

## **EBT SYSTEM GUIDE**



**KANSAS DEPARTMENT FOR CHILDREN AND FAMILIES  
ECONOMIC & EMPLOYMENT SERVICES**

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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](http://www.ebtEDGE.com). The contractor for this system is Fidelity National Information Services, Inc. (FIS). The system functions through an interface between KEES 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 cardholder's regular monthly benefit there is the monthly batch. Benefits sent this way are available to the cardholder 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 cardholder by 6:00 a.m. the calendar day following the benefit authorization. The third method is via web service which adds the benefits to the account immediately after processing the appropriate KEES benefit authorization screen (EDBC).

**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](http://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 DCF IT Business helpdesk (EBITS) to re-activate the account. For any web admin, passwords, or difficulty logging into web admin, please email EBITS, the DCF IT Business helpdesk. 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://dcfnet.dcf.ks.gov/EES/Pages/Policy-Procedure/EBT.aspx>. Security access profiles are addressed later in this guide.

**I. EBT Accounts/Case Numbers**

Cardholders may 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 cardholder 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 PI client ID number rather than the KEES case number. 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 – KEES case number and name). Searching by the client ID is optimal.

## **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 cardholder's circumstances, EBT cards are issued in the following manner:

- A. The majority of cardholders or alternate payees will receive the EBT card after their application is processed and benefits are approved. The card will be received 5 – 7 business days after the benefits have been authorized. If the initial month of eligibility is a future month, the EBT card is not sent until the monthly benefit authorization is sent to the EBT contractor.  
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 cardholder is eligible for (in English or Spanish as appropriate). The cardholder could get a brochure for FA/Cash and another one for Child care, if appropriate. The cardholder will follow the instructions outlined on the carrier to choose a Personal Identification Number (PIN). For identity validation purposes the cardholder must provide a DOB and SSN or select an alternate password to activate the EBT account if there is no SSN. If a password is necessary, the password to is provided to local office staff, and directly entered in ebtEDGE.
- B. 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 answers ‘Yes’ to Expedited Services question on the New Program Detail or Reapplication Detail page.

As soon as ‘Yes’ to Expedited Services question 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.

<b>SMART Code</b>	<b>Program</b>	<b>Benefit Type</b>
EBT25210 *	TAF	Cash
EBT25215 *	TAF Diversion	Cash
EBT25532	Refugee	Cash
EBT25410	GA	Cash
EBT25212	TAF EMER	Cash
EBT25991	Two Parent WP TAF	Cash
EBT25992	Work Programs - GOAL	Cash
EBT25810 *	Food Assistance	Food (SNAP)
EBT25811 *	Food Assistance	Pandemic Food (SNAP)
EBT25812 *	Food Assistance	Child Care Pandemic Food (SNAP)
EBT25813 *	Food Assistance	Summer EBT (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).

<b>If last name starts with:</b>	<b>Food Assistance available after 6am on the:</b>
A or B	1 <sup>st</sup> of every month
C or D	2 <sup>nd</sup> of every month
E,F or G	3 <sup>rd</sup> of every month
H,I or J	4 <sup>th</sup> of every month
K or L	5 <sup>th</sup> of every month
M	6 <sup>th</sup> of every month

N,O,P,Q or R	7 <sup>th</sup> of every month
S	8 <sup>th</sup> of every month
T,U or V	9 <sup>th</sup> of every month
W,X,Y or Z	10 <sup>th</sup> of every month

**IV. Accessing and using benefits**

Cardholders (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 cardholder \$1.00 plus the ATM network fee. Retailers that participate in EBT decide what level of "cash back" they will allow a cardholder per visit using the POS device. Each store may have a different policy, so the cardholder should always ask how much cash they can get back, and if they can do a cash back only transaction. A cardholder will not be charged for a cash purchase or a purchase with cash back. A cardholder 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 cardholder will access their **food assistance benefits** at retailers displaying the "Kansas Benefits or Vision Card Accepted Here" logo or sign. A cardholder 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 cardholder needs to inform the cashier that they are making a food assistance purchase. By doing two separate transactions, a cardholder with cash benefits and food assistance benefits can pay for food and nonfood items with their Kansas Vision or Benefits card. A cardholder will receive no change or cash back on a food assistance transaction/purchase. Returns of merchandise will result in a *credit* to the cardholder's food assistance benefit account.

A cardholder 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 cardholder 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 cardholder 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](http://www.ebtEDGE.com)). Cardholders 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 cardholder 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  
<http://dcfnet.dcf.ks.gov/EES/Documents/EBT/KS%20Recipient%20Training%20PowerPoint.v1.1.pdf>  
It also is accessible at the ebtEDGE Cardholder Portal – KS Cardholder Training, 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](http://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://dcfnet.dcf.ks.gov/EES/Pages/Policy-Procedure/EBT.aspx> 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](http://www.ebtEDGE.com). Those retailers not certified with FNS but wish to, can visit the FNS retailer page for information.  
<https://www.fns.usda.gov/snap/retailer-apply>
- D. **Child Care Provider** Providers can call 1-800-894-0050 if they have questions about completing their FIS contract packet or need a new one to complete. When referring providers to this number, staff should first ask if the provider has completed the contract with FIS. If the provider has done this, then they would have received a video tape or DVD and written materials from FIS already. If providers have questions about how parents make payments, reconciling a bank statement, tracking down an expected payment, etc. If providers or



merchants have issues with POS machines, equipment, etc. they can call 1-888-239-6006. Providers may also view child care information at [www.ebtEDGE.com](http://www.ebtEDGE.com).

## **VI. Aged-off/expired/Expunged Benefits**

During training and instruction special emphasis should be placed on explaining the aged off/expired 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 120 days.

