



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Transitional Assistance
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Operations Memo 2011- 9
February 25, 2011

To: Department of Transitional Assistance Staff

From:  Stephanie Brown, Assistant Commissioner for Policy, Program and External Relations

Re: Streamlined EBT Card Replacement and Re-PIN Procedures by Mail

Overview

When a client requests to have his or her Electronic Benefit Transfer (EBT) card replaced by mail or requests to change a Personal Identification Number (PIN) by mail, the Department must provide a new card or PIN as soon as possible but no later than five calendar days from the date of request. To streamline EBT Card Replacement/Re-PIN procedures, the Department is discontinuing the use of the *Request for Mail Replacement Card/PIN* (EBT-14) form. The client will no longer need to complete an EBT-14 to receive a card or PIN replacement.

Purpose of Memo

This Operations Memo:

- obsoletes the EBT-14 form, effective with the release of this memo; and
- provides new procedures for verifying identity when a client calls to request that a replacement EBT card or PIN be sent by mail.

Note: All other current EBT Card Replacement and Re-PIN procedures remain unchanged.

**Replacement
Card or PIN
Change
Requested by
Phone**

When a client calls the TAO to request that a replacement EBT card or PIN be sent by mail, staff must ask the client for the following information to verify the caller's identity:

1. name,
2. Social Security number (see note below),
3. date of birth,
4. address of record or mailing address, and
5. ZIP code.

Note: If the client does not have an SSN and this is confirmed in BEACON, then name, date of birth, address and ZIP code are sufficient to verify the caller's identity.

If all of the information the client provides is correct (i.e., matches the information that appears in BEACON), access the EBT Card Request page and follow current card issuance and re-PIN procedures, excluding use of the EBT-14. (See *A User's Guide: Transitional Assistance Programs and BEACON*, Chapter XVI-C: Benefit Issuance Mechanism.) The EBT-14 form will no longer be displayed as an option in the Name field in the Print Document section of the EBT Card Request page.

If all of the information the client provides is not correct and identity has not been confirmed or is otherwise questionable, ask the client to make the request in person at the TAO, where acceptable identification will be required.

Important: Be sure to always send the replacement card to the client's address of record or mailing address on BEACON. Document in the Narrative tab how the client's identity was verified.

**Replacement
Card or PIN
Change
Requested in
Person**

When a client requests a replacement EBT card or PIN change in person at the TAO, follow current procedures to verify the client's identity before issuing the card replacement or changing the client's PIN. (See *A User's Guide: Transitional Assistance Programs and BEACON*, Chapter XVI-C: Benefit Issuance Mechanism.) The card replacement or PIN change must be provided to the client as soon as possible but no later than two business days of the date of request.

Be sure to document in the Narrative tab how the client's identity was verified.

EBT Customer Service Number Remind clients to call the toll-free EBT Customer Service number immediately at 1-800-997-2555 if they need to report a lost or stolen EBT card. Clients may also call this number to change a PIN.

Obsolete Form The *Request for Mail Replacement Card/PIN* (EBT-14) form is obsolete. Please ensure that all blank EBT-14 forms are destroyed.

Questions If you have any questions, please have your Hotline designee call the Policy Hotline.
