Vault Card stock is exhausted, the new Vault Card stock will be used. The Vault Card is issued when the card system is unable to produce a permanent plastic CBIC. The client must sign the back of the Vault Card.   The Vault Card is **valid** for SNAP or Cash in the EBT System, and is **NOT valid** for Medicaid.

Vault cards are stored at both OTC Sites, and in the office of the Director of EBT Services at 4 WTC/150 Greenwich Street 36th floor, New York 10007. Additional Vault Cards can be obtained by contacting OTDA.

Temporary Medicaid Cards are available and issued at Job Centers, SNAP Centers, and both OTC Sites. The HRA Vault, located at 4 WTC/150 Greenwich Street 33rd floor, New York 10007, maintains a small supply.

Issuing Vault Cards

Vault Cards, which enable temporary EBT access, are issued:
1. When WMS or the card production system is unable to produce permanent CBICs.
2. **Always** to upstate clients requiring a CBIC.

Upon receipt of an order of Vault Cards, the HRA Supervisor must:
- Divide the Vault Cards in groups of ten, and wrap a Vault Card reconciliation sheet around each group.
- Place a number of the groups of Vault Cards, as determined by the Site Manager, in a plastic cash bag.
- Place a new folded empty plastic cash bag inside the cash bag with the groups of Vault Cards.
- Verify the total number of Vault Cards in the bag.
- Write the total number of Vault Cards on the outside of the bag.
- Seal the bag.
- Store the bags in the safe.
- Store unbagged Vault Cards in a secure stockroom.

For Vault Card issuance, the HRA Supervisor must:
- Remove one bag of Vault Cards from the safe.
- Verify the accuracy of the card count annotated on the outside of the bag by counting the number of Vault Cards in the bag.
    - If the count differs from that which has been annotated on the bag, give the bag to the Site Manager and take another bag. Repeat verification of the count.
- Keep the open bag for reconciliation purposes.
- Note the sheet assigned to each Worker.

The HRA Worker must:
- Count the Vault Cards in the pack.
- Complete the **FIA-1059**.
- Verify the client identity.
- Complete the line on the Vault Card reconciliation sheet for each Vault Card issued.
- Have the client sign the reconciliation sheet for the card.
- Activate the Vault Card through the WMS system. [See Registering Vault Cards on the following page].
    - If WMS is down, give the completed sheet to the HRA Supervisor for activation through the EBT Administrative Terminal.
    - Give the client the Vault Card and refer him/her to the PIN Window, if necessary.
- Return the sheet to the HRA Supervisor when it is completed. If needed, obtain a new sheet with 10 Vault Cards from the HRA Supervisor.

- Return all Vault Cards and reconciliation sheets to the HRA Supervisor at the end of the day.

At the end of the day, the HRA Supervisor must:
- Reconcile the Vault Cards remaining and the Vault Cards issued against the total number of Vault Cards given to the Worker.
- Put the remaining Vault Cards and the corresponding reconciliation sheets in the open plastic cash bag, and label it with the number of remaining Vault Cards.

The Site Manager must:
- Verify the number of remaining Vault Cards.
- Move the Vault Cards and corresponding reconciliation sheet to a new cash bag.
- Label the new cash bag with the number of Vault Cards, and place an empty folded cash bag inside.
- Seal the cash bag and return it to the safe.
- Cut empty reconciled plastic cash bags in half and discard them.
- File reconciliation sheets in a secure area.

Security of Vault Cards

- Vault Cards must be secured in the Worker's desk at all times.
- The Worker is accountable for all Vault Cards in his/her possession.

Workers issuing Vault Cards must **NOT** work at the PIN window on the same day, and Workers working at the PIN window must **NOT** issue Vault Cards on the same day.

Vault Card totals and copies of the reconciliation sheets must be sent to EBT Services central office along with the Daily Site Report.

Registering Vault Cards

When Vault Cards are issued, there is a backup card registration process that must take place.

There are two mechanisms for registering Vault Cards. One is via the **NY State WMS-CBIC subsystem**. The other is via the **EBT Administrative Terminal system**.

The mechanism for doing those registration transactions is in the following pages.