Child Care and Cash benefit expire 120 days from the availability date of the authorization. Any remaining balance for authorization older than 120 days expires regardless of account activity.

Food Assistance Benefits expunge from the EBT account after 9 months of account inactivity.

The following information explains this process and could be used for any face to face training:

### **A. Aged-Off/Expired 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 120 days from the date the benefits were issued, they will be unavailable (expired) 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 9 months (270 days) 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 - Food Assistance:** 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 9 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.

**Example – Child Care:** A client applies for Child Care assistance and is approved 1/02/2020. The client uses a minimal amount of child care each month resulting in a balance remaining each month from the January authorization. On May 12, 2020, the aging/expiration sweep runs, the remaining balance from the January 2020 authorization becomes unavailable. 62 days later, on July 12, 2020, the remaining balance from the January 2020 authorization is permanently removed from the EBT account. The expired amount is sent to the KEES system via batch file.

Auth DTE	Unavailable DTE	Expired DTE
1/02/19	5/12/19	7/12/19
AVAILABLE	UNAVAILABLE	
Date the auth available	Run date for aged-off/expired.	File sent to KEES.
	Any remaining balance on 1/02/19	1/02/19 auth balance
	Auth becomes unavailable	permanently removed from account

This process provides the account holder 4 months (120 days min.) to use all the balance from any authorization 4 months old. Any remaining balance from an authorization up to 6 months old can be re-instated based on extenuating circumstances. After six months any remaining balance on an authorization older than six months is permanently removed from the EBT account. Each authorization has its own timeline following this schedule.

## **VII. Aged Off Reports/Returning Aged Off Benefits**

**Unused Benefit Types/Inactive Accounts** – The FIS EBT system produces a monthly report for aging-off/expiration purposes. The report shows 3 periods, when the benefit is in period 3, the benefit has aged-off/expired. Food assistance benefits do not age-off until they have been inactive for nine (9) months. The benefits at this point are expunged from the account.

The report is available to field staff in the ebtEDGE Support Reports section. Agency staff must have the ebtEDGE profile that allows access to these reports. The report name is Aged Authorization Action Report Detail (EBTDS250-4). This monthly report by county and caseworker ID report is produced between the 12<sup>th</sup> and 16<sup>th</sup> of the month.

Aging/expiring occurs by benefit type. When the benefit type has moved to period 3, the benefit is aged off/expired (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 cardholder. 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 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:

<b>SMART Code</b>	<b>Program</b>	<b>Benefit Type</b>
EBT25210 *	TAF	Cash
EBT25215 *	TAF Diversion	Cash
EBT25532 *	Refugee	Cash
EBT25410	GA	Cash
EBT25212	TAF EMER	Cash
EBT25991	Two Parent WP TAF	Cash
EBT25992 *	Work Programs - GOAL	Cash
EBT25810 *	Food Assistance	Food (SNAP)
EBT25811 *	Food Assistance	Pandemic (SNAP)
EBT25812 *	Food Assistance	Child Care Pandemic Food (SNAP)
EBT25813 *	Food Assistance	Summer EBT (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 270 days (FA only).

**Period 2:** This column reflects benefits that have not been accessed in the prior 300 days (FA only).

**Period 3:** This column reflects benefits that have not been accessed in the prior 330 days for food assistance. The cash and child care, 182 days, since the date the authorization was available.

**CLIENT HAS ONGOING CASE WITH CASH and/or CHILD CARE BENEFITS EXPIRING OFF:** After 120 days from the issuance date any remaining balance for the authorization will “expire” and 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 expired 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 EXPIRED FROM THE ON-LINE SYSTEM:** Once a cash or child care benefit has been inactive for 120 days it will be expired from the on-line FIS system. **Food assistance benefits age-off and expunge after 9 months and cannot be restored.**

For cash and child care, the benefit is lost unless extenuating circumstances can 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 determined, Agency staff ONLY must contact the [EBT Admin staff](#) with case name, number, dollar amount to be restored and benefit month to be restored.

The EBT Unit validates the request amounts and months are correct. The case is reviewed by EES Policy Staff for approval. If approved, the EBT unit reactivates the benefits from the Aged Off and Expungement Detail page using the Reactivate button.

### **Reactivating Aged-Off EBT Benefits - KEES**

Aged off Child Care and Cash Assistance benefits can be reactivated in KEES. The EBT Administrative Unit completes this process.

1. Select **Fiscal** from the Global Navigation tab. The **Issuance Search** page displays.
2. Select **Expungements and Aged Off** from the Local Navigation. The **Aged Off and Expungement Search** page displays.
3. The user can **Search By:** *Case, EBT Case, Control Number, or Status*. After the Search criteria are selected, click the **Search** button. The search results display.
4. When the criteria have been selected for **Display the Last** and **Display By**, click the **View** button. The results display.

5. Click the **Expungement or Aged Off ID** hyperlink. The **Aged Off and Expungement Detail** page displays.
6. Click the **Reactivate** button. The **Status** changes to *Pending Reactivation*.
7. Click the **Close** button. The **Aged Off and Expungement Search** page displays.
8. The Reactivated Issuance hyperlink routes the user to the **Issuance Detail** screen for the issuance record of the reactivated benefit.

### **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 Admin staff](#) providing the completed ES-3143 form. The EBT Admin 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.

Considerations when determining loss of food items:

- If the loss is due to a power outage, food is safe for 24 hours in a closed, refrigerated appliance. As a guideline for replacement requests, if power is out more than 24 hours, refrigerated, perishable items should be destroyed.
- Non-perishable items will not need to be replaced due to a power outage.
- The replacement amount is for actual food loss, not to include food items consumed.

