BenefitsCal | Quick Guide: Electronic Benefits Transfer (EBT)
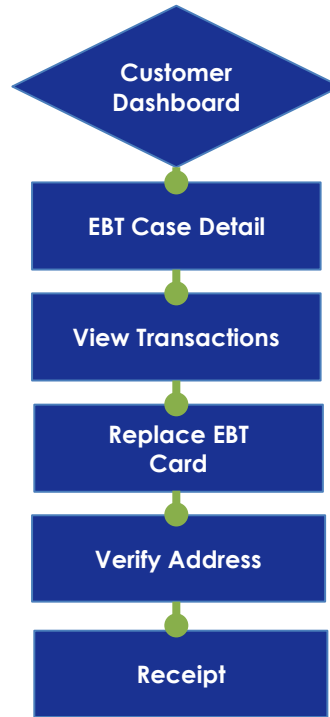
Purpose

The purpose of the BenefitsCal Quick Guide is to provide County workers instructions for assisting customers with questions regarding their EBT accounts and cards.

In BenefitsCal, customers can perform the following actions pertaining to their EBT:

- ✓ View EBT account balances for CalFresh and Cash programs
- ✓ View EBT account transactions
- ✓ Find locations that accept EBT cards
- ✓ Request a replacement EBT card
- ✓ Print a receipt for the EBT card replacement request
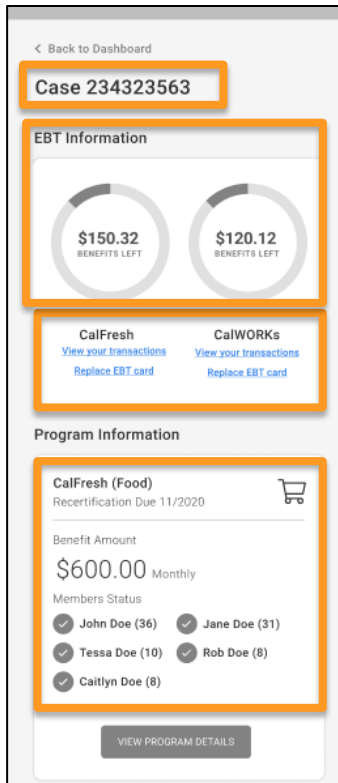
High-Level Process Flows

```
        Customer
        Dashboard
           │
      EBT Case Detail
           │
     View Transactions
           │
      Replace EBT
         Card
           │
      Verify Address
           │
         Receipt
```

FAQs

Q: Is the EBT information real-time?
A: Yes, it's near-real-time. An interface exists with FIS, the card transaction processor, for EBT balance information.
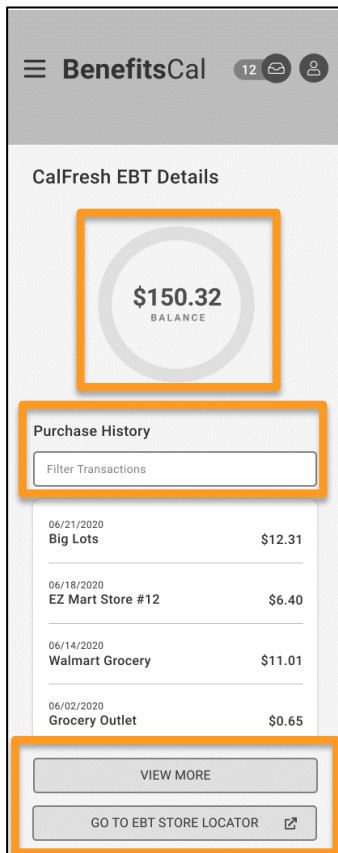
1

Customer Dashboard > EBT Case Details

From the Dashboard to Case Details, the EBT Information displays the case number, balance of benefits, monthly benefits, and individuals on the program.

The Replace EBT Card hyperlink is available from this screen.

Click the **View your transactions** hyperlink.

