

EBT
SYSTEM GUIDE



KANSAS DEPARTMENT FOR CHILDREN AND FAMILIES
ECONOMIC & EMPLOYMENT SERVICES

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EBT System Guide

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INTRODUCTION AND GENERAL INFORMATION

The Kansas Benefits Card Electronic Benefit Transfer System makes Food Assistance, Child Care, Cash Assistance (i.e., TAF, Work Programs, and Refugee) benefits available to recipients through electronic benefit accounts by using a plastic debit card at point-of-sale (POS) devices and automated teller machines (ATM's). In addition to using a POS at a provider, child care benefits can also be transferred by telephone using the Interactive Voice Response (IVR) telephone system and through the EBT Web Portal, www.ebtEDGE.com. The contractor for this system is Fidelity National Information Services, Inc. (FIS). The system functions through an interface between KAECSES/KsCares and the FIS ebtEDGE system. All of the cards used by customers are issued via mail issuance. No cards are issued by local DCF offices. Currently, two EBT cards can be used to access benefits; the Vision Card and the Kansas Benefits Card.

Benefit authorizations are transmitted to FIS in one of three ways. For a client's regular monthly benefit there is the monthly batch. Benefits sent this way are available to the client by 6:00 a.m. the same day every month. The second method is the daily batch. Benefits sent this way are available to the client by 6:00 a.m. the calendar day following the benefit authorization. The third method is via host to host which adds the benefits to the account immediately after processing the appropriate KAECSES benefit authorization screen.

ebtEDGE Web Admin Overview

The ebtEDGE Web Admin system is a user friendly web based system that can be accessed by going to www.ebtEDGE.com. Once a user has accessed this system, a userid and password will be entered. Passwords expire every 30 days so it is important to set alerts, etc. that will ensure that it will be changed timely. Additionally, if a user does not access ebtEDGE Web Admin for 90 days, the user becomes de-activated and must contact the IT Business helpdesk to re-activate the account. More information about the ebtEDGE Web Admin application can be viewed by accessing the ebtEDGE Quick Reference Guide (QRG) and other related training documents at http://srsnet.srs.ks.gov/commissions/ees/EBT/EBT_main.htm. Security access profiles are addressed later in this guide.

I. EBT Accounts/Case Numbers

Clients have three types of accounts available in the system. A cash account, a food benefit account and a child care account. Accounts used by a client are determined by the type of assistance they receive. The cash account contains benefits for the cash and work programs. The food benefit account contains food assistance benefits and the child care account contains child care benefits. The system tracks expenditures from the cash account, food account and

child care account by benefit type. Benefit tracking uses a first in first out accounting methodology.

Note: The EBT system uses the 10 digit client ID number rather than the KAECSES or KsCares case numbers. This is because the KAECSES and KsCares systems have different case numbers but the same PI client ID numbers. Therefore, a user will need to use the client ID number as the EBT case number. In the ebtEDGE Web Admin system (Client Search and Client maintenance screens), users are able to search using a variety of identifying information (i.e. SSN, EBT case number, optional ID – KAECSES case number and name).

II. Card Issuance

All EBT cards (including replacements) are issued by mail by the EBT contractor, FIS. No cards are issued locally. Depending on a client’s circumstances, EBT cards are issued in the following manner:

- A. The majority of clients or alternate payees will receive the EBT card after their application is processed and benefits are approved. The card will be sent to the client several days after the benefits have been authorized. A card carrier will accompany the card which includes important information regarding the card. Also included will be a training brochure for the program(s) the client is eligible for (in English or Spanish as appropriate). The client could get a brochure for FA/Cash and another one for Child care, if appropriate. The client will follow the instructions outlined on the carrier to choose a Personal Identification Number (PIN). For identity validation purposes the client must provide a DOB and SSN or select an alternate password to activate the EBT account if there is no SSN.
- B. In order to meet expedited timeliness rules, some cases will receive a “pre-approval” card with no benefits. If a client’s application is screened and deemed expedited, the DCF staff person will indicate so with a ‘Y’ indicator on the REAP screen on KAECSES, at registration. Once the ‘Y’ indicator is inserted and the ADDR screen is processed a message will be sent immediately to FIS to issue a card to the client. If this process is completed prior to noon, FIS will assure the card is delivered to the post office that day. If this process is completed after noon the card will be included with the next day’s mail. Clients who receive these cards will have to wait until benefits are authorized and placed on the card before they can begin using it.

III. Benefit Information

The following SMART program codes identify the funding source for each existing benefit. These SMART benefit codes are used to identify the type of benefit(s) on the ebtEDGE Web Admin system. Some of these program and benefit types are no longer in use but may be indicated in historical records.

SMART Code	Program	Benefit Type
EBT25210 *	TAF	Cash

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EBT25215 *	TAF Diversion	Cash
EBT25532 *	Refugee	Cash
EBT25410	GA	Cash
EBT25212	TAF EMER	Cash
EBT25991	Two Parent WP TAF	Cash
EBT25992	GA-Grandparent	Cash
EBT25810 *	Food Assistance	Food (SNAP)
EBT25310 *	Work Programs-JOBS	Cash
EBT25852 *	Work Programs-MOST	Cash
EBT25610 *	Child Care-JO	Child Care
EBT25620 *	Child Care-EM	Child Care
EBT26411 *	Child Care-AE	Child Care
EBT25994 *	Child Care-FS E&T	Child Care
EBT25995	Child Care-SS	Child Care
EBT25993	Child Care-Misc	Child Care
EBT25996	Child Care-Misc	Child Care

*Indicates SMART benefits codes currently in use.

- A. Benefit availability for cash and child care benefits: Cash and child care benefits are available on the first day of every month after 6:00 a.m..
- B. Benefit availability for food assistance are available on a staggered issuance cycle (see chart below).

If last name starts with:	Food Assistance available after 6am on the:
A or B	1 st of every month
C or D	2 nd of every month
E,F or G	3 rd of every month
H,I or J	4 th of every month
K or L	5 th of every month
M	6 th of every month
N,O,P,Q or R	7 th of every month
S	8 th of every month
T,U or V	9 th of every month
W,X,Y or Z	10 th of every month

IV. Accessing and using benefits

Clients (including alternate payees), will access their **cash benefits** at ATM’s displaying logos of Star System, Pulse, NYCE, or SHAZAM and at POS devices at retailers displaying the “Kansas Benefits or Vision Card Accepted Here” logo or sign. Also, stores that sell food may display signs that state “SNAP (Food Assistance) Benefits Accepted Here”. Each ATM

withdrawal will cost the client \$1.00. Retailers that participate in EBT decide what level of “cash back” they will allow a client per visit using the POS device. Each store may have a different policy, so the client should always ask how much cash they can get back, and if they can do a cash back only transaction. A client will not be charged for a cash purchase or a purchase with cash back. A client will have two free POS cash only withdrawals each month. After the two free POS cash only withdrawals, their cash account will be charged 40 cents for each subsequent withdrawal in a calendar month. A client will access their **food assistance benefits** at retailers displaying the “Kansas Benefits or Vision Card Accepted Here” logo or sign. A client may make as many food purchase transactions as they need each month with no transaction fees. No sales tax can be added on to a food purchase. The client needs to inform the cashier that they are making a food assistance purchase. By doing two separate transactions, a client with cash benefits and food assistance benefits can pay for food and non-food items with their Kansas Vision or Benefits card. A client will receive no change or cash back on a food assistance transaction/purchase. Returns of merchandise will result in a *credit* to the client’s food assistance benefit account.

A client can also use their Kansas EBT card food assistance benefits with non-traditional vendors that have been approved to accept food assistance benefits. These are vendors like a farmer’s market or route delivery providers (dairies, congregate meal sites, Meals-On-Wheels, etc.). These retailers, and traditional retailers when their terminals are down, will use an off-line voucher system. The off-line voucher system requires telephone authorization of benefit availability by FIS. The retailers have a special Customer Service number to call related to this procedure. The off-line voucher system applies to purchases from food assistance benefits only.

For **child care benefits**, the client will have multiple payment options. The first is through a point of sale (POS) machine. The provider may opt to lease a POS machine and the client would transfer child care payments via the POS. The second is through an IVR (Interactive Voice Response) process. This is a toll-free telephone payment option. Parents may use the IVR from any location and at any time. This method can be used with providers not wishing to lease a POS machine. The third option is through the EBT Web Portal at (www.ebtEDGE.com). Clients must enter their card number and PIN to use the web site to view transactions and pay providers. Lastly, if the parent’s child care benefit is not enough to pay for all the child care expense the client can transfer benefits from their cash account using the POS machine. This procedure cannot be used in the IVR or Web payment process. There is no EBT charge to the parent for making any payment to the provider using the EBT card. Similar to cash assistance, the child care benefits will be available to the parent on the first of each month. Child care benefits can only be used to pay child care providers and cannot be withdrawn as “cash.”

Note: For privacy reasons, child care POS receipts will not reflect the child care or cash account balances.