Vault Card Registration Via WMS

WMS is the preferred method for registration of Vault Cards. This method records and maintains the issuance of Vault Cards in the CBIC subsystem of WMS. For each recipient, a permanent plastic mailed CBIC must be requested, before the registration of a Vault Card. This will prevent the need for the recipients to return to the OTC Site, in order to obtain a permanent plastic CBIC.

To begin the process to register a Vault Card, the Worker must select option 9 (Common Benefit ID Card Subsystem) from the **WMS Main Menu** (see the below screen).

The below screen will appear.

```
♦WIDMNU   Dist NYC            WMS ID CARD MENU            Date 07/22/2016
                                                               15:38:47
  Function __   CIN _____

                Card Number _____
                Case _____   Suffix __   Dist ____

        ------- Selections --------------- ----- Required Entries ----------------
 1 - MAILED CARD REQUEST, CASE UPDATE   CIN OR CARD #, CASE # (DIST OPT)
 2 - OTC CARD REQUEST, CASE UPDATE      CIN OR CARD #, CASE # (DIST OPT)
 3 - AUTH REP CARD REQUEST, CASE UPDATE CIN OR CARD #, CASE # (DIST OPT)
 4 — PERM CARD ONLY                     CIN OR CARD #, CASE # (DIST OPT)
 5 - ID CARD HISTORY INQUIRY            CIN OR CARD #
 6 - AUTHORIZED REPRESENTATIVE INQUIRY  CIN OR CARD #
 7 - INDIVIDUAL PA/FS PAYEE INQUIRY     CIN OR CARD #
 8 - ID CARD AUDIT INQUIRY              CARD # OR CIN
 9 - CASE # PA/FS PAYEE INQUIRY         CASE # (DIST OPT)
10 - CASE # ID CARD INQUIRY             CASE # (DIST OPT)
11 - EBT PIN MAILER REQUEST             CIN OR CARD #, CASE # (DIST OPT)
12 - **********                         **********
13 - **********                         **********
14 - **********                         **********
99 - CARD PRINTER ALIGNMENT                                         xmt _
```

The Worker must enter:

>   01 (Mailed Card Request, Case Update) in the **Function** field
>   The client CIN in the **CIN** field
>   The case number in the **Case** field, then hit Enter.

```
♦WIDMNU   Dist NYC            WMS ID CARD MENU            Date 07/22/2016
                                                               15:38:47
  Function 01   CIN UX12345D

                Card Number _____
                Case 000152353U   Suffix __   Dist ____

        ------- Selections --------------- ----- Required Entries ----------------
 1 - MAILED CARD REQUEST, CASE UPDATE   CIN OR CARD #, CASE # (DIST OPT)
 2 - OTC CARD REQUEST, CASE UPDATE      CIN OR CARD #, CASE # (DIST OPT)
 3 - AUTH REP CARD REQUEST, CASE UPDATE CIN OR CARD #, CASE # (DIST OPT)
 4 — PERM CARD ONLY                     CIN OR CARD #, CASE # (DIST OPT)
 5 - ID CARD HISTORY INQUIRY            CIN OR CARD #
 6 - AUTHORIZED REPRESENTATIVE INQUIRY  CIN OR CARD #
 7 - INDIVIDUAL PA/FS PAYEE INQUIRY     CIN OR CARD #
 8 - ID CARD AUDIT INQUIRY              CARD # OR CIN
 9 - CASE # PA/FS PAYEE INQUIRY         CASE # (DIST OPT)
10 - CASE # ID CARD INQUIRY             CASE # (DIST OPT)
11 - EBT PIN MAILER REQUEST             CIN OR CARD #, CASE # (DIST OPT)
12 - **********                         **********
13 - **********                         **********
14 - **********                         **********
99 - CARD PRINTER ALIGNMENT                                         xmt _
```

The **INDIVIDUAL CARD REQUEST AND CASE # ENTRY** screen, which appears below and on the following page, is used to request a mailed CBIC and register a Vault Card.

Staff is advised that, <u>only one of these transactions can be executed at a time</u>.