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** – Cardholders 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. EBT cards can also be replaced at [www.ebtedge.com](http://www.ebtedge.com) or using the FIS only mobile application. If a cardholder 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 cardholder reports an address that does not match the ebtEDGE WebAdmin system address, the card will be cancelled using the “BAD ADDRESS” status. The cardholder 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 upon the cardholder’s request 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 7-10 business days.

The State has developed procedures to address cardholders who repeatedly report their EBT cards lost or stolen. Each month a report is used to identify cardholders with 4 or more card replacements in the last 12 months. This report is utilized by ITS to auto-generate an

excessive card replacement notice – V837. Results of the excessive card report are also analyzed by

Administrative EBT unit staff for potential referrals to the Fraud unit. Strategies for the habitual offender may include any or all 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 cardholder file a police report if the card was stolen.
- D. Discussion with Staff about the need for the cardholder to choose an authorized representative.
- E. Referral to local fraud unit.

**NOTE:** Current policy prohibits DCF from charging the cardholders 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 in ebtEDGE reports:

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

Card Reissue Detail Summary (EBTMS417-1)

Card Reissue Monthly Summary (EBTMS417-2)

Card Reissue Analysis Summary (EBTMS417-3)

O4 Cards Issued in 12 Months (EBTMS206-1/2)

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 cardholders that have had excessive cards issued to them.

## **X. Case Closes/Client Moves Out of State Procedures**

When the KEES 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 "active."
- 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 if 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. Administrative EBT unit staff also monitors EBT card usage for habitual out of state usage. When this usage is detected, field offices are notified to verify Kansas residency of the client.

The following suggestions apply to those who plan to be moving to another 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), via the child care [www.ebtedge.com](http://www.ebtedge.com) or the EBT Edge Mobile App.
- 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/Protected 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 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 cannot 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 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.

### **Protected Payee Process**

When a Protective Payee is required, the consumer needs to complete the P3: Protective Payee Agreement form found in KEESM. The form must be signed in front of a DCF notary. Follow the steps below after determining the selected person meets Protective Payee guidelines:

- Add the Protective Payee to ebtEDGE as an Alternate Payee for Cash Assistance. The Protective Payee is assigned either Alt1 or Alt2 depending on whether another alternate payee exists on the EBT case.

**NOTE:** The 'Primary' designation for any benefit type is only used for the primary cardholder.

- Restrict access on ebtEDGE for the Primary Applicant, and other adult in the household, and any other Alternate Payees by changing access to 'None' for Cash Assistance.
- Indicate 'Yes' in the Protective Payee field on the TANF Detail page.  
**NOTE:** It is important to update ebtEDGE prior to updating the TANF Person Detail page so that consumer information is sent correctly from KEES to ebtEDGE.
- When 'Yes' is indicated, KEES sends a file to ebtEDGE indicating the consumer as 'PF' (Primary for Payee for Food Assistance Only) as the 'Client Type'.
- Run EDBC for any unpaid months.
- If the Protective Payee is not already an Authorized Representative on the case, print all notifications locally from KEES and manually send them using the address provided on the P3: Protective Payee Agreement form.
- Journal all case action.
- Scan the P3: Protective Payee Agreement from to yourself with a Multi-Function Device.
- Use IN Printer to image and index to form to the 'Correspondence' document type in the CaseNo Task basket.
- Place the form in the retention basket to be filed in the 60 day file retention area by support staff.

**Removing a Protective Payee:**

- Remove the Protective Payee from ebtEDGE.
- Change the cash status from 'None' to 'Primary' for the primary cardholder.
- When the Protected Payee is no longer requested by the primary cardholder, cancel the Protective Payee's card on the card tab using the Card Status 'Payee Changed'. This will cancel the card and remove the Protective Payee automatically.
- Change the Protective Payee field on the TANF Detail page to 'No'.

**NOTE:** When 'No' is indicated, KEES sends a file to ebtEDGE indicating the consumer as 'P' (Primary Payee) as the 'Client Type'.

- Use the Negative Action Reason of 'Requested Information Not Received' to deny or discontinue a program for failing to provide a Protective Payee. See [Deny or Discontinue Using Negative Action](#) for detailed steps.

**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 Desk Aid.**

**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.**

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://dcfnet.dcf.ks.gov/EES/Pages/Policy-Procedure/EBT.aspx>

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

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. The table below identifies the EBT mail boxes for each field office.

**Office EBT Mailbox addresses**

<b>Region</b>	<b>Office</b>	<b>Email address</b>
Kansas City	Atchison	<a href="mailto:DCF.AtchisonEBT@ks.gov">DCF.AtchisonEBT@ks.gov</a>
Kansas City	Kansas City	<a href="mailto:DCF.KansasCityEBT@ks.gov">DCF.KansasCityEBT@ks.gov</a>
Kansas City	Lawrence	<a href="mailto:DCF.LawrenceEBT@ks.gov">DCF.LawrenceEBT@ks.gov</a>
Kansas City	Leavenworth	<a href="mailto:DCF.LeavenworthEBT@ks.gov">DCF.LeavenworthEBT@ks.gov</a>
Kansas City	Overland Park	<a href="mailto:DCF.OverlandParkEBT@ks.gov">DCF.OverlandParkEBT@ks.gov</a>
Northeast	Hiawatha	<a href="mailto:DCF.HiawathaEBT@ks.gov">DCF.HiawathaEBT@ks.gov</a>
Northeast	Marysville	<a href="mailto:DCF.MarysvilleEBT@ks.gov">DCF.MarysvilleEBT@ks.gov</a>
Northeast	Topeka	<a href="mailto:DCF.TopekaEBT@ks.gov">DCF.TopekaEBT@ks.gov</a>