V. Training

- A. **Recipient:** This training may be presented using the *Recipient Training Slideshow/PowerPoint* developed by FIS. This presentation, which has looping capability could be utilized in DCF office lobbies, intake or training rooms. It also is accessible at the EES public website – Training section <http://www.dcf.ks.gov/services/ees/Pages/EEStraining.aspx> so that remote recipients or recipients unable to come to a DCF office could access and view it over the internet. This training is comprehensive and should be made available to new recipients or as needed or requested. Additionally, when recipients receive their initial card in the mail they will also be provided a separate training brochure for the programs they have been approved for. The brochure includes an overview of the EBT process and related instructions. Whenever recipients receive an EBT card, it will be affixed to a “card carrier” which has additional instructions and information regarding EBT. Lastly, recipients can access the EBT client portal www.ebtEDGE.com at any time to access training and other helpful information related to the EBT program.
- B. **EES Staff:** By accessing the EES tab on the DCF intranet website at http://srsnet.srs.ks.gov/commissions/ees/EBT/EBT_main.htm staff will be able to access a variety of training /instructional information. This website includes training such as the FIS Web Admin PowerPoint, guides, manuals and desk aids.
- C. **Retailer:** EBT only retailers receive their training directly from USDA and FIS. EBT Third Party Processor retailers which are larger chain stores receive their training from USDA and their corporate training resources. FNS contracted retailers can also contact the EBT contractor at 1-800-831-5235 or via the merchant web portal at www.ebtEDGE.com. Those retailers not contracted with USDA but wish to need to call USDA at 1-877-823-4369.
- D. **Child Care Provider:** Childcare providers receive EBT training and instruction from FIS. Those choosing to lease POS devices will also receive a POS manual and quick reference guide. Prior to contracting with FIS, child care providers need to contact FIS at 1-800-894-0050. If providers have already finalized the contracting process and received training information from FIS but still have questions about how parents make payments, POS machines, reconciling a bank statement, etc., they need to contact 1-800-831-5235. Providers may also view child care information at www.ebtEDGE.com.

VI. Aged/Expunged Benefits

During training and instruction special emphasis should be placed on explaining the aged off benefits process with clients. Clients need to clearly understand that cash and child care benefits will be removed from the on-line system if the benefits are not used within 90 days. The following information explains this process and could be used for any face to face training:

- A. Aged-Off Benefit Rules (Share at initial and recertification interviews/contacts)

It is important for you to know that if you do not use your child care or cash benefits within 90 days from when they were issued they will be removed (aged off) from your child care and/or cash benefit account. The following rules apply to each program.

Food Assistance Benefits:

- Unused food assistance benefits will be removed from your account after 12 months of inactivity. Food Assistance benefits **cannot** be restored.

Cash and Child Care Benefits:

- Unused cash and child care benefits that are removed from your accounts will not be restored unless you have unusual circumstances.

To prevent your food assistance, child care and cash benefits from being removed from your account, you should use your Kansas EBT card each month.

Aged off example:

Example: A client applies for food assistance in May. The case closes in August. The client reapplies for food assistance in November of that same year. The benefits will continue to be available for use and will not age off until there has been 12 months of inactivity.

Expunged benefits are benefits which cannot be returned to the recipient although these benefits may be used to reduce the liability of a program claim if one exists.

VII. Aged Off Reports/Returning Aged Off Benefits

Unused Benefits Types/Inactive Accounts – The FIS EBT system produces a monthly report for cash and childcare benefits that will show accounts that have been inactive for thirty days, sixty days and ninety days. An account is considered inactive when there is no withdrawal activity. Food assistance benefits do not age off until they have been inactive for twelve (12) months. The benefits at this point are expunged from the account.

The report is available to field staff on SAR with a SAR profile of SWAREA. The report name is Aged Auth Detail (EBTDS250-1), SWM1483U-R01. This monthly report by county and caseworker ID report is produced between the 12th and 16th of the month and lists benefit authorizations that have not been accessed for 30, 60 and 90 days.

Aging occurs by benefit type. When the benefit type has moved to period 3 (90 days inactive), the benefit is aged off (deleted) from the EBT system. Following is a description of fields on this report.

Last Date: The date the benefit authorization was last accessed by or for the client. If the benefit was never accessed, the Avail Date and the Last Date are the same. A date also appears in the Last Date field if the client's transaction was reversed, voided or refunded. This report lists benefits that have not been used in 90 days and will be taken off-line.

Benefit Type: This column lists the type of benefit that has not been used. The coding (SMART program code) is as follows:

SMART Code	Program	Benefit Type
EBT25210 *	TAF	Cash
EBT25215 *	TAF Diversion	Cash
EBT25532 *	Refugee	Cash
EBT25410	GA	Cash
EBT25212	TAF EMER	Cash
EBT25991	Two Parent WP TAF	Cash
EBT25992	GA-Grandparent	Cash
EBT25810 *	Food Assistance	Food (SNAP)
EBT25310 *	Work Programs-JOBS	Cash
EBT25852 *	Work Programs-MOST	Cash
EBT25610 *	Child Care-JO	Child Care
EBT25620 *	Child Care-EM	Child Care
EBT26411 *	Child Care-AE	Child Care
EBT25994 *	Child Care-FS E&T	Child Care
EBT25995	Child Care-SS	Child Care
EBT25993	Child Care-Misc	Child Care
EBT25996	Child Care-Misc	Child Care

*Indicates SMART benefits codes currently in use.

Auth Number: This is the system generated authorization number for every benefit.

Original Auth Amount: The original dollar amount of the benefit authorization.

Period 1: This column reflects benefits that have not been accessed in the prior 30 days.

Period 2: This column reflects benefits that have not been accessed in the prior 60 days.

Period 3: This column reflects benefits that have not been accessed in the prior 90 days.

CLIENT HAS ONGOING CASE WITH CASH and/or CHILD CARE BENEFITS AGING-OFF:

After ninety days of being inactive the FIS system will "age-off" or remove the benefits from the online system for cash and child care. At this point the client has lost immediate access to the benefits. Ongoing clients with frequent aged-off benefits may be notified via one of the aged-off notices. Although it is not required, it is suggested that notices be sent, if possible, to provide good customer service, and to avoid frequent restoration of benefits.

BENEFITS THAT HAVE BEEN AGED OFF THE ON-LINE SYSTEM: Once a cash or child care benefit has been inactive for 90 days it will be aged off the on-line FIS system. **Food assistance benefits age-off after 12 months and cannot be restored.**

For cash and child care, the benefit is lost unless extenuating circumstances to be determined by field staff (use prudent person judgment) can be presented why the benefit was not used. Cash and child care clients can only have benefits restored (with extenuating circumstances) if requested within one year from the month the benefit was originally issued.

Issuing Aged Cash and Child Care Benefits Back to Clients – To restore cash benefits when extenuating circumstances has been allowed, staff must contact the EBT Unit at EBTMAIL@DCF.ks.gov with case name, number, dollar amount to be restored and benefit month to be restored. For cash, the original issuance will first be cancelled on RERB, and then the worker will be notified to authorize the restored amount via UNAU the next work day.

To restore child care benefits when extenuating circumstances have been allowed, staff should contact the EBT Unit at EBTMAIL@DCF.ks.gov. Once the note is received at EBTMAIL@DCF.ks.gov EES Administration staff will validate the correct amounts and months to restore. Child care benefits are returned to the EBT accounts by the worker making an underpayment (UN) on KsCares via the Exception Payments screen (EXPC). The UN payment should be for the same amount and same month of the aged off benefits. Once the under payment(s) are authorized, it is important that the C807 notice is sent to the client. Case file documentation should clearly explain why the benefits are being returned, how much, and the months of aged off benefits. If staff has questions about when it may be appropriate to return an aged off benefit, EES Administration Child Care Policy staff may be consulted.

VIII. Replacing Food Assistance

There are two instances in which EBT food assistance benefits can be replaced. These are for food destroyed in a disaster, and in instances when a Kansas Benefits card is issued to the wrong person and that person removes all or a portion of the benefits. A *Food Replacement during Household Disasters* form (ES-3143) is available in the KEESM form section. This form is required for sending and documenting disaster information. In both instances, the replacement issuance must be requested by contacting the EBT Unit at EBTMAIL@DCF.ks.gov providing the name, case number and amount to be replaced. The EBT Unit will authorize the replacement issuance and will provide additional instructions, if needed. See the following special provision for replacing food destroyed in a disaster:

Replacement of Food Destroyed in a Disaster – In those situations in which food purchased with food assistance benefits is destroyed in a disaster (see KEESM definition of disaster in Definition of Common Terms) affecting a participating household, that household may be eligible for the replacement of the actual value of loss, not to exceed one month's food assistance allotment, if the loss is reported within 10 days of the date the disaster occurred, and the household's disaster is verified. If the food destroyed was purchased with restored

benefits, the replacement cannot exceed the value of the restored benefits. The household must sign a statement attesting to the destruction of the household's food; and stating that the household is aware of the penalties for intentional misrepresentation of the facts.

A copy of the statement shall be retained in the case file. Upon receiving a request for replacement of food reported destroyed in an individual household disaster, the local office shall:

- Verify the disaster through either a collateral contact or documentation from a community agency including, but not limited to, fire department, Red Cross, or a home visit;
- In those situations where the local disaster is of such magnitude that the U.S. Department of Agriculture has issued a disaster declaration and the household is otherwise eligible for emergency food assistance benefits under the provisions of such a disaster declaration, the household shall not receive both the disaster allotment and a replacement allotment. In order to ascertain if a disaster declaration has been effected by the U.S. Department of Agriculture, local office personnel should contact the EES Policy Section.
- The household shall have an opportunity to receive the replacement within 10 days of the date that the request for replacement was received in the local office unless this time period is extended due to a pending decision of disaster declaration by the U.S. Department of Agriculture.