< Back to Dashboard

Case 234323563

EBT Information

$150.32
BENEFITS LEFT

$120.12
BENEFITS LEFT

CalFresh
View your transactions
Replace EBT card

CalWORKs
View your transactions
Replace EBT card

Program Information

CalFresh (Food)
Recertification Due 11/2020

Benefit Amount
$600.00 Monthly

Members Status
✓ John Doe (36)   ✓ Jane Doe (31)
✓ Tessa Doe (10)   ✓ Rob Doe (8)
✓ Caitlyn Doe (8)

VIEW PROGRAM DETAILS
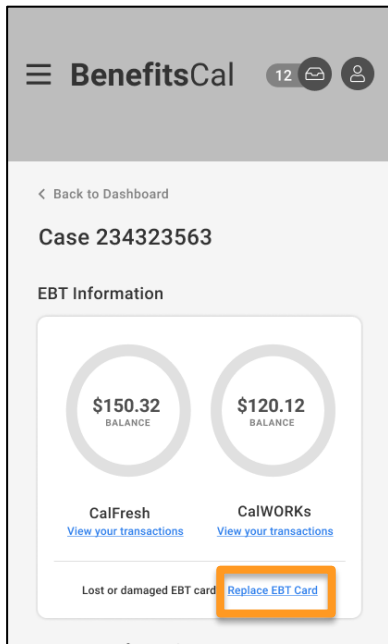

2

View Transactions

EBT information displays active programs on the case associated with an EBT card. Remaining balance on the card displays. Purchase History displays rescent transactions. Transactions can be filtered. Each transaction displays:
- ✓ date
- ✓ location
- ✓ amount

The **VIEW MORE** button displays more transactions.

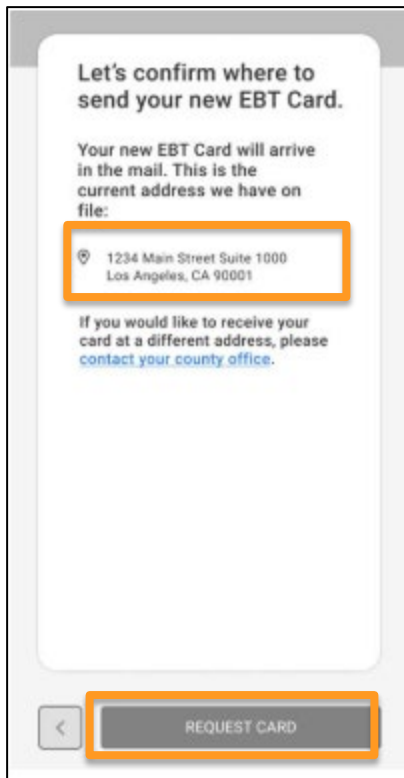The **GO TO EBT STORE LOCATOR** button displays locations accepting EBT cards.

☰ **Benefits**Cal   12 ✉ 👤

CalFresh EBT Details

$150.32
BALANCE

Purchase History

Filter Transactions

06/21/2020
Big Lots $12.31

06/18/2020
EZ Mart Store #12 $6.40

06/14/2020
Walmart Grocery $11.01

06/02/2020
Grocery Outlet $0.65

VIEW MORE

GO TO EBT STORE LOCATOR ☐

3

Replace EBT card

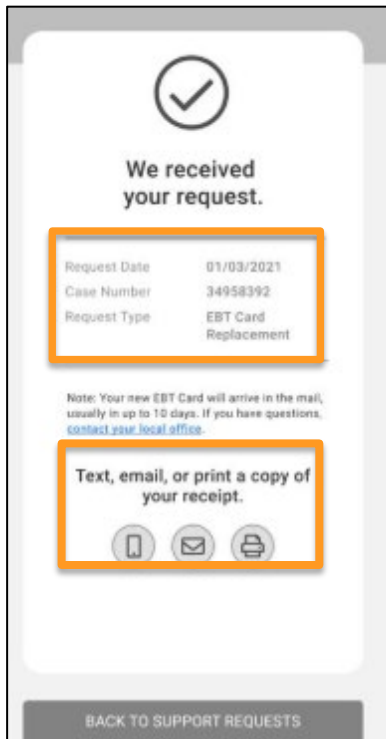Click the **Replace EBT Card** hyperlink.

4

Verify Address

Verify the address displayed is correct. Click the **REQUEST CARD** button.

Customers with a new address are asked to contact the County to have the address updated and request a replacement EBT card.

Alternatively, the customer can Report a Change of address for caseworker review and processing.

5

We received
your request.

Request Date   01/03/2021
Case Number   34958392
Request Type   EBT Card
                           Replacement

Note: Your new EBT Card will arrive in the mail, usually in up to 10 days. If you have questions, contact your local office.

Text, email, or print a copy of your receipt.

BACK TO SUPPORT REQUESTS

Request Received

A receipt is generated for the customer. Receipt displays:
- ✓ Request Date
- ✓ Case Number
- ✓ Request Type

The customer can print a receipt of the card replacement request or receive an email or text message of the receipt.