



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #11-47-OPE

CENTRALIZED COMMON BENEFIT IDENTIFICATION CARD (CBIC) REFERRAL UNIT

Date: May 26, 2011	Subtopic(s): Electronic Benefits Transfer (EBT)
<p> This procedure can now be accessed on the FIAweb.</p>	<p>The purpose of this policy bulletin is to inform Job Center and Non Cash Assistance Food Stamp (NCA FS) Center staff that on Monday, May 9, 2011 the Family Independence Administration (FIA) began to pilot the Centralized Common Benefit Identification Card (CBIC) Referral Unit. This initiative is designed to relieve overcrowding and enhance customer service in Job Centers and NCA FS Centers. This unit is located on the ground floor of the Linden Job Center at 210 Livingston Street in Brooklyn. It will initially serve participants from the Linden Job Center, Dekalb Job Center, North Brooklyn Food Stamp Center, Fort Greene Food Stamp Center, and the Brooklyn Satellite of the Family Services Call Center, who request replacement CBICs.</p> <p>Applicants receiving their initial CBICs should continue to be processed at their assigned Centers. Additionally, participants requiring new PIN access numbers or temporary Medicaid cards should also continue to be served at their assigned Centers.</p> <p>Staff working at Centers involved in this pilot project should route participants who request a replacement CBIC to the Centralized CBIC Referral Unit. The Centralized CBIC Referral Unit will provide the following services:</p> <ul style="list-style-type: none"> • 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.

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


The Referral to Centralized CBIC Referral Unit (**FIA-1039 [E-S]**) form has been created. It is to be given to participants who are eligible to be routed to the Centralized CBIC Referral Unit. Form **FIA-1039 (E-S)** informs participants about the Unit's address, hours of operation, the need to bring proper identification, and instructs them to contact the Metropolitan Transportation Authority (MTA) for travel directions.

If the participant indicates that he/she has a disability which prevents him/her from going to the centralized unit, he/she may still be served at the assigned Center. Documentation of the claimed disability must be submitted.

Effective Immediately

Attachment:

FIA-1039 (E-S) Referral to Centralized CBIC Referral Unit

 Please use Print on Demand to obtain copies of forms.

Referral to Centralized CBIC Referral Unit

Your request for a replacement Common Benefit Identification Card (CBIC) can now be processed at the centralized CBIC Referral Unit located at:

210 Livingston 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.

For travel directions please contact the MTA at **(718) 330-1234**.

(Vea al Dorso)

Envío a la Unidad Centralizada de Referencia de CBIC

Su pedido de una nueva Tarjeta de Identificación de Beneficios Comunes (CBIC) se puede tramitar ahora en la Unidad Centralizada de Referencia de CBIC (Centralized CBIC Referral Unit) en:

210 Livingston 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.

Para indicaciones de viaje favor de llamar a MTA al **(718) 330-1234**.

(See Reverse)