IX. EBT Card Replacement Process

Replacing Lost/Stolen or Damaged Cards – Clients should *always* call FIS at Customer Service (1-800-997-6666) to report the card lost, stolen, or damaged before a replacement card will be re-issued. If a client calls the local office to report the lost, stolen, or damaged card, refer them to the FIS Customer Service. All replacement cards will be sent from the EBT contractor, FIS via the mail. The PIN for the replacement card will carry over from the previous card although the card holder will have the option to choose another one after the card is received. **EBT cards must be replaced within two (2) business days following notice by the household that the card has been lost, stolen, or damaged.**

If the client reports an address that does not match the ebtEDGE WebAdmin system address, the card will be cancelled using the “BAD ADDRESS” status. The client will be informed by the Customer Service representative to call the local DCF office to report their correct address. Once the address is updated by the local office in the eligibility system, this triggers via overnight batch the replacement card to be sent by FIS.

FIS will not reissue a card if the current card has not been received and was mailed within the last 5 business days. If the last issued card has been in mail transit for more than 5 business days, but has not returned undeliverable by the Post Office, FIS will cancel the missing card and reissue a card. Customer service will confirm the mailing address is correct before

reissuing a card. The caller will be informed that card in mail transit has been deactivated, and they can expect the replacement card within 5-7 business days.

The State has developed procedures to address clients who repeatedly report their EBT cards lost or stolen. EES Administration will make available an *Excessive Card Replacement Report* quarterly for each region. Strategies for the habitual offender may include any or all of the following:

- A. Discussion with DCF staff to ascertain the reasons for the card loss.
- B. View the EBT training power point and reviewing the EBT booklet(s) again.
- C. Requesting the client to file a police report if the card was stolen.
- D. Discussion with Staff about the need for the client to choose an authorized representative.
- E. Referral to local fraud unit.

NOTE: Current policy prohibits DCF from charging the clients anything for the replacement of the cards. Additionally USDA-FNS regulations do not allow a replacement card to be withheld due to excessive replacements. EBT cards must be replaced within two (2) business days following notice by the household that the card has been lost, stolen, or damaged.

To assist field staff in monitoring EBT replacement card activity, the following monthly reports are on the SAR system:

(Normally, these reports will be available the first week of the month for the previous month)

- Card Reissue Detail Summary (SWM0683U – R08)
- Card Reissue Monthly Summary (SWM0683U – R09)
- Card Reissue Analysis Summary (SWM0683U – R10)

These reports are available to regional as well as EES Administration staff and are beneficial in fraud detection since the reports track the number of cards issued and clients that have had excessive cards issued to them.

X. Case Closes/Client Moves Out of State Procedures

When the KAECSES and/or KsCares Case Closes - The Kansas EBT card account does not close when a case is closed. EBT cards will NOT be deactivated when the case is closed. The client is entitled to use whatever amounts remain in the account at the time the case is closed. A client whose case has been closed may still need EBT Card services provided by FIS customer service. They also may need to have payees managed or have general questions about EBT. Always refer them to FIS customer service.

When a case is closed, advise the client to retain their EBT card. When reapplying, the same card may be used if all of the following conditions are met:

- The card is still in the client's possession.
- The card has not had the status changed to anything other than "inactive."
- The card is still in good working order.

If any of these conditions are not met, a replacement card will be sent from FIS to the client.

Note: Even after DCF begins using the newly designed Kansas Benefits card it is possible that the previous card (Vision) will be appropriate to use if it has not been deactivated. Since there will be no mass conversion to the new card therefore, the Vision card could be appropriate use as long as it stays in 'active' status.

Moving out of State – The EBT card can be used in all states to access existing cash and food assistance benefits. The following suggestions apply to those who plan to be moving the state or for temporary trips such as looking for work.

- If possible, access cash at an ATM, pay child care providers and use food assistance benefits prior to leaving the state.
- If needing to access cash outside of Kansas cash can be withdrawn from ATM's with the following logos; Star Systems, Pulse, NYCE and Shazam. Child care providers can always be paid remotely using the IVR (telephone) or via the child care FIS portal.
- As a general rule, when using the EBT Card at grocery stores one should ask to do a balance inquiry at the point of sale (POS) machine. If that works the client should be able to use their card at that store.
- Chances of success using the card in other states may be better if it is used at national chain grocery stores.

- If problems are experienced, call the number on the back of the EBT Card.

XI. Alternate Payees

Determining and processing DCF Authorized Representatives, Alternate Payees and Protective Payees is a responsibility of a caseworker and then entered directly into ebtEDGE Web Admin by the caseworker or a designated EBT clerk. Authorized Representatives are also called Alternate Payees; the terminology is interchangeable. With the exception of cash Protective Payees, the client (Primary Individual) is the one who requests or drives the decision to have an Authorized Representative/Alternate Payee added to an EBT case. The Request for Alternate Payee form (ES-3141) should *always* be completed and signed by the primary individual and retained as part of the related case. If the alternate payee request was completed on an application, the ES-3141 form is not required. Primary individuals will *not* be allowed to call the EBT Help Desk to **add** an alternate payee; that request must always be made with the local DCF office.

Once established on EBT, the primary individual may later, if circumstances change, call the EBT Help Desk to request **removal** of an alternate payee. If it is a legitimate request, the EBT Help Desk will cancel the EBT card of the alternate payee which in turn inactivates the alternate payee on the EBT case.

If the alternate payee has 90 days or more of inactivity on the EBT case, their card will be cancelled and they will be inactivated on the EBT case. The primary cardholder must be made aware that inactive alternate payees will be removed from their case after 90 days of inactivity.

For cash assistance, protective payees are requested by DCF staff and the EBT Help Desk will *not* be able to remove protected payees. These types of requests will be referred back to the local DCF office for disposition. Once the card is cancelled and for ebtEDGE system integrity, an *Alternate Payee Change Report* will be generated for EBT EES Administration staff who will delete the demographic information related to the alternate on the ebtEDGE Web Admin system.

The ebtEDGE Web Admin system allows for the addition of up to two (2) alternates per case.

Undelivered Cards for Alternate Payees

Anytime a card is returned undeliverable for an alternate payee, all actions to reissue the card must be completed directly in ebtEDGE WebAdmin. The replacement card issuance must also be manually completed. **See the Alternate Payee Management Deskaid.**

Any alternate payee that has inactivity on the EBT case for 90 days or more will be inactivated and their EBT card cancelled. The primary cardholder must contact the agency to request the alternate payee be added back to the EBT case. The primary

cardholder should be made aware of the potential removal of alternate payees that do not remain active on their EBT case.

Each DCF region has established EBT Mail boxes which can be utilized in communicating alternate payee information. It is recommended that regions incorporate use of these mail boxes when establishing local procedures and integrating these tasks with business process protocols.

Office EBT Mailbox addresses

Region	Office	Email address
East	Chanute	ChanuteEBT@dcf.ks.gov
East	Columbus	ColumbusEBT@dcf.ks.gov
East	Fort Scott	FtScottEBT@dcf.ks.gov
East	Hiawatha	HiawathaEBT@dcf.ks.gov
East	Independence	IndependenceEBT@dcf.ks.gov
East	Iola	IolaEBT@dcf.ks.gov
East	Marysville	MarysvilleEBT@dcf.ks.gov
East	Osawatomie	OsawatomieEBT@dcf.ks.gov
East	Ottawa	OttawaEBT@dcf.ks.gov
East	Parsons	ParsonsEBT@dcf.ks.gov
East	Pittsburg	PittsburgEBT@dcf.ks.gov
East	Topeka	TopekaEBT@dcf.ks.gov
Kansas City	Atchison	AtchisonEBT@dcf.ks.gov
Kansas City	Kansas City	KansasCityEBT@dcf.ks.gov
Kansas City	Lawrence	LawrenceEBT@dcf.ks.gov
Kansas City	Leavenworth	LeavenworthEBT@dcf.ks.gov
Kansas City	Overland Park	OverlandParkEBT@dcf.ks.gov
West	Colby	ColbyEBT@dcf.ks.gov
West	Concordia	ConcordiaEBT@dcf.ks.gov
West	Dodge City	DodgeCityEBT@dcf.ks.gov
West	Emporia	EmporiaEBT@dcf.ks.gov
West	Garden City	GardenCityEBT@dcf.ks.gov
West	Goodland	GoodlandEBT@dcf.ks.gov
West	Great Bend	GreatBendEBT@dcf.ks.gov
West	Hays	HaysEBT@dcf.ks.gov
West	Hutchinson	HutchinsonEBT@dcf.ks.gov
West	Junction City	JunctionCityEBT@dcf.ks.gov
West	Liberal	LiberalEBT@dcf.ks.gov
West	Manhattan	ManhattanEBT@dcf.ks.gov
West	McPherson	McPhersonEBT@dcf.ks.gov

West	Newton	NewtonEBT@dcf.ks.gov
West	Phillipsburg	PhillipsburgEBT@dcf.ks.gov
West	Salina	SalinaEBT@dcf.ks.gov
Wichita	El Dorado	ELDoradoEBT@dcf.ks.gov
Wichita	Pratt	PrattEBT@dcf.ks.gov
Wichita	Wichita	WichitaEBT@dcf.ks.gov
Wichita	Winfield	WinfieldEBT@dcf.ks.gov

The following desk aids are available to support the processing of alternate payees including one that deals with special procedures related to facility and treatment centers. These are located at the following EES/EBT website:

http://srsnet.srs.ks.gov/commissions/ees/EBT/EBT_main.htm

- Alternate Payee Management
- Alternate Payees – Facilities/Treatment Centers

XII. Forgotten or Compromised PINS/Password Establishment

Forgotten or Compromised PINS – If a client forgets a PIN or believes that someone else knows what it is, the client should call FIS customer service to report it and reset the PIN. If the client contacts the office to report the PIN was forgotten or compromised, staff shall direct the client to call the FIS customer service number (1-800-997-6666) and follow the instructions for changing a PIN. If the client fails to enter the correct PIN 4 times within 24 hours, the account remains locked until 12:00 midnight, at which time the account resets and the PIN can be reset by the client.

