

☒ CalSAWS M&E ☐ CalWIN Migration

Distribution Date:	March 30, 2022
To:	PPOC.40; Consortium.RegionalManagers.All
CIT Name:	Electronic Benefit Transfer (EBT) Card Verification Value (CVV) Benefit Reimbursement Update
From:	CalSAWS Project

PPOCs, please forward to the appropriate impacted staff in your county:

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|--|---|
| <input type="checkbox"/> General
<input checked="" type="checkbox"/> Policy
<input checked="" type="checkbox"/> CW
<input checked="" type="checkbox"/> CF
<input type="checkbox"/> MC
<input type="checkbox"/> CMSP
<input type="checkbox"/> FC/KG/AAP
<input type="checkbox"/> Child Care
<input type="checkbox"/> WtW
<input type="checkbox"/> Other Program(s) _____
<input type="checkbox"/> BenefitsCal <input type="checkbox"/> Your Benefits Now!
<input type="checkbox"/> Customer Correspondence
<input type="checkbox"/> Other _____ | <input type="checkbox"/> Reports
<input type="checkbox"/> Fiscal
<input type="checkbox"/> Caseload Movement
<input type="checkbox"/> Management
<input checked="" type="checkbox"/> Fiscal
<input type="checkbox"/> Security
<input type="checkbox"/> Batch and Interfaces
<input type="checkbox"/> Imaging
<input type="checkbox"/> Migration
<input type="checkbox"/> Conversion
<input type="checkbox"/> Technical
<input type="checkbox"/> Training
<input checked="" type="checkbox"/> Help Desk |
|--|---|

Description: (Including any step-by-step instructions)	<p>Purpose</p> <p>The purpose of this CIT is to provide updated instructions to reissue/replace Cash/CalFresh benefits if the primary card holder had cash and/or food used by a non-primary cardholder because of the EBT vendor, FIS, mailing new EBT cards.</p> <p>Background</p> <p>In early March CDSS sent a memo to county directors on the implementation of the Electronic Benefit Transfer (EBT) Card Verification Value (CVV) feature and instructions to reissue/replace benefits if the primary card holder had their cash and/or food used by a non-primary cardholder. For your reference, a copy of this memo is attached to this CIT.</p> <p>Additional Information:</p> <p>The CalSAWS instructions to reissue/replace benefits for the above scenario have been revised. For the updated process, please refer to the county action section of this CIT.</p> <p>County Action: <u>Replace Cash (CalWORKs, GA/GR)</u></p>
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	<ul style="list-style-type: none"> • Access the case • Navigate to the Issuance Detail page • Click the Replace button • Enter the amount of the payment to be replaced in the 'Payment Amount' field <p>Option 1 (if the 'Status Reason' field is available to select a drop-down value):</p> <ul style="list-style-type: none"> • In the Pay Code field, use one of the "County use only" Pay Codes (1-4, it doesn't matter – but for consistency, you should probably use the same one for all replacement benefits) • In the 'Status Reason' field, use the reason "EBT Card not cancelled timely" • Click the 'Save' button <p>Option 2 (if the 'Status Reason' field is NOT available to select a drop-down value):</p> <ul style="list-style-type: none"> • In the Pay Code field: <ul style="list-style-type: none"> ◦ Use one of the "County use only" Pay Codes, if available (1-4, it doesn't matter – but for consistency, you should probably use the same one for all replacement benefits) ◦ Use the "One-Month Only" if the County Use Only Pay Code is not available. • Click the 'Save' button <p><u>Replace CalFresh EBT Benefits:</u></p> <p>Use the replace functionality to reissue all or part of the original issuance:</p> <ul style="list-style-type: none"> • Access the case • Navigate to the Issuance Detail page • Click the Replace button • Enter the amount of the payment to be replaced in the 'Payment Amount' field • Click the 'Save' button <p>For additional information on this process, please refer to the following CalSAWS job aids: JA Issuance- Replace CalFresh Benefits JA Issuance- Replace Cash EBT Benefits</p> <p>If you have questions on this CIT, please reach out to the Primary Contact and cc your Regional Managers.</p>
Primary Project Contact: (Name and email address)	Sheryl Eppler EpplerS@CalSAWS.org
Backup Project Contact: (Name and email address)	Claudia Pinto PintoC@CalSAWS.org

Attachments:	CIT 0092-22 EBT CVV Non-Primary Cardholder.docx
Web Portal Link:	<div></div> <p>OR</p> <p>You may also retrieve the CIT document and attachments by following these steps:</p> <ol style="list-style-type: none">1. Click on the CRFIs & CITs link at the top of the page.2. Click on the "CalSAWS Information Transmittal (CIT)" folder.3. Click on the "2022" folder.4. Click on the appropriate CIT # folder.