1. **Mailed CBIC Request**

In order to request a CBIC be mailed to a client, the Worker must enter a "09" in the **Reason Code** field, and a "Y" in the **Photo** field, of the **INDIVIDUAL CARD REQUEST AND CASE # ENTRY** screen, and transmit, as shown below.

```
 ♦WIDUPD   Dist NYC    INDIVIDUAL CARD REQUEST AND CASE # ENTRY 07/22/2016
                                                               15:50:28
  CIN UX12345D                      Case # 000152353U Suff  01
  Name ALCIE      WHITE             Case Type MA      Case Status NA/AC/NA
  DOB 07/05/1983  Sex M  SSN 555555555 ndiv Status NA/AC/NA     Rel CD
  EBT PIN Mailer                    Case Name WHITE, ALICE
  Photo NO   Sig NO   CC P CDC M    C/O Name _____
                                    Street 45_____DISENROP_AVENUE_____
 Current Card(s)    D Type Void Date  Apt No 4____
  CLIENT SEQUENCE 01 N N/NS         City BROOKLYN__  State NY  Zip 11222
                                    Revise Mailing Address? (Enter X) _
                                    Phone # 718-555-5555
                                    Ofc 556           Wrkr KWBA
                                    PA/FS Purge Date
                                    PA/FS Payee
    for Individual Card:  Reason Code (Enter Value) 09_ Photo (Y/N) Y


  ADD (A) or DELETE (D) Individual as PA/FS Payee for Case #:
       TT _   Case # 000152353U  Suffix 01
  ADD Vault (V) Card or DELETE (D) ID Card for Use:
       TT _   Card # 600486 _____               xmt _
```

2. Registration of a Vault Card

In order to register a Vault Card, the Worker must enter a "V" in the field underneath **ADD Vault (V) Card** on the **INDIVIDUAL CARD REQUEST AND CASE # ENTRY** screen, and:

- swipe the card through the card reader, or
- enter the Vault Card number in the field next to **Card #** on that same screen, and transmit.

```
◆WIDUPD   Dist NYC    INDIVIDUAL CARD REQUEST AND CASE # ENTRY 07/22/2016
                                                              15:50:28
 CIN UX12345D                        Case # 000152353U Suff  01
 Name ALCIE       WHITE              Case Type MA      Case Status NA/AC/NA
 DOB 07/05/1983  Sex M  SSN 555555555 ndiv Status NA/AC/NA     Rel CD
 EBT PIN Mailer                      Case Name WHITE, ALICE
 Photo NO   Sig NO   CC P CDC M      C/O Name _____
                                     Street 45_____DISENROP_AVENUE_____
Current Card(s)     D Type Void Date  Apt No 4____
 CLIENT SEQUENCE 01 N N/NS           City BROOKLYN__  State NY  Zip 11222
                                     Revise Mailing Address? (Enter X) _
                                     Phone # 718-555-5555
                                     Ofc 556           Wrkr KWBA
                                     PA/FS Purge Date
                                     PA/FS Payee
  for Individual Card:  Reason Code (Enter Value)     Photo (Y/N)


 ADD (A) or DELETE (D) Individual as PA/FS Payee for Case #:
      TT _   Case # 000152353U  Suffix 01
 ADD Vault (V) Card or DELETE (D) ID Card for Use:
      TT V   Card # 600486  2001030010400               xmt _
```

Vault Card Registration Via the EBT Administrative Terminal

This is the secondary method for registration of Vault Cards. It is **not** the preferred method, as it does not allow the generation of a permanent CBIC for the recipient, nor does it record the issuance of the Vault Card in the WMS CBIC Subsystem. Recipients receiving a Vault Card registered in this manner are **NOT** issued a permanent CBIC.

Accessing the EBT Administrative Terminal

Only persons authorized to execute the functions described below can access the Vault Card process via the EBT Administrative Terminal.

To access the EBT Administrative Terminal, the Worker must access the **HRA Intranet Homepage**, select **Web Program Applications** (on the left side)**,** and select **EBT EPPIC AT**.

Note: To afford quicker access, staff should save the **EBT EPPIC AT** web application in their "Favorites" list or on their desktop as a "shortcut".