Password Establishment – When the recipient calls the EBT Helpdesk to establish or change a personal identification number (PIN) or for other reasons, the client, if talking to a Customer Service Representative will say or give their DOB and SSN (or alternate password) to verify they are the recipient. No other information is required or asked for ID purposes, however if the client does not have a SSN indicated they are required to provide their password. If a recipient does not have a SSN or the recipient who desires additional security for their EBT account, a password will be added. This is accomplished by the local DCF office with the assistance of an EBT clerk.

Following are the steps that should be followed in this process:

A. The recipient contacts an EBT clerk at a local office and indicates a need to add a password to his/her EBT account. The EBT clerk will ask the recipient sufficient questions to determine the caller’s identification. These questions can be generated by asking questions about the payee or recipient’s from information found in case. If the EBT clerk is unable to substantiate the individual’s identity over the phone, the person will be required to visit the

local DCF office produce a picture ID prior to proceeding. The decision to require face to face verification must be documented on the case.

B. The recipient then shares the chosen password with the EBT clerk who enters it on the ebtEDGE Web Admin - Client Maintenance Screen (CSR Prompt field). The password can be alpha-numeric up to 16 characters in length.

C. Future calls to the EBT Helpdesk will require the recipient to share their DOB, SSN (if they have one) as well as the password. This would also apply to alternate payees; however alternate payees will always be required to supply the DOB of the case PI.

XIII. Undelivered/Bad Address/Homeless EBT Card Procedures

Undelivered –When a card is mailed but is undeliverable, the post office will return the mail to the EBT contractor (FIS). FIS will cancel the card with a status of ‘undeliverable’ on the ebtEDGE Web Admin system. Each day, a report of undelivered EBT cards will be shared with the state. This report will be made available to regional EBT staff via ebtEDGE WebAdmin – Support Reports. Each business day, field staff will need to research these cases to determine a correct address. Once a correct address is determined, staff will enter the updated address on the KAECSES ADDR screen. A file with corrected addresses will be sent to FIS overnight. Upon receipt and application of the transmitted file, a new card will be sent to the recipient and the card status on ebtEDGE Web Admin system will be updated to ‘active’. Because this is a time sensitive process, it is very important that local procedures are in place which are compatible with the BPM process so staff initially secure the most correct address possible from the applicant/recipient. This will help minimize returned EBT cards. It is important that staff process this report promptly to timely generate the replacement card to the recipients. EBT cards must be replaced within two (2) business days following receipt of a correct address.

EBT Undelivered Card Report – Processing Steps

Whenever a card is returned undeliverable, the cause must be determined before another card is issued. The EBT Helpdesk will not manually reissue a card when the status is undelivered. The reissuance of the next card is triggered by an eligibility system change record from the state.

1) **Determine if the client’s address was updated in the eligibility system after the card was mailed**

- Review the card issuance records in ebtEDGE to identify the date the last card was issued.
- Review Action History (ACHI) and the Address screen (ADDR) to identify if any address changes occurred since the card issuance date.

Action Needed - In the situation that the client’s address was updated after the card was issued; a slight change will be needed to an address field in the eligibility system to generate the reissuance of the next card.

2) **The addresses match on the eligibility system and the EBT system at the time the card was sent**

Action Needed

- If the addresses match, the client must be contacted to determine the possible cause for the card return. **If the client reports recently changing address, PROCEED to #3.**
- If repeated attempts to contact the client are unsuccessful, add a task on the tracker to the eligibility team to process necessary eligibility steps. No replacement card is sent until client contact has occurred.

When the client is contacted the follow talking points will be useful:

- Has the client recently changed address?
- Has the client reported to the Post office they are residing at the mailing address?
- Can mail be delivered to the reported mailing address?
- Is the physical mailbox in compliance, is their name required on the mailbox?
- If the residence is in a large complex – is the landlord allowing mail delivery to the box?
- Is there another person possibly accessing their mail?
- Is someone sending the mail back - return to sender?
- Is the client aware of the new card design and that the card envelope does not identify that the mail contains their Kansas Benefits card? The client may be discarding the mail and card believing it is junk mail.

3) **The Client's address has changed and was not reported**

- When the client is contacted and a new address is reported to the agency, the following actions must be taken.

Actions Needed

- Update the client address in the eligibility system. This will trigger reissuance of the card.
- Add a task on the tracker to the eligibility team to process necessary eligibility steps.

**** A change to a demographic field (address, name, DOB, SSN) is always necessary to generate reissuance of the next card. **** The case does not have to be open to generate the change record. A change to a single demographic field for a case, in any case status (open, closed, denied, etc.) will generate the change record of all demographic fields to EBT. **Change records are sent overnight, the update to the EBT system will occur overnight when the Change batch is processed – triggering the card reissuance.**

Undelivered Cards for Alternate Payees

Anytime a card is returned undeliverable for an alternate payee, all actions to reissue the card must be completed directly in ebtEDGE WebAdmin by State staff. The replacement card issuance must also be manually completed. **See the Alternate Payee Management Deskaid.**

Repeated Undelivered Cards for a Client

There are situations where cards have been repeatedly returned undeliverable for a client, and reissuance is not necessary.

- 1) The eligibility case is in closed status **and** no benefits exist on the EBT accounts.
- 2) The case was denied **and** no benefits exist on the EBT accounts.
- 3) There is loss of contact with the client and a current mailing address cannot be determined.

If, after a reasonable time (7 days) a recipient has not received a card, and the reported address is incorrect (but the card has not yet returned by the post office), the FIS customer service representative will cancel the card with a status of 'Bad Address'. The recipient will be informed by the customer service representative to contact their local DCF office to resolve their bad address. DCF field staff will then update the address on ADDR and similar to the undelivered process noted above, a file will be sent to FIS who in turn will auto send a new card and update card status to 'active' on the ebtEDGE Web Admin system.

Bad Address - If the client reports an address to the EBT Helpdesk that does not match the ebtEDGE WebAdmin system address, the card will be cancelled using the “BAD ADDRESS” status. The client will be informed by the Customer Service representative to call the local DCF office to report their correct address. Once the address is updated by the local office and transmitted to FIS, the replacement card will be sent.

Homeless Mailing Address - Special Procedures - Applicants and/or recipients who report they are homeless are required to supply DCF with a mailing address. Due to liability and security issues, EBT cards cannot be sent to the local office. Options that should be explored with applicants/recipients are as follows:

- Use the address of a homeless shelter the recipient is staying (send in c/o the recipient since the name is not on the card).
- Direct the recipient to secure a PO Box.
- Direct the recipient to establish a ‘General Delivery’ address with the post office (it is important to note that General Delivery addresses are only temporary – 30 days).
- Use an address of a relative or friend (it is important that the relative or friend inform the Post Office that the recipient is receiving mail at that address).

IV. Worker EBT Responsibilities

- A worker is responsible for approving the application on KAECSES and/or KsCares and/or processing a request to designate alternate payees or protective payees, as appropriate. Both workers and EBT clerical staff should make the primary cardholder aware of alternate payee deactivation after 90 days on EBT inactivity. Based on local processes, in most cases entry of alternate information is delegated to EBT clerical staff. Regions/offices are encouraged to utilize local office EBT mailboxes (See XI) to assist in accomplishing this and other EBT tasks.
- A worker is responsible for determining if an expedited food assistance and/or cash benefit will be designated as being eligible to have a Kansas Benefits card mailed immediately in “pre-approval” status. A worker or a clerk will be responsible to enter the expedited indicator on KAECSES.
- A worker is responsible to ensure the correct address is in place for the recipient so the sending of the card process is not delayed. Entry of the address will occur in KAECSES and KSCARES during the registration process.
- A worker or a clerk is responsible for referring all recipient calls about problems with the Kansas Benefits or active Vision cards to the FIS customer service number (1-800-997-

6666). If the customer service staff determines that the problem requires state action they will refer the recipient back to the state for resolution.

XV. Clerical EBT Responsibilities

- A clerk with EBT experience will assist in processing the EBT card undeliverable report each business day. It is important that local offices have adequate back up plans if the primary clerk for this responsibility is unavailable.
- A clerk with EBT experience will be responsible for adding alternate payees to the ebtEDGE Web Admin system. Eligibility worker security profiles do not allow alternate payee information entry on ebtEDGE WebAdmin. Clerks should utilize the desk aids located on the EES/EBT website:
http://srsnet.srs.ks.gov/commissions/ees/EBT/EBT_main.htm if assistance is needed to understand the details of this process. Regions/offices are encouraged to utilize local office EBT mailboxes (See XI) to assist in accomplishing this and other EBT tasks. An EBT clerk may be in communication with primary cardholders and alternate cards holders during processing. They should make the cardholder aware that alternate cardholders are removed from the EBT case after 90 days of inactivity.
- A clerk may be responsible to screen applications to determine if an applicant qualifies for expedited services and to follow the prescribed KAECSES procedures when registering the application to ensure a “pre-approved” EBT card is promptly sent from the EBT contractor. Based on local office procedures, this process could possibly include worker participation.
- A clerk is responsible for referring all recipient calls about problems with the Kansas Benefits or active Vision cards to the FIS customer service number (1-800-997-6666). If the customer service staff determines that the problem requires state action they will refer the recipient back to the state for resolution.