Northwest	Colby	<a href="mailto:DCF.ColbyEBT@ks.gov">DCF.ColbyEBT@ks.gov</a>
Northwest	Concordia	<a href="mailto:DCF.ConcordiaEBT@ks.gov">DCF.ConcordiaEBT@ks.gov</a>
Northwest	Goodland	<a href="mailto:DCF.GoodlandEBT@ks.gov">DCF.GoodlandEBT@ks.gov</a>
Northwest	Hays	<a href="mailto:DCF.HaysEBT@ks.gov">DCF.HaysEBT@ks.gov</a>
Northwest	Junction City	<a href="mailto:DCF.JunctionCityEBT@ks.gov">DCF.JunctionCityEBT@ks.gov</a>
Northwest	Manhattan	<a href="mailto:DCF.ManhattanEBT@ks.gov">DCF.ManhattanEBT@ks.gov</a>
Northwest	Phillipsburg	<a href="mailto:DCF.PhillipsburgEBT@ks.gov">DCF.PhillipsburgEBT@ks.gov</a>
Northwest	Salina	<a href="mailto:DCF.SalinaEBT@ks.gov">DCF.SalinaEBT@ks.gov</a>
Southeast	Chanute	<a href="mailto:DCF.ChanuteEBT@ks.gov">DCF.ChanuteEBT@ks.gov</a>
Southeast	Columbus	<a href="mailto:DCF.ColumbusEBT@ks.gov">DCF.ColumbusEBT@ks.gov</a>
Southeast	Fort Scott	<a href="mailto:DCF.FtScottEBT@ks.gov">DCF.FtScottEBT@ks.gov</a>
Southeast	Independence	<a href="mailto:DCF.IndependenceEBT@ks.gov">DCF.IndependenceEBT@ks.gov</a>
Southeast	Iola	<a href="mailto:DCF.IolaEBT@ks.gov">DCF.IolaEBT@ks.gov</a>
Southeast	Osawatomie	<a href="mailto:DCF.OsawatomieEBT@ks.gov">DCF.OsawatomieEBT@ks.gov</a>
Southeast	Ottawa	<a href="mailto:DCF.OttawaEBT@ks.gov">DCF.OttawaEBT@ks.gov</a>
Southeast	Parsons	<a href="mailto:DCF.ParsonsEBT@ks.gov">DCF.ParsonsEBT@ks.gov</a>
Southeast	Pittsburg	<a href="mailto:DCF.PittsburgEBT@ks.gov">DCF.PittsburgEBT@ks.gov</a>
Southwest	Dodge City	<a href="mailto:DCF.DodgeCityEBT@ks.gov">DCF.DodgeCityEBT@ks.gov</a>
Southwest	Emporia	<a href="mailto:DCF.EmporiaEBT@ks.gov">DCF.EmporiaEBT@ks.gov</a>
Southwest	Garden City	<a href="mailto:DCF.GardenCityEBT@ks.gov">DCF.GardenCityEBT@ks.gov</a>
Southwest	Great Bend	<a href="mailto:DCF.GreatBendEBT@ks.gov">DCF.GreatBendEBT@ks.gov</a>
Southwest	Hutchinson	<a href="mailto:DCF.HutchinsonEBT@ks.gov">DCF.HutchinsonEBT@ks.gov</a>
Southwest	Liberal	<a href="mailto:DCF.LiberalEBT@ks.gov">DCF.LiberalEBT@ks.gov</a>
Southwest	McPherson	<a href="mailto:DCF.McPhersonEBT@ks.gov">DCF.McPhersonEBT@ks.gov</a>
Southwest	Newton	<a href="mailto:DCF.NewtonEBT@ks.gov">DCF.NewtonEBT@ks.gov</a>
Wichita	El Dorado	<a href="mailto:DCF.ElDoradoEBT@ks.gov">DCF.ElDoradoEBT@ks.gov</a>
Wichita	Pratt	<a href="mailto:DCF.PrattEBT@ks.gov">DCF.PrattEBT@ks.gov</a>
Wichita	Wichita	<a href="mailto:DCF.WichitaEBT@ks.gov">DCF.WichitaEBT@ks.gov</a>
Wichita	Winfield	<a href="mailto:DCF.WinfieldEBT@ks.gov">DCF.WinfieldEBT@ks.gov</a>

## **XII. Forgotten or Compromised PINS/Password Establishment**

Forgotten or Compromised PINS – If a cardholder forgets a PIN or believes that someone else knows what it is, the cardholder should call FIS customer service number to report it and reset the PIN. If the cardholder contacts the office to report the PIN was forgotten or compromised, staff shall direct the cardholder to call the FIS customer service number (1-800-997-6666) and follow the instructions for changing a PIN. A PIN can also be changed at [www.ebtedge.com](http://www.ebtedge.com) or using the FIS only Mobile Application. If the cardholder 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 cardholder.

**Password Establishment** – 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. The password is entered in the “Security Code” field on the client tab.

When the recipient calls the EBT Helpdesk to establish or change a personal identification number (PIN) or for other reasons, the cardholder, will enter or say 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 cardholder does not have a SSN indicated they are required to provide their password (security code). Anytime a password is present, it is required for identity validation.

Following are the steps that should be followed for the password establishment 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 recipients 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 (Security Code field). The password can be alpha-numeric up to 16 characters in length. Special characters are not allowed, i.e. !@#\$%^&\*?.
- C. Future calls to the EBT Call Center 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 is processed into tasks for each field office. This report is also 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 KEES Client Contact summary – Address Detail 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 the tasks 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.