Logging On and Off EPPIC
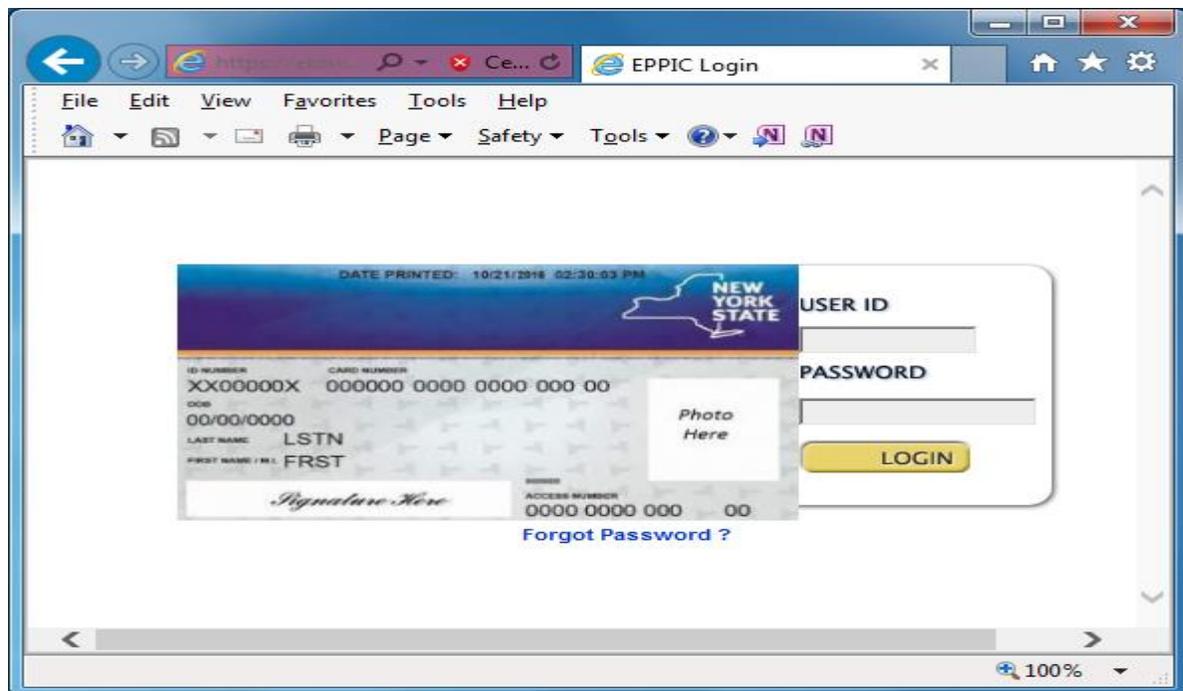
The Worker must click: 1. The **User ID** field, and enter a valid ID.
2. The **Password** field, and enter the correct password.
3. **Login**.

Once the login is successful, the **Main Menu** appears. The User ID appears in the **User Info** area at the top of the menu.

Main Menu

The **Main Menu** of **EBT EPPIC AT** provides access to all **EBT Administrative Terminal** functionality. Staff is advised that **not** all users have access to all functionality. Access is determined by user type, user roles, and user privileges.