NOTE – Changes in the Business Process Management protocols may facilitate changes in the processes outlined in this guide.

XVI. Exception Processing for Repeated Undelivered cards

In very rare situations, clients may experience repeated Undelivered EBT cards after attempts have been made to resolve mailing address issues with the Postal Service. It should be noted, if the client makes a concerted effort to resolve mail delivery issues, there is a high probability the EBT card can successfully be mailed to them. Undelivered

mail can be an indicator of fraudulent address information; every effort should be taken to validate the client lives at the address they provide to the agency. **If the agency is accurately entering the address provided, the client is ultimately responsible for mail delivery.**

Note: Exception processing is not an option based solely on claimed homelessness. Homeless individuals are expected to utilize General Delivery or other alternative means to receive mail (PO box, homeless shelters, helping agencies, addresses of friends and family, etc.).

Before exception processing is an option, the client should be counseled on possible delivery issues and show to the agency they have taken all possible actions to resolve mailing issues with the Postal Service.

When the client is contacted the follow talking points should be discussed and action taken by the client:

- Has the client recently changed address? Has the client reported to the Post office they are residing at the mailing address?
- Did they complete a Change of Address form with the Post Office?
- Can mail be delivered to the reported mailing address?
- Are they using the official mailing designation for their residence? Does their address include "Street", "Road", "Court", "Circle", "Drive", "West" vs. "W", etc? Is the zip code correct?
- Is the physical mailbox in compliance, is their name required on the mailbox?
- Are there barriers preventing the postal carrier from delivering mail (fence, dog, etc.)?
- If the residence is at a large complex – is the landlord allowing mail delivery to the mail box?
- Is there another person possibly accessing their mail?
- Is someone sending the mail back - return to sender?
- Is the client aware of the new card design and that the card envelope does not identify the mail contains their Kansas Benefits card? The client may be discarding the mail and card believing it is junk mail.

Agency Responsibilities

- Adequately counsel the client on mail delivery.
- Describe the card mailing and card design to assist the client to identify their new card.

- Validate the client's address through collateral contact or physical visit to the address.

Client Responsibility

- Contact the Postal Service and reestablish their residence at the address (Complete a Change of Address form)
- Evaluate and resolve any issues that may prevent successful delivery.

Exception Processing Procedure

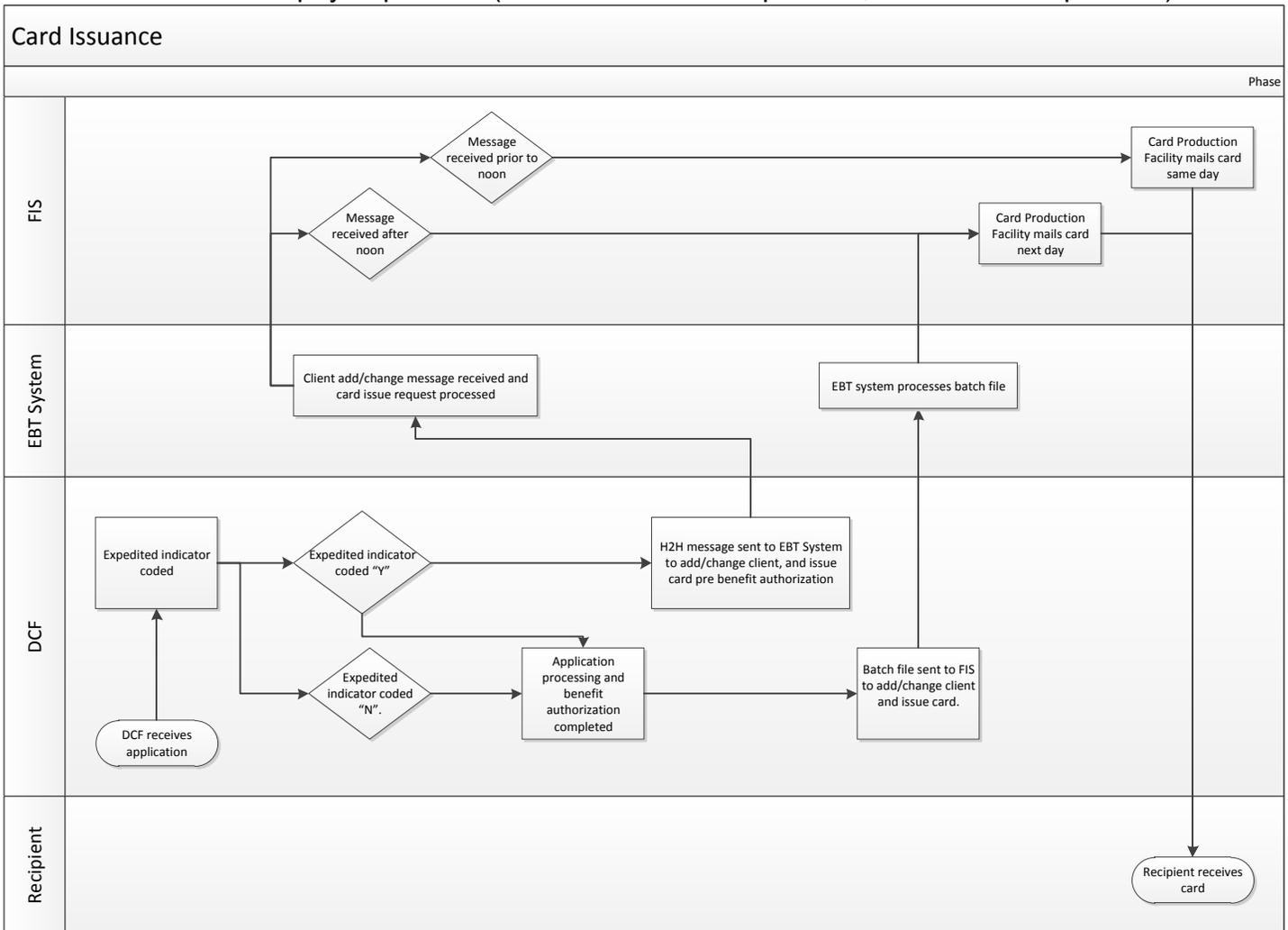
After all aforementioned resolution has been attempted, exception processing may be used.

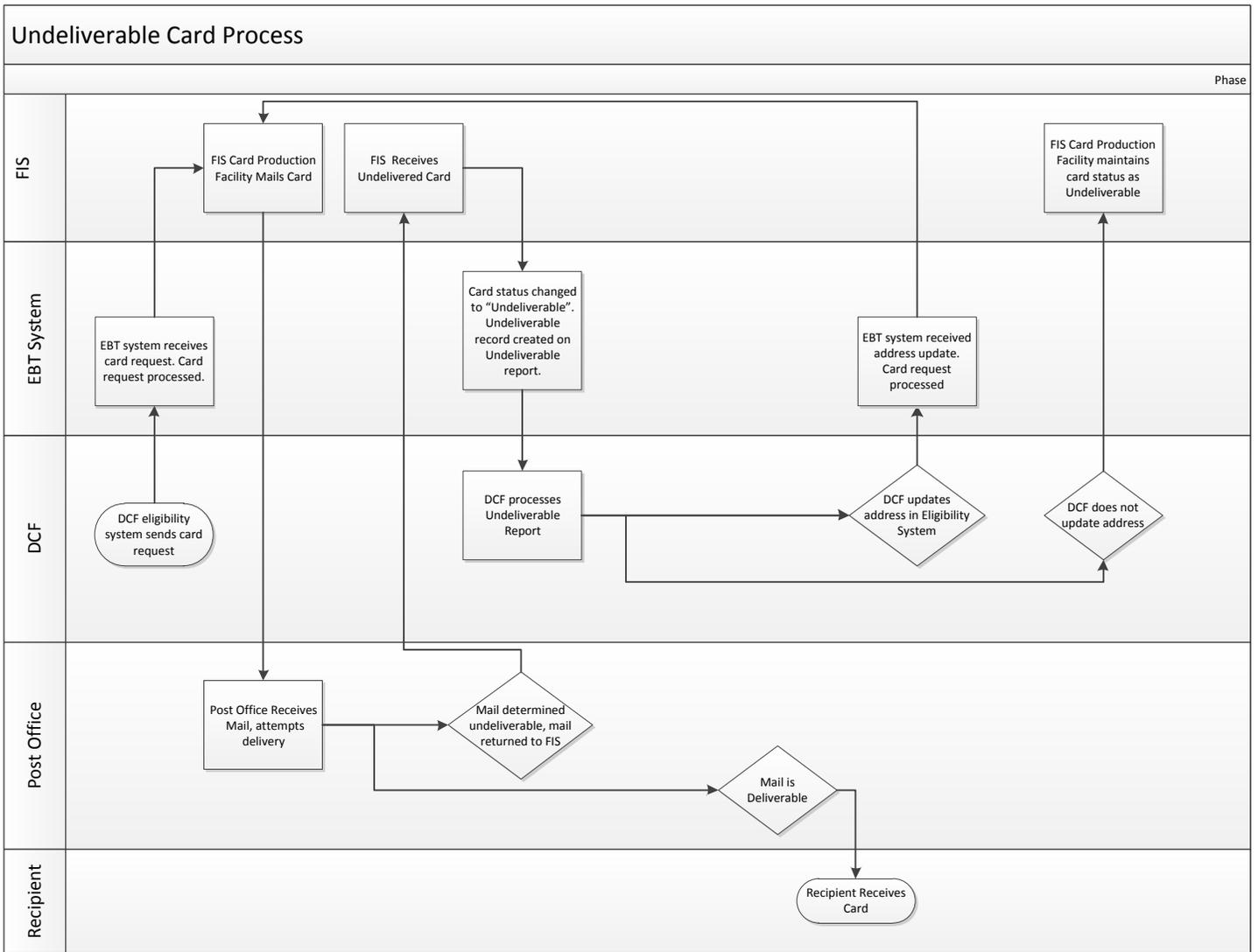
- 1) Contact the Region EES Program Administrator for approval to proceed with exception processing.
- 2) The Region Program Administrator selects the designee in the local DCF office to receive the EBT card on behalf of the client.
- 3) The eligibility address screen is updated to the designee's office address and indicates mail is sent C/O the designee. ****After the card is confirmed in mail process, it is important to change the clients address back immediately to their reported address to prevent any future agency mail from diverting to the designee. ****
- 4) The designee becomes solely responsible for receipt and delivery of the EBT card to the client.
- 5) The client acknowledges and signs the [EBT Exception Processing Disclaimer](#) form upon receiving the EBT card.

