

THE EBT INSIDER



Winter 2016

Did the Client Get Their Benefits?



We occasionally receive questions regarding how to tell when a client will receive benefits, or how to check to see if the benefits are in the client's account. To find this information in EPPIC:

- On the **Client Case Management** screen, under "Accounts" click on "Details" for the SNAP or CASH program. This takes you to the **Client Benefits Management** screen.
- In the "Benefits" section, if benefits have been authorized and benefit information has been sent to EPPIC, you will see those benefits listed in this section.
- Note that there are two columns with dates; the "Available" and "Issue" columns. The "Issue" column is the date the benefit was sent from ICES and loaded onto EPPIC. The "Available" date is the date the benefit will be in the client's account and accessible to the client.

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Helping Cardholders Navigate the Xerox Customer Service Helpline

The Xerox Customer Service Helpline is where cardholders PIN their cards, order card replacements, and hear account information. The number is 1-877-768-5098. Here are some tips to help clients who have questions or issues with the helpline:

- **Zeros for SSN-** If the AG Payee, Authorized Rep., or Protective Payee did not provide a SSN, and all zeros were used in ICES, they must enter all zeros when prompted for an SSN on the helpline.
- **Authorized Reps.-** If the AR is assisting the AG Payee by ordering a replacement card for the AG Payee, or doing other EBT business for the AG Payee, the AR should enter the demographic information (SSN, DOB, address) of the AG Payee.
- **SNAP and CASHh Balances-** All cardholders hear both SNAP and CASH balance information, even if they only have one of these accounts. If they do not have one of these accounts, they will hear a zero balance for that account. For example, a cardholder has **only a SNAP account** with a balance of \$25.00. They call the helpline to get their SNAP balance. They will hear the following: "Your SNAP balance is \$25.00. Your CASH balance is zero." Even though they may have never had a Cash account, they will still hear a zero balance for CASH. This can be confusing to cardholders who may then think they have a zero balance for SNAP.

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In this example, the client has SNAP benefits. Click on the "Details" button to see benefit information.

EPPIC™ Client Case Management

Client Info

Accounts

RID (Case Nbr)	Program	Status	Last Access	Total Bal	Avail Bal	
[REDACTED]	SNAP	ACTIVE	01/22/2016	\$11.70	\$11.70	DETAILS
[REDACTED]	CASH	ACTIVE	06/01/2006	\$0.00	\$0.00	DETAILS

Total Balance

SNAP Balance	\$11.70	Cash Assistance Balance	\$0.00
SNAP Available	\$11.70	Cash Assistance Available	\$0.00

Clients

Type	Name	Card Number	Program		
PRIMARY PERSON	[REDACTED]	[REDACTED]	SNAP, CASH	DETAILS	CARD

SEARCH CLIENT CASES CARDS TRANSACTION

The "Details" button takes you to the "Client Benefits Management" screen (below). In this example, the client was issued \$425.00 in SNAP benefits from ICES. The benefits were loaded onto EPPIC on 12/22/15, but were not available to the client until 1/19/16.

EPPIC™ Client Benefits Management

Client Information

RID	Status	Program	Type	Total Bal	Available Bal
[REDACTED]	ACTIVE	SNAP	SNAP	\$11.70	\$11.70

Benefits

Auth	Available	Issue	Benefit Type	Status	Amt.	Bal.
F58300951	07/19/2015 00:00:00	09/27/2015	FS	ACTIVE	\$649.00	\$0.00
F58688376	08/19/2015 00:00:00	09/27/2015	FS	ACTIVE	\$649.00	\$0.00
F59419941	09/19/2015 00:00:00	09/27/2015	FS	ACTIVE	\$282.00	\$0.00
F59429605	10/19/2015 00:00:00	09/28/2015	FS	ACTIVE	\$425.00	\$0.00
F59806576	11/19/2015 00:00:00	10/24/2015	FS	ACTIVE	\$425.00	\$0.00
F60161799	12/19/2015 00:00:00	11/21/2015	FS	ACTIVE	\$425.00	\$0.00
F60511320	01/19/2016 00:00:00	12/22/2015	FS	ACTIVE	\$425.00	\$11.70

SEARCH CLIENT CASES CARDS TRANSACTION

If you don't see information listed for the timeframe you're looking for, check ICES to see if benefits were authorized. Benefits on IQFS and IQCH have an available date listed. If it appears that benefits should be listed in EPPIC, but are not, contact the EBT Help Desk.

- AG Payee did not receive a card- If the AG Payee was an AG Payee previously, even if it was many years ago, EPPIC assumes they still have their EBT card. They will not automatically have a card sent to them when they reapply. They will need to call the Xerox Helpline to order a card.

For any questions regarding the Xerox Helpline, please email the EBT Help Desk.

Correction to the Fall 2015 edition of the EBT Insider: On page 1, *Addressing Address Issues*, the ICES screen name for institutional addresses was incorrectly listed as AEIIM. The correct ICES screen is AEIII. A revised version of the Fall 2015 newsletter will be on The Hub.

EBT is on The Hub! Find us on the DFR page, under "Program Information".



Benefits are not available until 6:00 a.m EST on the availability date.

AG Payee Changes

It is important to make sure the correct person in the AG is chosen as the Primary Payee. When the AG's Primary Payee is accidentally changed to another AG member, unintended consequences can result.

For example, the original AG Payee (**Payee A**) is not selected as the AG Payee at Redetermination. Instead another AG member, (**Payee B**) is accidentally chosen as the AG payee. Because this all goes on in ICES, neither payee is aware that anything has changed. **Payee A** goes to the store to use their card, but there are no benefits on it, because benefits went on the card of **Payee B**. Clients must spend down the benefits on the **Payee B's** card. A state eligibility worker will have to correct the payee.

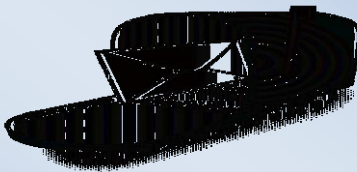
Please note:

- Benefits issued on the card of one payee cannot be transferred to the card another payee.
- If **Payee B** was a Primary Payee at any time in the past few years and had received an EBT card previously, **Payee B** will have to use that card to access the benefits. If they no longer have their EBT card, they will have to order a replacement card.



Set up reminders to log into the EPPIC EBT system at least once every 60 days to avoid being locked out. Users who do not log in within 90 days will have their accounts disabled. After 180 days with no log in, the user ID is deleted off the system. To re-instate a deleted user, a NEW user account must be created by EBT Central Office staff.

If an AG Payee has been a SNAP or TANF AG Payee previously, they will not automatically receive a new card in the mail when they reapply and are approved for benefits again.



Only AG Payees, who have never been the AG payee before, will automatically receive a card in the mail.

Hoosier Works EBT cards *never* expire. An EBT card remains in “Active Status” until a replacement card is ordered.

Got EBT Questions? The best way to get help is by emailing the EBT Help Desk at ebt.centraloffice@fssa.in.gov. The Help Desk mailbox is monitored every business day, from 7:30am- 4:00pm.