Searching For a Client
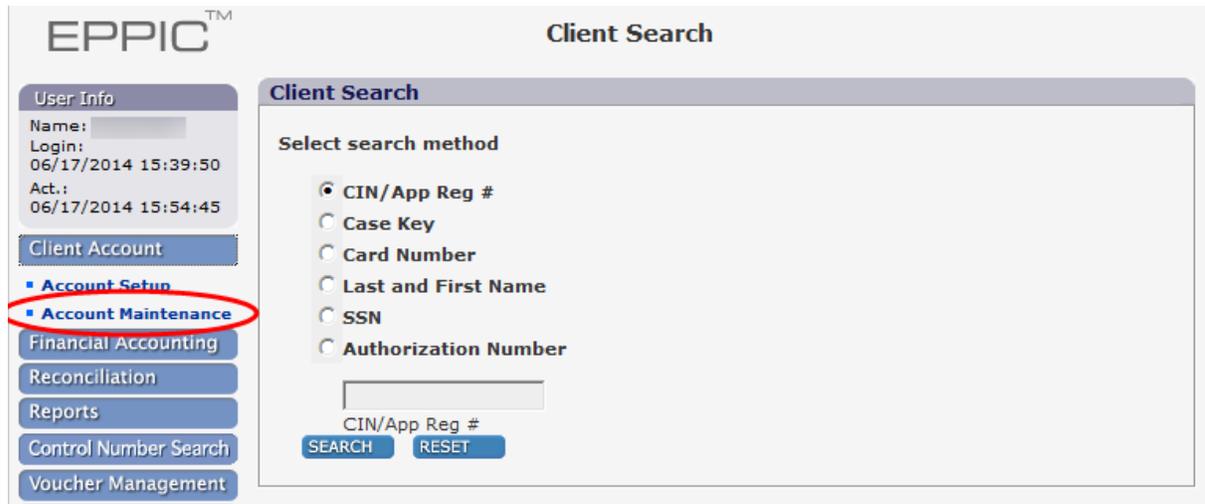
From the **Main Menu**, the Worker must click **Client Account**, and then **Account Maintenance.**

The **Client Search** screen will then appear.   To search for a client, the Worker must click the desired search method from the options listed under **Select search method.**

- **Case Key** (i.e. case number) and **CIN/App Reg #** are the most effective search methods, as they both produce a small number of records.

Once the Worker has selected the search method, he/she must enter the identifying information in the box appearing above the SEARCH and RESET buttons below the list of search methods.

- To search for a case with a 7-digit case number, the Worker must enter 6600 in front of the case number, suffix, and alpha.
- To search for a case with an 8-digit case number, the Worker must enter 660 in front of the case number, suffix, and alpha.

The Worker must click the **Search** button. The **Client Search Results** screen will appear, with the results of the search.

The **Client Search Results** screen lists the clients whose records were called up by the search method selected.

The Worker must click the **Cases** button to the right of the case he/she wants more specific information on. The **Client Case Management** screen will then appear, enabling the Worker to execute a more detailed search of the specific client.

The **Client Case Management** screen enables the Worker the ability to access the screen necessary to register and issue a Vault Card.

Client Case Management

Accounts

CIN/App Reg #	Program	Status	Last Access	Total Bal	Avail Bal		
AZ50537Q	FS	ACTIVE	07/22/2014	$389.52	$389.52	CLOSE	DETAILS
AZ50537Q	CASH	ACTIVE		$0.00	$0.00	CLOSE	DETAILS

Total Balance

SNAP Balance	$389.52	Cash Balance	$0.00
SNAP Available	$389.52	Cash Available	$0.00

Clients

Type	Name	Card Number	Program		
PRIMARY	HP228X, A	6004868211250537948	FS , CASH	DETAILS	CARD

Cases

CIN/App Reg #	Case Key	Status
AZ50537Q	40HP228X	ACTIVE

SEARCH   CLIENT   CASES   CARDS   TRANSACTION   MESSAGES   VAULT CARD

In order to enable the registration and issuance of a Vault card, the Worker must click the **Vault Card** button at the bottom right of the **Client Case Management Screen**. The **Account Management-Vault Card Issuance** screen will then appear.

The **Account Management-Vault Card Issuance** screen enables the data entry of the Vault Card.

- The BIN and last 2 digits of the Vault Card Number are pre-populated. The Worker must enter the middle 11 digits of the Vault Card being issued.
- The **Card Void Date** field is pre-populated with a date 90 days into the future.
- The **Transfer PIN** question is prepopulated to "Yes", which the Worker **must** leave as "Yes".