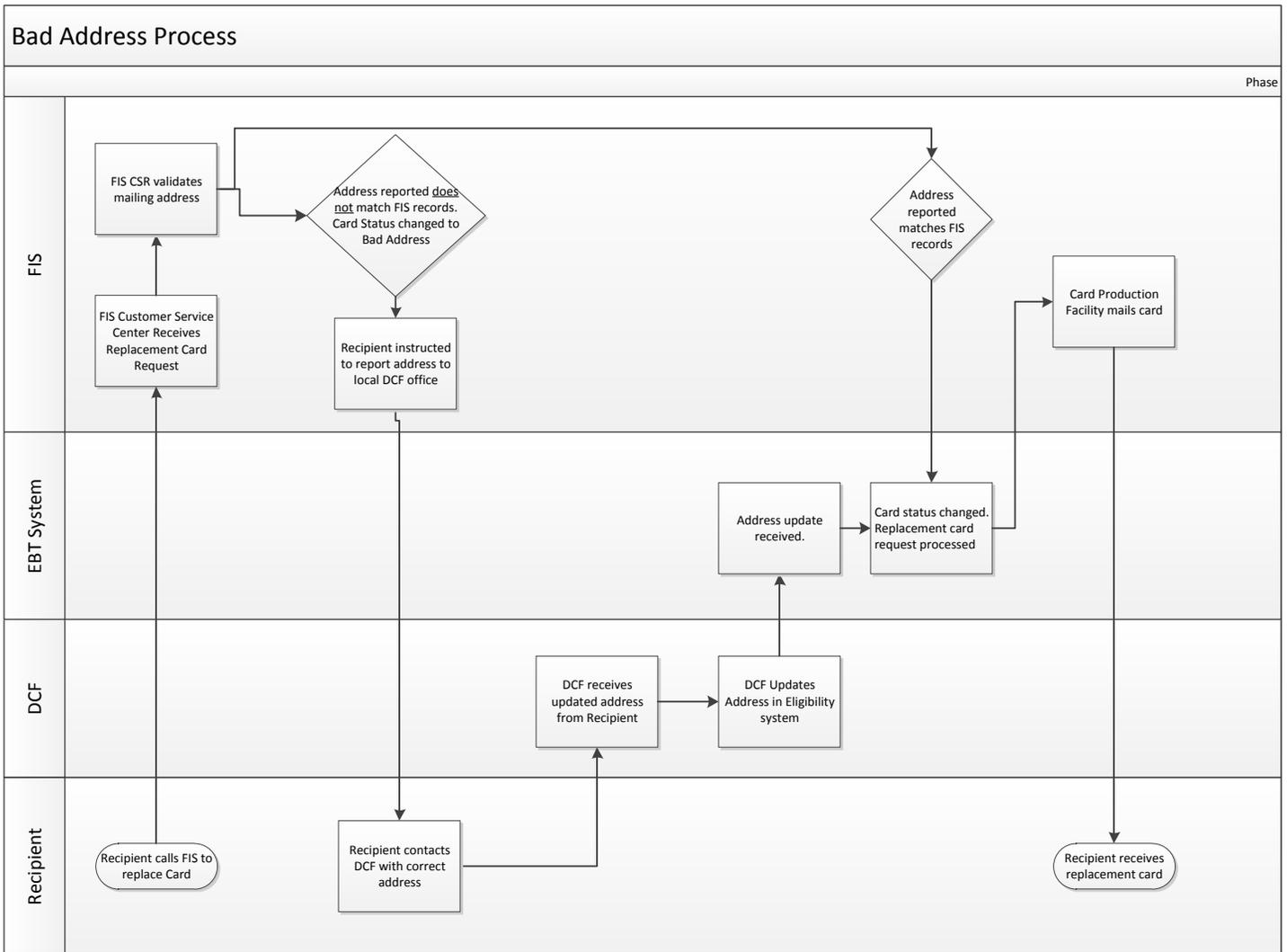
XVII. EBT Process Flow Charts

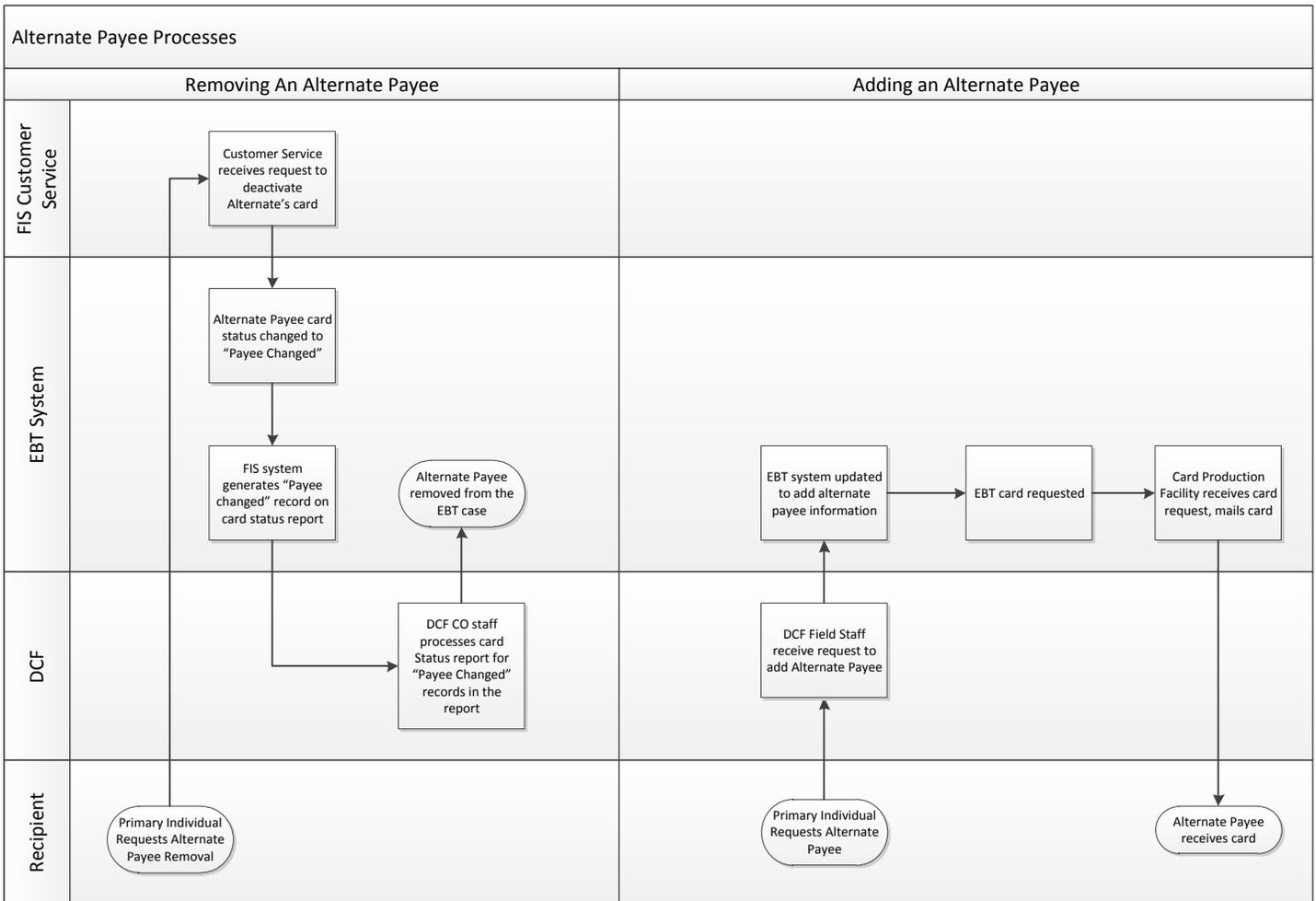
To help assist DCF Regions better understanding of EBT work flow and for Business Process Re-design considerations the following flow charts are available:

- EBT card issuance process
- Undeliverable card issuance process (card returns to EBT contractor)
- Bad address process (card not returned to EBT contractor)
- Alternate payee process (addition- local office process, removal – CO process)









XVIII. Procedure for Reproducing EBT Training Brochures/Card Carrier

If needed, recipient training brochures can be found in the KEESM Appendix, EBT section located at: <http://content.dcf.ks.gov/ees/KEESM/Current/Home.htm>.

