EBT Processing Tips

EBT Card Mailing

Workers should make sure the ADDR is updated and correct before issuing an EBT card. If multiple cards are requested on the same day, each card will be mailed to the address listed on the EBPM at the time the card was requested. Only the last card requested will be active. Multiple cards mailed to the client could cause confusion as to which card is active.

Clients wanting to receive mail at a shelter or someone else's address must ensure their names are added to the valid mailing address by the Postal Service. For example, clients using a street address instead of a shelter's valid PO Box will have their mail returned as "undeliverable".

EBT cards mailed to the street address for the Brother Francis Shelter in Anchorage will be returned to Systems Operations as "UNDELIVERABLE". In order to receive mail at the Brother Francis shelter, clients must have the shelter staff add their name to Brother Francis' PO Box otherwise; the card/benefits will be returned. This process usually occurs during 'Intake' at Brother Francis and ensures that clients are not using the shelter's address unless they are authorized to do so.

EBT Primary Payee Errors

When a client (PI) is initially added to the EBT system the account is set up specifically for that individual and cannot be changed. If the case closes and the next application is registered to a different PI, the EBPM and EBCM screens will continue displaying the original PI's name, social security number and date of birth as the PRIMARY PAYEE. This information now conflicts with the CASE NAME. If the newly assigned PI contacts the EBT Banking Contractor for assistance, they will be denied access because they are not the original owner on the account. For example, if the TA/FS is originally registered to Jane Doe as the PI, but later (after closure) a new application is registered to her spouse, John Doe, as the PI, the EBT account will remain assigned to JANE DOE as the PRIMARY PAYEE on the EBPM and EBCM.

To correct the situation the programs must be closed and programs re-registered to the correct existing case number or to a new case number for the PI. The worker must issue new Quest cards from the correct case number. Clients must be advised to spend-down all of their benefits on their old card and then destroy it. Future benefits will be issued to their new Quest card because funds cannot be transferred from one case to another.

Changing the Primary Information person on a case also causes incomplete and inaccurate case history information for the two PIs on the CLIENT PROFILE/MAINTENANCE (CLPM) screens and NOTICE HISTORY (NOHS).

Please take an extra moment to review the CLPM screens on all adults on the application before determining which case number to use when registering the application in EIS. Remember to contact the EIS Help Desk when you encounter a changed PI situation. Any application registrations that involve PI changes that have not been processed can be deleted.

EBT Direct Deposit Information
The client is enrolled in direct deposit when the bank information shows on the EBT DIRECT DEPOSIT (EBDD) screen. If the fields on this screen are blank, the client's Temporary Assistance benefits will be on the QUEST card, and the client's APA or Senior Benefits payments will be issued by a warrant. APA and Senior Benefits payments that are direct deposit can also be identified on the APIH and GAIH screens by the document id number. Direct deposit benefits on those screens have document id numbers beginning with a '6'. Benefits that were issued as a warrant have document id numbers beginning with a '4'.

During initial interviews and reviews for cash programs, workers should check the EBDD screen to see if any banking information is displaying. If so, verify with the client that the information displaying is still current and correct. **Incorrect information on the EBDD will result in benefit delays.**

Workers are encouraged to ask clients if they are interested in signing up for direct deposit for their cash benefits. The EBT Unit establishes and maintains all direct deposit information.

Clients Living in Communities Not Equipped to Provide Cash (Temporary Assistance only) Benefits via the Alaska Quest Card
Some communities in Alaska are not equipped to provide cash via the Alaska QUEST card. Clients residing in these communities who receive cash benefits but who are not enrolled in direct deposit are issued their benefits via warrants. The Alaska QUEST Directory indicates whether a community is able to provide cash.

In order to have EIS issue Temporary Assistance benefits via warrants, caseworkers must complete the following:
1. Access the ADDR screen
2. Change the Y in the EBT BENEFIT TA field from a Y to an N (Refer to EIS Procedure 2000-7)
3. <ENTER>
4. Future benefits will be issued as warrants. If the client has a pre-existing case balance on their Quest card, instruct them to contact the EBT office at 1-888-620-1111 for information on how to access the cash.

Additional EBT Processing Notes

- Edits displaying in lower case are edits from the EBT contractor; they are not EIS edits.

- When adding Payees to the EBT system, always add the Payee information first, and then activate their card. When deleting a Payee, always inactivate the card first, and then remove the Payee from the system.

- Payees must use the PI's SSN and DOB when calling for EBT benefit information or assistance.

- When a client or Payee requests ATAP benefits be issued on warrants instead of on an EBT card, the worker is still required to add/activate them in the EBT system because the case is connected to a Full Service Office that is assigned as an EBT office.

- If a 2nd payee is added to the EBPM after a Protective Payee is added, the 2nd payee's address will be the Protective Payee's address information.

- The TLIP counter may require adjustment when a full month of TA benefits is removed from the card via EBCO or EBVR.