**For additional trouble shooting for undelivered EBT cards, please see the EBT deskaid.**

<https://dcfnet.dcf.ks.gov/EES/Documents/EBT/Undelivered%20Card%20Process.pdf>

## **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.

**\*\* The Postal Service utilizes automated sorting machines that will not process mail if a person is not associated in their system to the address. The most successful solution for undelivered mail will be for the client to complete a Change of Address form with the post office. When the information is updated in the Postal system, the sorting machines will not return the mail. \*\***

### **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 **Eligibility-Customer Information-Contact Summary-Address Detail** 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 completed a Changed of Address wat the Post office to update their mailing address?
- Have staff searched KEES for the mailing address, to see if another person is known to that address? Perhaps an In Care of C/O should be used in the 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.
- Use maps.google.com and USPS.com to verify address.
- Document all action taken in the KEES Journal. No replacement card should be sent until client contact has occurred.

[Undelivered Card Process.pdf \(ks.gov\)](#)

### **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.**

**If the address remains the same, a change to the demographic field is required. For example if the address is 1234 Main Street, a slight change is required so we'll update the KEES address to 1234 Main ST. That slight change will tell the system a change occurred and will update EBT Edge and auto issue a new EBT card.**

**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 business 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 - Undeliverable), 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 the **Address Detail** page 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 cardholder 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 cardholder 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 auto 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. Agency Staff EBT Responsibilities**

- Agency staff are responsible for approving the application in KEES 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.
- Agency staff are 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 in KEES.
- Agency staff are 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 KEES during the registration process.
- Agency staff are 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 tasks 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://dcfnet.dcf.ks.gov/EES/Pages/Policy-Procedure/EBT.aspx> 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 KEES 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 Card 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.
- Search the KEES system for the mailing address. It's possible the mailing address is known to another PA and an In Care of address C/O should be added.

**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 resolutions have been attempted, exception processing may be approved.

1) Contact the [Administrative EBT Staff](#) for review and approval. If approved, the Administrative EBT unit will send to the office contact person the Exception Processing Form to be completed by the office contact and returned to the EBT unit.

2) The EBT unit will process the next card delivery as overnight delivery to the DCF office associated with the cardholder. \*\* Overnight delivery will not occur on weekends\*\*.

3) When the EBT unit has confirmed the overnight delivery date, the local office will be notified. For best practice, the cardholder should not be contacted to pick up their card until the card has been received at the local office.

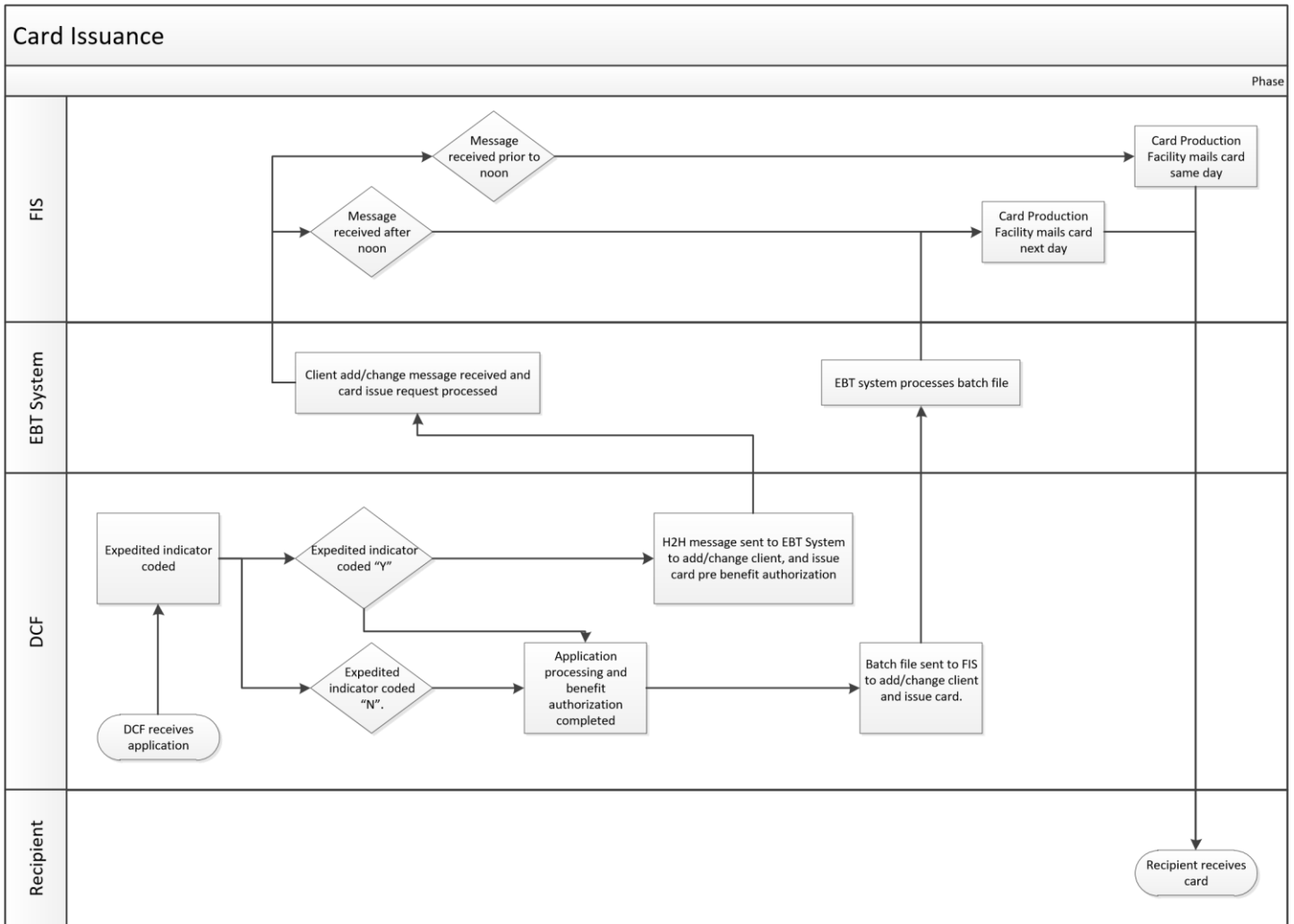
4) The client must be informed and acknowledge this overnight delivery is a one-time only exception. The client is solely responsible to provide the agency with a mailing address that can successfully receive agency and EBT mail delivery. Upon receiving the card, the client must sign the Exception Processing Form. A copy of the form should be scanned and added to the case for documentation. The scanned copy of the form, and a scanned copy of the overnight delivery envelope must be sent back to the Administrative EBT unit to acknowledge completion of the process.