The brochure form numbers are:

- V1 – Electronic Benefit Transfer System Guide
- V2- EBT Brochure – Cash/Food Assistance (English)
- V-3 – EBT Brochure – Cash/Food Assistance (Spanish)
- V-4 – EBT Brochure - Child Care (English)
- V-5 - EBT Brochure - Child Care (Spanish)
- V-6 EBT Card Carrier

These brochures are sent with the EBT card and card carrier on all newly approved cases. They are *not* sent with replacement cards. The card carrier which accompanies every EBT card sent is also located in the KEESM Appendix, EBT section. These brochures and the carrier are not available in hard copy form from the DCF warehouse, but can be created locally from the website.

XIX. Food Assistance Adjustments as a result of System Errors

There is a mandated federal requirement regarding adjustments to a **food assistance** EBT card account when a system (FIS or a third party processor) error results in a client's account being out of balance. The most common system errors occur when a client makes a purchase at a grocery store, and later the system reverses the transaction putting the "spent" benefits back on the food assistance account (a reversal error). As a result, the client has received groceries but the store has not been paid. Human errors are not included under this rule. In some cases, clients become aware that the benefits have not been deducted from their account, and they spend the benefits before a benefit adjustment can be processed to correct the error. These adjustments can only be made if there are enough benefits in the client's current or next month's account to cover the full amount of the adjustment.

In addition to the retailer requesting an adjustment, a client can also request an adjustment 90 days from the date of the transaction if the system error causes the client's EBT card to be charged twice for the amount of a purchase. The client should request the adjustment by calling the toll free FIS Customer Service number, 1-800-997-6666. These adjustments will be resolved between FIS and the retailer and the state will only be involved if the retailer denies the request to adjust and the client wishes to file a fair hearing.

Actions to correct system reversal errors will occur in the EBT Unit in EES Administration and field staff will have minimal involvement. The following steps will occur to correct a system reversal error:

- A. The system error will be reported by the retail store to the EBT contractor, FIS.
- B. Each day, FIS will generate an online EBT FS adjustment report. (This is available to EES Administration only).
- C. EES Administration EBT staff will check this report each day for food assistance cases for which adjustments are needed.
- D. If an adjustment is necessary and it will debit a client's account, EBT staff will send KAECSES notice F850 to the client explaining that a system error has occurred. The notice will list the amount of the error, and the location, date and time of the error. The notice will explain that an adjustment will be attempted and that the client has the right to request a fair hearing. The worker will be contacted by e-mail to inform him/her that a system error occurred. If the client wishes to file a fair hearing, he/she will be encouraged to file the fair hearing with the EBT Unit. The EBT Unit will be responsible for the fair hearing process as outlined in KEESM 1613:
<http://content.dcf.ks.gov/ees/KEESM/Current/Home.htm>

NOTE: IF the client elects to file the fair hearing request at the local DCF service center, the local DCF service center should contact the EBT Unit at EBTMAIL@DCF.ks.gov as soon as possible. The fair hearing request, if in writing, should be faxed to the EBT Unit immediately at 785-296-6960.

- E. The client will have 90 calendar days from the notice date to appeal the intended adjustment. If the client appeals within 15 days, the adjustment proceedings must be delayed until the fair hearing decision is rendered.
- F. If the client appeals the adjustment within 15 calendar days of receipt of the adjustment notice, the EBT Unit will contact FIS to stop the adjustment pending the outcome of the fair hearing. If the client wins the appeal, the appropriate action will be taken by FIS to correct the account. If the client loses the appeal, the EBT Unit will contact FIS to proceed with the adjustment. If the client appeals after the 15-day time period, the hearing will still be conducted, however, the adjustment will not be postponed until after the hearing.
- G. If the client does not appeal, FIS will proceed to adjust the system error amount. This will be accomplished by reducing the client's current account or the next month's account by the amount of the error. If there are not enough benefits in the current account, or it does not look like there will be enough in next month's EBT account, no adjustment can be made.

The EBT Unit will keep field staff apprised if a fair hearing is requested and of the subsequent decision. The fair hearing documentation will also be forwarded for the case record.

XX. Child Care Adjustments

Although rare, there may be instances in which child care payments to providers will need to be adjusted to correct a mistake. The most common adjustment will be instances in which a parent paid the wrong provider. Other situations will be handled on a case by case basis. Clients and providers cannot initiate child care adjustments with the EBT contractor. EBT EES Administration staff will be the only persons who can initiate child adjustments with the EBT contractor.

When instances occur that may require an adjustment, field staff should contact the EBT Unit at EBTMAIL@DCF.ks.gov with the following information:

Client name, children(s) name, EBT and KsCares case numbers, EBT card number, payments amount in question, incorrect provider ID if the wrong provider was paid, the correct provider ID and date and time of the transaction in question. Staff should also include a brief summary in the note annotating the circumstances of the request. It should also be indicated if the incorrectly paid provider has enough money in their account to cover a debit to their bank account and if their account is one that can be debited. Supervisory approval is required for all adjustment requests and should be noted on each request.

Once this information is received by the EBT Unit, EES Administration staff will assess and initiate the adjustment with the EBT contractor, if appropriate. If the determination is made to request a child care account adjustment, the EBT unit will contact the worker, etc., to inform him or her of the intent to request the adjustment. The local office is then responsible for notifying the client and the provider whose account will be adjusted. It is important to note that adjustments will only be made when the debit amount will cover the *full* amount of the error. Partial debits to correct only part of the error will not be made.

Adjustments cannot be made from provider to provider. They can only be made from provider to the cardholder (the client). For example, if a client paid the wrong provider and an adjustment was deemed appropriate, the incorrectly paid provider's bank account would be debited for the amount paid incorrectly by client. This would be done after the EBT contractor would credit back the appropriate amount to the client's EBT child care account then the EBT contractor would pay the correct provider, if requested by the state. There could be instances in which the cardholder's account is credited and then that person would pay the correct provider. The EBT Unit would inform field staff of the disposition of any adjustments. Activity such as this will be tracked on the EBT system's *Transaction History* screen, although case file documentation should also be sufficient to establish an adequate audit trail.

Staff may utilize other 'non-adjustment' options to resolve CC EBT payment issues (when possible).

Examples: If the client overpays the provider or pays the wrong provider.

- The overpaid provider could pay another provider (if applicable) by check on behalf of the client. It is important to note that providers cannot 'credit back' the overpaid amount on their POS machine to the client's EBT Card.
- The agency could establish a claim against the provider for the amount overpaid using the EB overpayment cause code. This would be appropriate if the client changed to another provider. In this case, the worker would have to issue an underpayment using EXPC via KsCares to replenish the EBT account of the client for the overpaid amount.
- If the client did not change providers, it is suggested that the provider simply credit the client toward the next bill.

Note: Under no circumstances should a provider give the overpaid amount back to the client by check, money order, or cash. This would be unacceptable as the client could use this money to purchase other things besides child care.

XXI. ATM Mispenses

Clients may experience problems when withdrawing EBT cash funds from ATM's. The client may have requested a withdrawal from the ATM and did not receive it; however, their account was debited for the money. Local staff should not advise the client to contact the bank, the business where the ATM is located or EES Administration staff. Instead, and as soon as possible, they need to call the FIS Client Help Desk at 1-800-997-6666 and file an ATM misdispense claim. FIS will work with the ATM network to trace back through their system to identify the problem and verify if the client is entitled to the disputed benefits. If the client is entitled to the benefits, the money will be credited back to their EBT card. This process may take up to 20 days to complete.

XXII. Claim Repayment Procedures – EBT Benefits

Food Assistance, child care and cash EBT benefits may be used to repay all or a portion of overpayments. Following are the instructions for processing these EBT repayments (these procedures are also posted on the EES/EBT website:
http://srsnet/commissions/ees/ebt/ebt_main.htm.

- A. When the client wishes to make a repayment with their EBT card benefits he or she will need to complete the upper portion of the EBT Benefit Repayment Agreement (see form **ES-3142** in the KEESM Forms section).
- B. The worker is responsible to complete the middle portion of the form with the pertinent claim information such as claim type and claim number. The rules for determining what claims the benefit can be applied to are listed with the ES-3142 form. **EBT repayments cannot be completed unless a claim exists to credit the repayment to.**
<http://content.dcf.ks.gov/ees/KEESM/Current/Home.htm>
- C. The form should be shared with an EBT clerk who will enter the pertinent information on the Web Admin EBT system on the Repayment screen. For specific instructions related to this process, staff can also refer to *Repaying a Benefit* desk aid located on the EES/EBT website: http://srsnet.srs.ks.gov/commissions/ees/EBT/EBT_main.htm
- D. For audit trail purposes, a copy of the completed form should be retained in the case file. The case worker will need to send notice V112 to the client when a repayment is made.
- E. Since there is not an interface between the EBT and KAECSES/KsCares systems, staff in the DCF Central Collections Unit (CCU) in Topeka will need to enter the payment(s) on the Direct Recovery (DIRE) screen on KAECSES/KsCares. **In order to accomplish this task, field staff will need to scan or fax the local repayment form to the EBT Unit as soon as possible at email – ebtmail@dcf.ks.gov or FAX - 785-296-6960.**
- F. The EBT Unit will print an EBT report that corresponds to the repayment form and route to the appropriate person in the CCU for entry on the DIRE screen.

