THE EBT INSIDER



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New Interactive Voice Response (IVR) System for the EBT Customer Service Line



Effective 2/28/17, Contact Solutions, Inc. (CSI) replaced Verizon as Conduent's EBT IVR Vendor. Although the IVR script had very few changes resulting from this transition, there is a new feature that CSI uses called Automatic Number Identification (ANI) to personalize the call experience:

When a cardholder calls more than 3 times from the same phone number and enters the same card number, the CSI system remembers identifying account information associated with that phone number. The next time the cardholder calls from the same number, they get a shortened script and are able to access their information more quickly. Rather than having to enter the language selection, 16 digit card number and last 4 digits of their SSN; the shortened script remembers the language previously chosen, and will only ask for the last 4 digits of the card number and the PIN. Once these are entered and verified as a match, it plays the account balances and any pending deposits before going to the Main Menu.

If a cardholder who has been ANI Personalized calls from a different phone number, calls using a different card number, or calls from a phone number that's been personalized with a different card number, they will be routed to the standard script, which asks for the 16 digit card number and last 4 digits of the SSN before hearing their balances and pending deposits, and being taken to the Main Menu.

Exactly what welcome message a caller will hear every time they call the EBT IVR will depend on the various scenarios that have come through their phone number for personalization. Some may be asked for the last 4 digits of the card number, others for all 16 digits. If the personalization system cannot match only one specific card number to the phone number; the language selection, 16 digit card number and last 4 digits of the SSN will be requested.

Got EBT Questions? Can't find something in EPPIC?



Email the EBT Help Desk at <u>ebt.centraloffice@fssa.in.gov</u>. The Help Desk mailbox is monitored every business day, from 7:30am- 4:00pm.

If assisting a cardholder, please provide their RID or SSN.

When are EBT Cards Automatically Mailed Out?

Hoosier Works EBT Cards are automatically mailed out ONLY to payees who have NEVER had an EBT card before. For example, if a payee had a Hoosier Works card 10 years ago and reapplies, they will NOT automatically be mailed an EBT card. Hoosier Works EBT cards never expire, so an old card can still be used. If they've lost the card they originally received, they need to call the EBT Customer Service Line (877-768-5098) to order a new card.

Please be aware that expedited SNAP payees may have received an EBT card previously. If they no longer have their card, they will need to order a replacement. If the client is not made aware that they need to order a card, they may not be able to access their benefits in a timely manner.