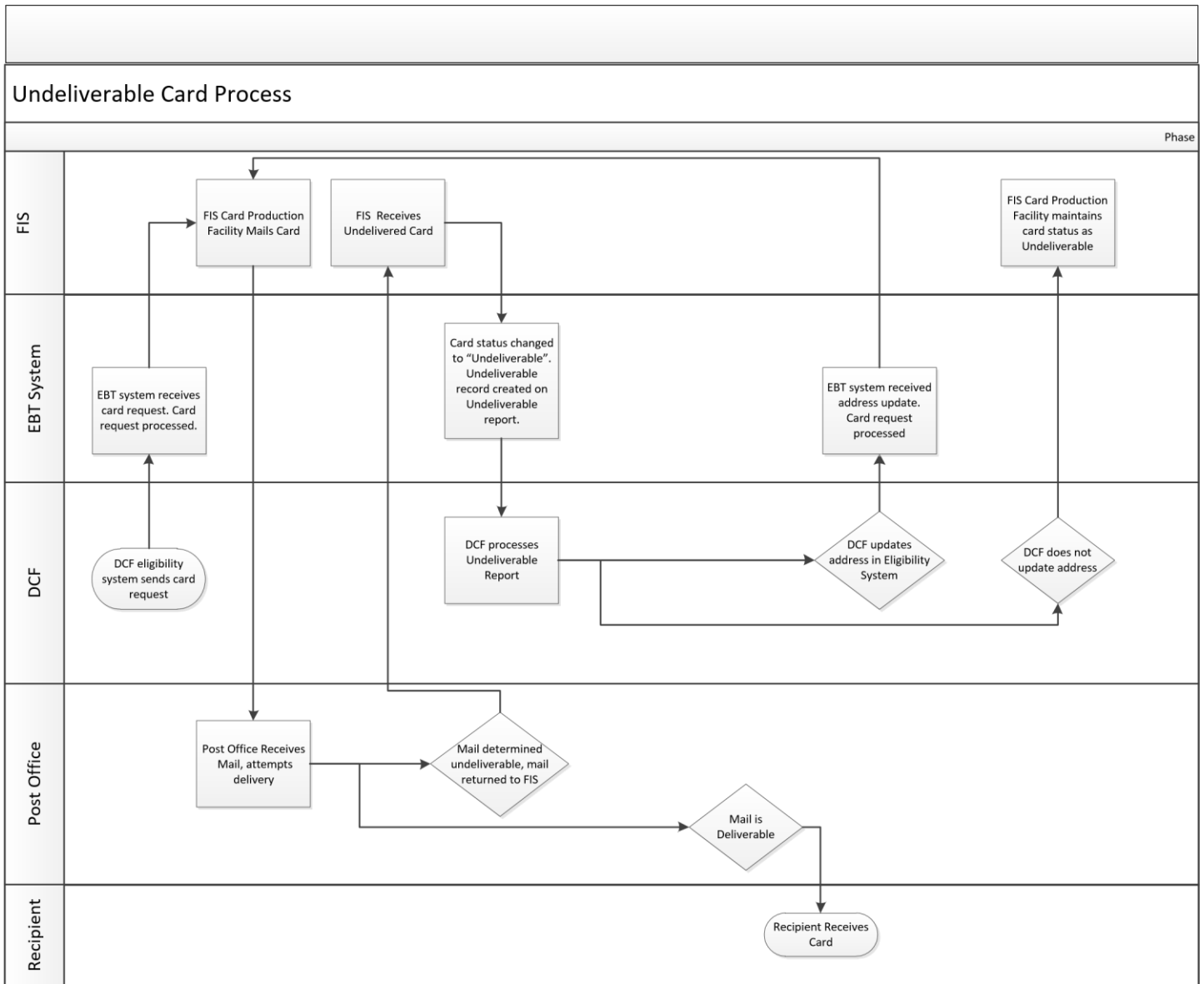
5) Please note exception overnight delivery is not intended for expedited application situations, or as an alternative for homeless situations. Exception overnight delivery is intended to resolve repeated undelivered card issues.

