# THE EBT INSIDER

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### Hoosier Works EBT Card Mailings ✉

Hoosier Works EBT cards are automatically mailed out only to assistance group payees who have NEVER received a card before.

If you have questions on whether someone has already received a card, contact the State EBT Coordinator's Office.

**How Does Case Info Get to EPPIC?**

Demographic and Benefit Files are sent overnight from ICES to the EPPIC EBT system. Changes authorized in ICES will not show in EPPIC until the following day, after the overnight batch runs.

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## THE EPPIC EBT SYSTEM CAN ONLY REFLECT THE DATA ICES SENDS IT.

## INCORRECT DATA IN ICES MEANS INCORRECT DATA IN THE EPPIC EBT SYSTEM.

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### Ordering a Replacement Hoosier Works EBT Card

SNAP and TANF EBT accounts are updated in the EPPIC EBT system every night that ICES files are batched over to EPPIC. A client's benefits and demographic data are not updated in EPPIC until this batching takes place. Clients should be told to wait for the overnight batching to occur before ordering a replacement card.

### Incorrect Payees

We often hear of cases where a minor child is mistakenly chosen as a payee. Once the case is authorized, the EBT system will set up an account for that child that will remain in the system permanently, and the child will receive an EBT card in their name.

**Please double-check payees before authorizing a case.**

If an incorrect payee child later applies for benefits as an adult, they will not receive a card automatically because the system will show they already received an initial card. They would probably not be aware that they would need to order a replacement card.

## All the Data in the EPPIC EBT System Comes From ICES.
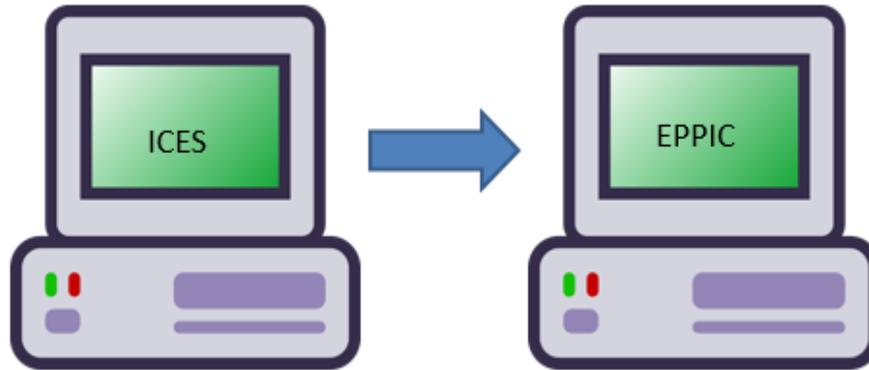


- Clients have unique accounts in EPPIC that are based on AG payees and their benefits, not on the entire ICES case or case composition.

- A client's case number in EPPIC is their RID. All data in EPPIC is tied to the RID.

- EPPIC receives ICES Demographic Data Files for AG payees and the corresponding Benefit Files for those payees.

- EPPIC receives data on benefits to be loaded that are tied to individuals (the AG payees), not ICES cases. This is why it's so important to make sure the correct AG payee is chosen.

- Data incorrectly entered into ICES will be incorrect in EPPIC, which affects benefits and client's access to those benefits.

**Reminder!**

**EPPIC users should 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 State Coordinator Office staff.**

### EBT is on The Hub!

Go to the DFR page, under "Program Information", "SNAP", EBT/Hoosier Works Card.

You can find the Cardholder Training Brochure, previous EBT newsletters, and EPPIC training materials.

### EPPIC Access

Staff who require EPPIC access to perform their job duties should have their supervisor request an EPPIC Admin Terminal User Application from the State EBT Coordinator's Office.

# EBT INFORMATION TO SHARE WITH OUR CLIENTS

When demographic case updates are made to ICES, the change has to run overnight before it shows in the EBT system the following day. For example, if an address is updated in ICES in Monday, it won't show up in EBT until Tuesday.

- If the client is reporting a new address to get a replacement card mailed to them, they need to wait until the day after the change is processed in ICES to order the card.

They will need to order a replacement card if they were an AG payee previously, and received an EBT card, but no longer have their card.

- EBT cards are only automatically mailed out to payees who have **NEVER** received a card before.
- **Be especially aware of this for expedited cases.** The client may need to order a replacement card to get their benefits in a timely manner.

It should take 3-5 business days to get a card in the mail.

If the cardholder does not have an SSN in ICES, they need to use all zero's for their SSN when calling the Conduent EBT Customer Service Help Line.

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## State EBT Coordinator's Office Contact Info:

**State EBT Help Desk Mailbox-** Monitored every business day from 7:30 a.m.- 4:30 p.m..

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The state EBT Coordinator's office is here to provide EBT assistance to DFR staff, so staff can assist Hoosier Works cardholders. Please do not hesitate to contact us with any questions or issues.