



# **EBT 4+ Card Replacement Automated Process**

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July 16, 2015



# Agenda

- Project Background
- Wisconsin Implementation
- Communication: Letters
- Income Maintenance (IM) Worker Changes
- Questions



## Project Background

On August 21, 2013, the Food and Nutrition Service (FNS) published an interim rule provision in 7 CFR 274.6(b)(6) that requires state agencies to monitor EBT card replacements and issue excessive replacement card notices to clients who have requested four card replacements in a rolling 12-month period.



# Project Background Continued

If, after a 4+ warning notice, the member requests a fifth replacement EBT card within a rolling 12-month period, the case would be referred to the Office of Inspector General (OIG).

# Implementation

## OIG manual process

- Investigated cases with six or more replacement cards from January 1, 2012, to December 31, 2012
  - Findings:
    - 1,739 active cases were issued six or more replacement cards.
    - Total cards requested: 12,235.
    - OIG sent out warning letters on March 11, 2013.



# Implementation

OIG manual process, continued

- Findings after warning letter was issued on March 11, 2013:
  - Report pulled on August 12, 2013, included replacement cards from March 2013 to August 12, 2013.
  - Significant decrease in members requesting replacement cards.
  - Total cards requested: 800 cards.



# Implementation

## New automated process

- Conversion
  - Stores information for all replacement cards issued from January 1, 2013, until the implementation date
  - Warning letter mailed to all households who have had four or more cards issued



## Implementation

- Ongoing
  - CARES Worker Web (CWW) will automatically count cards being issued to households.
  - Daily system will generate and mail appropriate letters.
  - OIG will review monthly report.
    - Determine if EBT trafficking for households that have five or more replacement cards issued



# Communication: Letters

## 1. Conversion letter (one-time)

- Any households that have had four or more replacement cards issued from January 1, 2013 to October 25, 2015 will receive a one-time informational letter, after implementation date on October 26, 2015.

## 2. Fourth card warning letter (ongoing)

- Any household that has had four replacement cards in a rolling 12-month period will receive this letter after implementation date on October 26, 2015.



## Communication: Letters

### 3. Five or more cards letter (ongoing)

- Any household that has had five or more replacement cards in a rolling 12-month period will receive this letter.

\*Ongoing letters will be generated on an automated nightly batch process.



## IM Worker Changes

- No system changes that will affect how IM workers use CWW.
- Likely to receive phone calls from members with questions about the letters.
  - IM workers should reiterate the information provided on the letters.
- All system-generated replacement cards will continue to generate, except for middle initial and suffix name changes.

## CWW screen shot:

**Navigation Menu**

- Programs
- ▶ Asset Information
- ▶ Employment Queries
- ▶ Employment
- ▶ Unearned Income
- ▶ BC+ Tax Deductions
- ▶ Expenses
- ▶ Medical
- ▶ Tax Filing Information
- ▶ Yearly Income
- ▶ W-2/Child-Care
- ▶ FoodShare
- ✓ Generate Summary
- ✓ Initiate Eligibility Determination
- ▶ Eligibility
- ▶ Post Eligibility
- ⊗ Potential Error Listing
- ✓ Confirm Eligibility
- ✓ Refer to FSET
- ⊗ FS Clock
- ⊗ Override AG Review Dates
- ✓ Post Confirmation
- ▶ Query
- ▼ Benefit Issuance
  - EBT Summary
  - ⊗ EBT Transaction Detail
  - ⊗ EBT Expedited Card Issuance

**EBT Card Detail** Reset

**Card Information**

**Card Detail**

Card Number:	[REDACTED]	Card Type:	PERMANENT
Card Name:	[REDACTED]	Address:	[REDACTED]
Card Status:	Active <span>ⓘ</span>	Last Transaction:	06/28/2015 8:54 PM
Card Issued:	09/04/2013 10:11 PM	Card Issued Reason:	NEW ISSUE
Last Updated:	06/28/2015 8:54 PM		

**PIN Detail**

PIN Selected:	YES	PIN Last Changed:	09/09/2013 4:05 PM
PIN Select Method:	ARU		

**Issue Replacement**

New Vault Card Number:

# Questions?