The Worker must click the **Issue** button, which appears in the lower left of the screen.
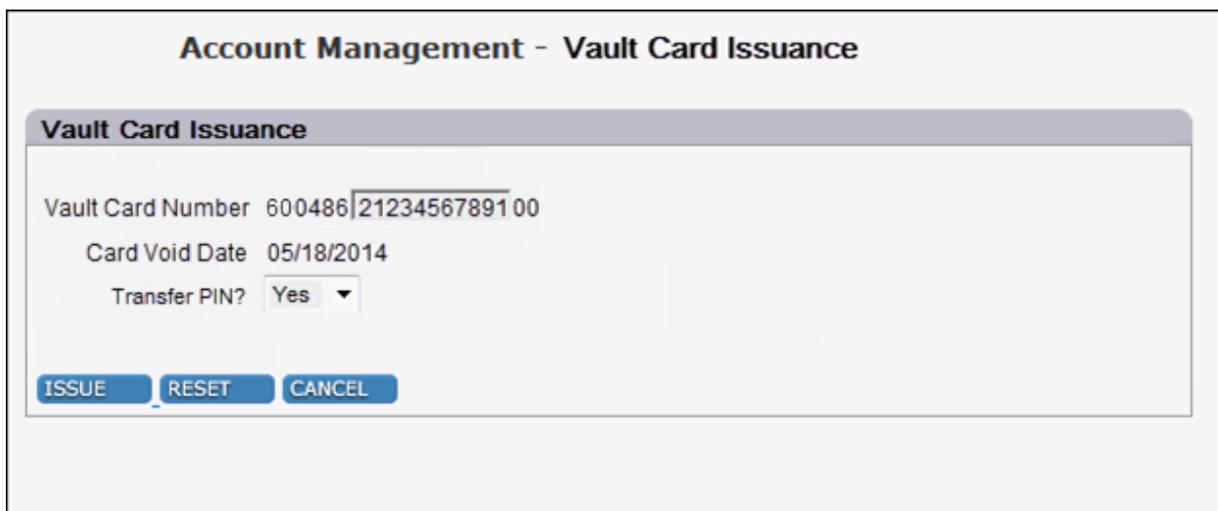
EPPIC will then display a pop-up message, confirming that the Vault Card has been issued. Clicking on the **OK** button will issue the Vault Card, and a pop-up message confirming that the Vault Card was successfully issued will appear.
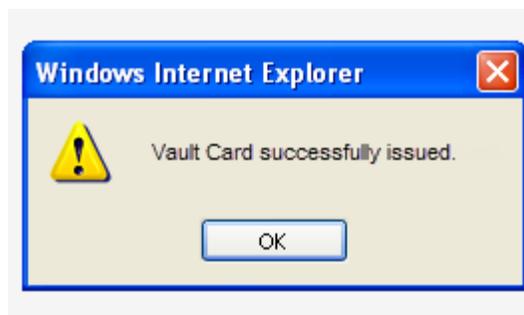
Adding a Vault Card for a New Client unknown to EBT/EPPIC

Vault Cards can be added for a client unknown to **EBT/ EPPIC**. When the Vault Card is added, an EBT account is created for the new client, and the Vault Card is associated to him/her.

If the Vault Card is PIN'd before it is entered in the Administrative Terminal, the PIN received from the PIN Select Device will be associated to the Vault Card when it is entered in the Administrative Terminal.

When issued successfully, the CIN will be added to **EPPIC**, and the Vault Card will be associated with the CIN.

To add a Vault Card for a client unknown to **EBT/ EPPIC**, the Worker should click on the **Account Setup** submenu of **Client Account** from the **EPPIC Main Menu**.
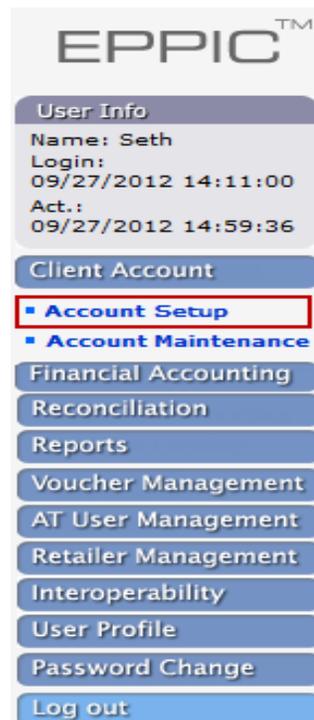
The **Account Management – Account Setup** screen will then appear.

The **Account Management – Account Setup** screen enables the establishment of the EBT account and issuance of the new Vault Card.