XXIII. Expunged EBT Benefit Procedures

Expunged food assistance benefits for a client are to be used to **reduce** the amount (liability) of any active claims that the client has. This is a Federal requirement for the SNAP program. Expunged benefits are benefits that have been aged-off after 12 months of inactivity and are considered no longer available to the client. These benefits cannot be used as payment on a claim. Although not a requirement, Kansas has opted to apply expunged cash and child care benefits to outstanding cash/child care claims

- A. Around the 16th of each month, after the aged files have been received from FIS, the EBT Unit will run a special report for the expunged benefits. This report will capture aged off benefits 12 months in the past and match those benefits to KAECSES and KsCares to determine if outstanding claims exist for any of the cases for which benefits are being expunged. If a match occurs, then that case will appear on the report.
- B. EBT staff will review each case on this list to determine if the expunged benefit(s) have been returned to the client.

For cash (TAF, GA, RE) purposes, if aged off benefits had been returned to the EBT system by the EBT unit for a particular month, CAIH would reflect that a benefit was “cancelled” if it was a full benefit. It would also reflect that benefits for that month were “restored”. If there was indication on CAIH that aged benefits were returned to the client, the expungement would not be applied to the claim.

For child care purposes, if any aged benefits were returned to the client, the expungement would not be applied to the claim.

For food assistance, benefits are expunged after 12 months, and not available for return to the client.

- C. Once it is determined which cases listed on the report have **expunged benefits that should be applied to claims** the following procedures will be followed (claims of **less** than \$10 will not be included for this process):

- (1) EBT Unit staff will **reduce** the appropriate Food assistance and/or cash claim(s) with the amount of the expunged benefit. This will be completed following the directions for “modifying an existing claim” set forth in the KAECSES User Manual, Volume I.

For child care claim(s), the claim will be reduced with the amount of the expunged benefit. This will be completed following the directions for “modifying an existing overpayment” in the KsCares User Manual, Volume II.

NOTE: The month of overpayment does not have to match the month of the expunged benefits. If it is determined that the month of expunged benefits matches the month of an overpayment, then that claim will be modified. If there is not a match, then any active claim will be modified, with a priority order of agency first,

client second and fraud last. (This decision was made as we believe it is to the client's advantage to use expunged benefits to reduce the amount of agency error claims before the other types of claims).

NOTE: Food Assistance expunged benefits can never be applied to cash claims. Cash expunged benefits can only be applied to cash claims. Child care expunged benefits can only be applied to child care claims.

- (2) For food assistance and cash claims, a collateral notice, I011 - Expunged Benefits Applied to Claim will be sent to the Region's designated staff person. **This person would then be responsible for forwarding the I011 notice to the appropriate caseworker for filing in the case file. If any modifications affect a fraud claim, the Regional staff person should also share a copy of the notice with the local Legal-Fraud Unit. The EBT Unit staff will also share the expunged report with TOP and CCU staff. A copy will also be retained in the EBT Unit.** The notice of expungement will appear on the notice history screen for the appropriate case (NOHS) providing a system audit trail. The client shall be notified of the new claim amount by the local caseworker. Notice V831, Unused EBT Benefits Applied to Claim, has been developed for this purpose. **The notice shall be sent on all cases, open and closed. This will insure that the client is informed of the revised claim balance and the case file contains appropriate documentation of the claim modification. If the claim is pending fraud, coded PF, the notice would then be sent out to the client once the fraud hearing has been finalized.**
- (3) For child care claims, an e-mail will be sent to the Regional designated staff person with a listing of all child care expungements and claim balances. Each region will be responsible for implementing procedures to notify clients of the current overpayment balance using client notice C912.

NOTE: Use the original issuance month as the month for notice purposes, if possible. For closed cases, use the last known address on KAECSES and KsCares.

- (4) The EBT Unit will keep a file on monthly expungement reports and supporting documentation.
- (5) The EBT Manager will serve as back up in this process.

The following examples should help illustrate this process:

Example 1: Mary Jones has a client error food assistance overpayment (claim 002) that was established in 9/2000. The overpayment includes the months of 4/2000 - 8/2000. The outstanding balance is \$830. Her food assistance case closed 9/30/01 and she did not use any of the September 2001 benefits totaling \$234. In October 2002, the unused benefits from September 2001 will be expunged. In mid-October, it will be identified that Mary Jones has an outstanding food assistance overpayment

and expunged benefits. Claim 002 will be modified by EBT Unit staff, so that the balance of the claim is reduced to \$596. The collateral notice will be sent to the Regional designated staff person. This notice is to be filed in the case file as documentation of the claim modification. Since the case is not currently open, the client does not need to be notified. (If the case is open the client must be notified by local staff via the V831 notice).

Example 2: Mary Jones has 2 food assistance overpayments. Agency error claim 001 was established in 1998 and has a balance of \$233; fraud claim 002 was established in 2001, covering the months of June-September 2001 with an outstanding balance of \$502. She did not use all of the benefits issued for September 2001, and the remainder of \$119 is expunged in October 2002. Since one of the months of overpayment matches the month of expunged benefits, claim 002 will be reduced to \$383 to reflect the amount of the expunged benefits.

Example 3: Bill Jones has three food assistance overpayments. Claim 001 is an agency error claim for \$105, established in 1998. Claim 002 is a fraud claim for \$1,000 established in 2000. Claim 003 is a client error claim for \$75 established in January 2001. Unused benefits of \$50 for September 2001 are expunged in October 2002. None of the months of overpayment match the month of expunged benefits, therefore the expunged benefits will be applied to the agency error claim 001, leaving a balance of \$55.

XXIV. EBT Security Profiles (eff. 6/24/13)

The following chart describes the different security profiles and the ebtEDGE Web Admin screens available to each profile.

PROFILE	FUNCTION
<u>EBT SUPPORT</u>	CARD BENEFIT INQUIRY CARD CHANGE CARD INQUIRY CARD ISSUE CARD ONLY INQUIRY CARD REISSUE CASE INQUIRY CLIENT ADD CLIENT CHANGE CLIENT INQUIRY CLIENT SEARCH CLIENT SEARCH BY OPT_ID HISTORY DETAIL HISTORY SUMMARY PIN RESET REPAYMENT VOID LAST CARD FEE/REPAYMENT
<u>CENTRAL OFFICE</u>	BENEFIT CHANGE BENEFIT INQUIRY CARD BENEFIT INQUIRY CARD INQUIRY CARD ONLY INQUIRY CASE CHANGE CASE INQUIRY CLIENT INQUIRY CLIENT SEARCH CLIENT SEARCH BY

OPT_ID
HISTORY DETAIL
HISTORY SUMMARY

HELPDESK

BENEFIT CHANGE
BENEFIT INQUIRY
CARD BENEFIT INQUIRY
CARD CHANGE
CARD INQUIRY
CARD ISSUE
CARD ONLY INQUIRY
CARD REISSUE
CASE CHANGE
CASE INQUIRY
CLIENT ADD
CLIENT CHANGE
CLIENT INQUIRY
CLIENT SEARCH
CLIENT SEARCH BY
OPT_ID
HISTORY DETAIL
HISTORY SUMMARY
PIN RESET
REPAYMENT
VOID LAST CARD
FEE/REPAYMENT

INQUIRY

BENEFIT INQUIRY
CARD BENEFIT INQUIRY
CARD INQUIRY
CARD ONLY INQUIRY
CASE INQUIRY
CLIENT INQUIRY
CLIENT SEARCH
CLIENT SEARCH BY
OPT_ID
HISTORY DETAIL
HISTORY SUMMARY

XXV. ebtEDGE WebAdmin User Password Rules**Enhanced Password Control Information**

Every logon into an FIS provided system must be authenticated using a unique ID and password. All IDs must be individually assigned to a unique user; no shared or generic IDs are to be used by anyone to access FIS resources. If a user is disabled or removed due to employee activity such as, but not limited to, termination or job change, our Clients are responsible for immediately notifying FIS so we may ensure the employee is properly removed.

If required by any regulatory, legal, industry, or additional FIS requirement for enhanced security exists, additional factors of authentication will be used.

Strong Password Requirements:

- Passwords must be at least eight (8) characters in length.
- Passwords must be comprised of at least three (3) of the following four (4) character types, where technically feasible:
 - Numbers
 - Uppercase letters
 - Lowercase letters
 - Special characters (ex - !, ., ;, \$, #, @).
- The ten (10) most recently used passwords may not be reused.

Additional Password Controls:

- Passwords assigned to User IDs must be changed at least every 45 days. Passwords assigned to Security Administrator capabilities must be changed at least every 45 days.
- Passwords may not be changed more often than once per day.
- Passwords must automatically expire after the designated time period (i.e., 45 days).
- Passwords should be set to require change at first logon.
- If an User ID is not utilized within ten (10) days of initial creation or password reset by a Security Administrator, the User ID should be programmatically disabled.
- If an User ID is not utilized within any ninety (90) day period, the User ID will be programmatically deleted.
- After three consecutive failed logon attempts, the user IDs will be locked.
- A locked User ID must remain locked until reset by a Security Administrator or a secure automated reset function. Temporary passwords generated via an automated reset function are not be valid for more than 30 minutes.

Personnel assigned an ID and password to an FIS system must treat that password as confidential and never disclose or share the password with anyone. Users who become aware of another individual's password and do not have a legitimate right to know it (called a password compromise) must inform their Security Administrator and must not either use or disclose the password. The Security Administrator must immediately notify FIS and ensure that the compromised password is changed or the ID is disabled.