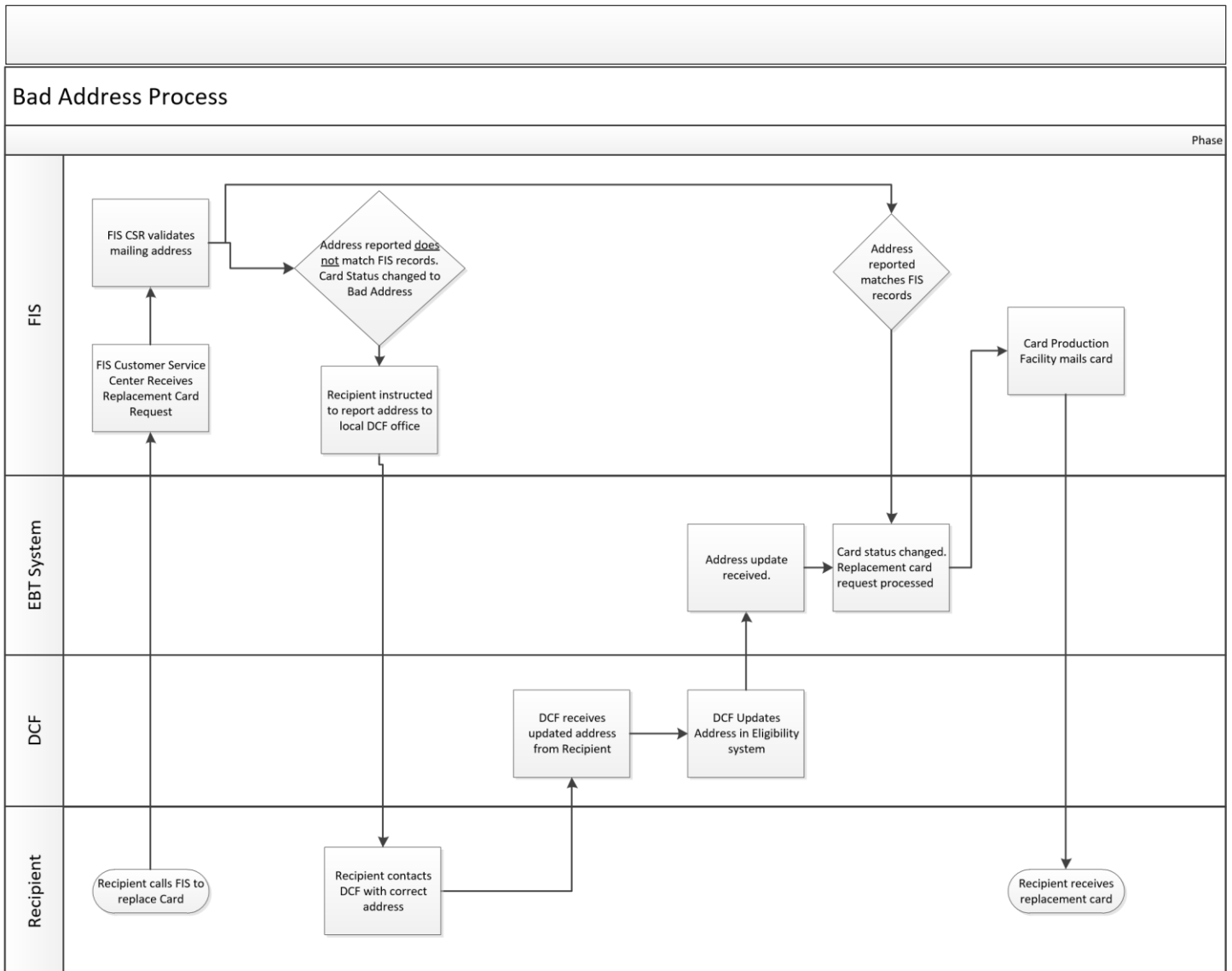
## **XVII. EBT Process Flow Charts**

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)