- The Worker must enter the CIN in the box to the right of **CIN/AppReg**.
- The BIN and last 2 digits of the Vault Card number are pre-populated. The Worker must enter the middle 11 digits of the Vault Card being issued.
- The **Card Void Date** field is pre-populated with a date 90 days into the future.

The Worker must click the **Issue** button, which appears in the lower left of the screen.
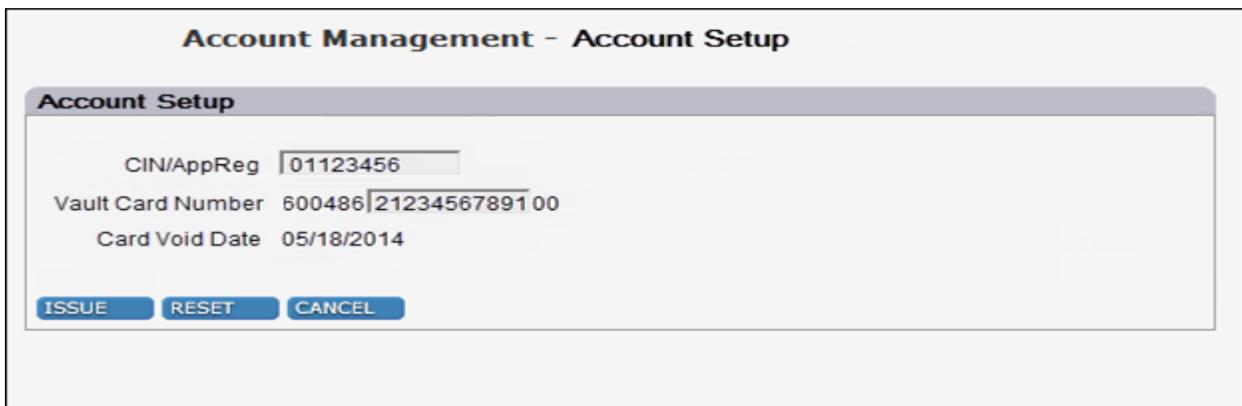
EPPIC will display a pop-up message, posing the question, **Proceed with Account Setup and Issuance of Vault Card?**

By clicking on the **OK** button, the Worker will be authorizing the set up of the EBT account and issuance of the Vault Card. A pop-up message confirming that the the EBT account has been set up and the Vault Card has been issued will be displayed.

Clients receiving a Vault Card registered in this manner are **not issued** a permanent CBIC.

To avoid the need for the client to return to an OTC Site for a permanent CBIC, the Worker must request a mailed permanent CBIC when WMS is working.   This is done by selecting function 4 (PERM CARD ONLY) from the **WMS ID CARD MENU** (see below).

```
◆WIDMNU   Dist NYC            WMS ID CARD MENU             Date 07/22/2016
                                                                 15:38:47
  Function __    CIN _____

             Card Number 600486 _____
             Case _____   Suffix __  Dist ____

    ------- Selections -------------- ----- Required Entries ----------------
 1 - MAILED CARD REQUEST, CASE UPDATE   CIN OR CARD #, CASE # (DIST OPT)
 2 - OTC CARD REQUEST, CASE UPDATE      CIN OR CARD #, CASE # (DIST OPT)
 3 - AUTH REP CARD REQUEST, CASE UPDATE CIN OR CARD #, CASE # (DIST OPT)
 4 — PERM CARD ONLY                     CIN OR CARD #, CASE # (DIST OPT)
 5 - ID CARD HISTORY INQUIRY            CIN OR CARD #
 6 - AUTHORIZED REPRESENTATIVE INQUIRY  CIN OR CARD #
 7 - INDIVIDUAL PA/FS PAYEE INQUIRY     CIN OR CARD #
 8 - ID CARD AUDIT INQUIRY              CARD # OR CIN
 9 - CASE # PA/FS PAYEE INQUIRY         CASE # (DIST OPT)
10 - CASE # ID CARD INQUIRY             CASE # (DIST OPT)
11 - EBT PIN MAILER REQUEST             CIN OR CARD #, CASE # (DIST OPT)
12 - **********                         **********
13 - **********                         **********
14 - **********                         **********
99 - CARD PRINTER ALIGNMENT                                          xmt _
```

The **INDIVIDUAL CARD REQUEST AND CASE # ENTRY** screen will then appear.

The **INDIVIDUAL CARD REQUEST AND CASE # ENTRY** screen enables the mailing of a new permanent CBIC to the client.

The Worker must enter a "09" in the **Reason Code** field, and a "Y" in the **Photo** field, of the **INDIVIDUAL CARD REQUEST AND CASE # ENTRY** screen, and transmit, as shown below.

```
♦WIDUPD   Dist NYC    INDIVIDUAL CARD REQUEST AND CASE # ENTRY 07/22/2016
                                                                15:50:28
 CIN UX12345D                       Case # 000152353U Suff  01
 Name ALCIE      WHITE              Case Type MA     Case Status NA/AC/NA
 DOB 07/05/1983  Sex M  SSN 555555555 ndiv Status NA/AC/NA     Rel CD
 EBT PIN Mailer                     Case Name WHITE, ALICE
 Photo NO   Sig NO   CC P CDC M     C/O Name _____
                                    Street 45_____DISENROP_AVENUE_____
Current Card(s)     D Type Void Date  Apt No 4____
 CLIENT SEQUENCE 01 N N/NS          City BROOKLYN__  State NY  Zip 11222
                                    Revise Mailing Address? (Enter X) _
                                    Phone # 718-555-5555
                                    Ofc 556            Wrkr KWBA
                                    PA/FS Purge Date
                                    PA/FS Payee
  for Individual Card:  Reason Code (Enter Value) 09_ Photo (Y/N) Y


 ADD (A) or DELETE (D) Individual as PA/FS Payee for Case #:
      TT _   Case # 000152353U  Suffix 01
 ADD Vault (V) Card or DELETE (D) ID Card for Use:
      TT _   Card # 600486 _____               xmt _
```

Appendix A

Forms Used by OTC Site Staff

FORM NUMBER	FORM NAME
EBT-52	EBT Pick-Up Schedule
EBT-53	PIN Pad Password Request Electronic Benefits Transfer (EBT) Services
EBT-54	Supervisor's Daily Report Common Benefit Identification Card CBIC Over the Counter OTC Site Electronic Benefits Transfer EBT Services
EBT-55	Daily Activity Report (DAR) Electronic Benefits Transfer (EBT) Services
EBT-56	Administrative Terminal Password Request Electronic Benefits Transfer (EBT) Services
EBT-57	Hotline Inquiry Log
EBT-59	Common Benefit Identification Card (CBIC) Over The Counter OTC) Site Referral Electronic Benefits transfer (EBT) Services
EBT-60	Vault Card Issuance Log
EBT-64	EBT Customer Service Automated Response Unit (ARU) Personal Identification Number (PIN) Restriction Permission Form
EBT-64A	EBT Account Additional Password Permission Form
EBT-66	EBT Services CBIC OTC Site Receipt for CBIC Card to Non-Participants
FIA-1059	Replacement of Commom Benefit Identification Card (CBIC) Request
FIA-1059A	Need A Replacement Common Benefit Identification Card (CBIC)?
HRA	Wallet Card
LDSS-4942	Supplemental Nutrition Assistance Program (SNAP) Authorized Representative Request
LDSS-5004	EBT - How to Use Your Benefit Card
W-519	Photo Identification for Supplemental Nutrition Assistance Program (SNAP) / Finger Imaging for Cash Assistance Notice / AFIS Freedom Referral

Appendix B

References

DOCUMENT NUMBER	DOCUMENT NAME
HRA CD #16-36	Security in the Reissuance of a CBIC
HRA PB #08-84-OPE	CBIC Printers Not Operational
HRA PB #17-44-OPE	Protecting CBIC Information
HRA PD #13-06-ELI	EBT Same-Day Benefit Issuance
HRA PD #16-19-SYS	Electronic Benefit Transfer (EBT) System
OTDA/AFIS Contractor	ECS AFIS Operator Update #12
OTDA/EBT Contractor	EBT Administrative Terminal User Guide
OTDA/EBT Contractor	EBT PIN Select Terminal User Manual