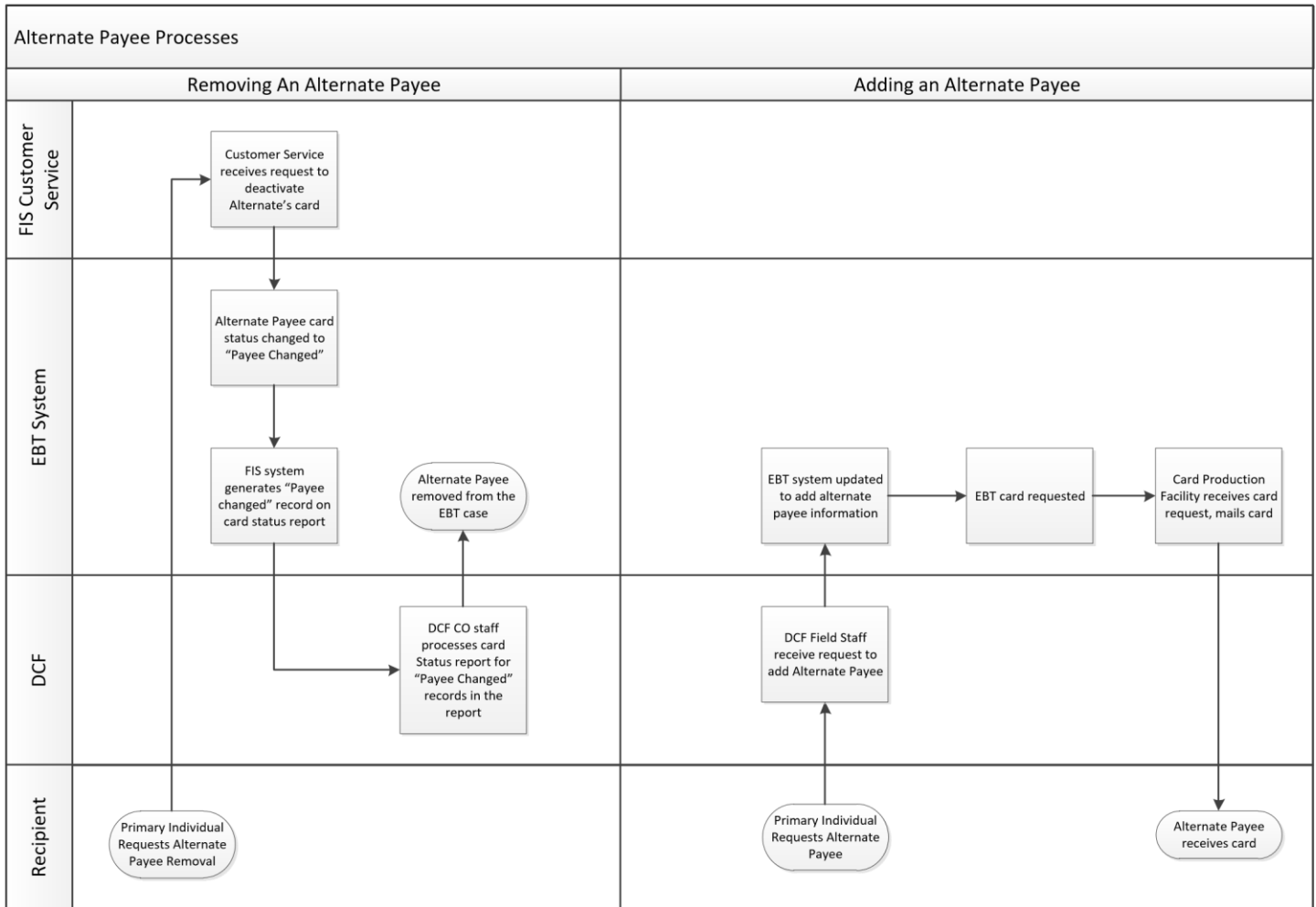




### **XVIII. Procedure for Reproducing EBT Training Brochures/Card Carrier**

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 each EBT card and include a card carrier. 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 Agency 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 KEES notice v808 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. If the client wishes to file a fair hearing, he/she will be encouraged to file the fair hearing with the EBT Admin. The EBT Admin 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 office, the local DCF office should contact the EBT Admin staff, as soon as possible. The fair hearing request, if in writing, should be emailed to the EBT Admin immediately.

- 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 Admin 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. Provider Enrollment**

Child care providers for Kansas are enrolled via the KEES system. KEES transmits this information to the EBT system to initiate the financial contracting arrangement between the EBT contractor and the child care provider. Providers can complete the contract process submitting via mail, email, or apply through a web portal. The child care provider must provide bank routing information to accept payment.

Additional changes made to provider information or status are transmitted by KEES to the EBT system via an overnight batch process.

To accept EBT child care payments, the child care provider must complete a contract with the EBT contractor. This contract is exclusively between the EBT contractor and the child care provider. The EBT contractor will provide instructions and options for acceptance of EBT payments; Interactive Voice Response (IVR), via the web portal, or Point-Of-Sale (POS) device.

Any EBT contract related issues the child care providers convey to State provider enrollment staff must be communicated to the [EBT Admin staff](#) for resolution. Under no circumstances are Agency/State staff allowed to contact the EBT contractor directly. The EBT contractor will notify the EBT manager if any State staff attempt direct contact.

**XXI. 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.

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 EDBC 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.

When instances occur that may require an adjustment, field staff should contact the EBT Admin staff and the Child Care Program Manager, with the following information:

Client name, children(s) name, EBT and KEES 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.

**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.**

## **XXII. ATM Misdisbursements**

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 misdisbursement 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.

## **XXIII. Claim Repayment Procedures – EBT Benefits**

Food Assistance, child care and cash EBT benefits may be used to repay all or a portion of overpayments. **Food Assistance EBT benefits can only be applied to Food Assistance recovery accounts. Cash EBT benefits can only be applied to Cash assistance recovery accounts. Child Care EBT benefits can only be applied to Child Care recovery accounts.** Following are the instructions for processing these EBT repayments (these procedures are also posted on the EES/EBT website: <http://dcfnet.dcf.ks.gov/EES/Pages/Policy-Procedure/EBT.aspx>).

- 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 recovery account 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>

### **To Repay Benefits from an EBT Card - KEES**

1. When a cardholder wishes to make a repayment with their Kansas Benefits card benefits cardholder will complete and sign the Client's Responsibility portion of the EBT Benefit Repayment Agreement.
2. The EES Worker will complete the Local Responsibility portion of the EBT Benefit Repayment Agreement. The form allows repayments on two claims. Use additional forms for more claims. Food Assistance EBT benefits can only be applied to Food Assistance recovery accounts. Cash EBT benefits can only be applied to Cash assistance recovery accounts. For food assistance, the repayment can only be applied to the identical benefit type – regular SNAP balance can only be used repay regular SNAP claims, and a P-EBT balance can only be used to repay P EBT claims. Child Care EBT benefits can only be applied to Child Care recovery accounts. Do not use Rehabilitation Services (RS) child care benefits (EBT26411) to repay claims.
3. After the first two portions of the form are completed, email the completed form to the [Administrative Office EBT](#) and retain a copy for the case imaging file.
4. The Administrative Office EBT unit will forward the form and the EBT Repayment report to Central Receivables Unit for the payment to be accounted for in their records.

### **XXIV. Expunged EBT Benefit Procedures**

Expunged Food Assistance benefits for a client are to be used to **reduce** the amount (liability) of any active claims for the client. This is a Federal requirement for the SNAP program. Expunged benefits are benefits that have been aged-off after 270 days (9 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. This file will capture aged off benefits 9 months in the past and match those benefits to KEES to determine if outstanding claims exist for any of the cases for which benefits are being expunged. If a match occurs, expunged benefits are applied to existing recovery accounts.
- B. The record of any expunged benefits applied to recovery accounts will be indicated in the recovery account details.

For food assistance, benefits are expunged after 9 months, and not available for return to the client.

**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. PEBT expunged benefits can only be applied to PEBT claims. Cash expunged benefits can only be applied to Cash claims. Child Care expunged benefits can only be applied to Child Care claims.

## **XXV. 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.

<b>PROFILE</b>	<b>FUNCTION</b>
<b><u>EBT SUPPORT</u></b>	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

**CENTRAL OFFICE**

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

**XXVI. 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 staff 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.

If DCF staff have issues logging into EBT Edge Admin, please contact [EBITSM@ks.gov](mailto:EBITSM@ks.gov).

**Multi-Factor Authentication** at log in (MFA), please see the link on the [DCF Intranet EBT page](#).