

☒ CalSAWS M&E ☐ CalWIN Migration

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| Distribution Date: | November 14, 2023 |
| To: | PPOC.All, Consortium.Regional.Managers.All |
| CIT Name: | New ebEDGE Mobile App for EBT Cardholders to Freeze/Unfreeze Cards |
| From: | CalSAWS Project |

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

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| <input checked="" type="checkbox"/> General <input type="checkbox"/> Policy <input type="checkbox"/> CW <input 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"/> MyBCW <input type="checkbox"/> Customer Correspondence <input checked="" type="checkbox"/> Other__EBT_____ | <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 type="checkbox"/> Help Desk |
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| Description: | <p>Purpose</p> <p>The purpose of this CIT is to provide information regarding the new ebEDGE Mobile Application and Web-Enabled Cardholder Portal for use by California EBT Cardholders.</p> <p>Background</p> <p>On Friday, 11/10/2023, FIS (the ebt vendor) deployed the new ebEDGE Mobile Application and Web-Enabled Cardholder Portal that introduces new security features that allows EBT cardholders the ability to freeze and unfreeze their cards. This mobile app and its features are in the interest of providing our EBT Cardholders with better ability to control access to their own benefits and to mitigate benefit theft.</p> <p>With this initial launch, the EBT card status in CalSAWS will not be in sync with ebEDGE webADMIN. For example, when the cardholder has frozen their card, CalSAWS will show the Card Status as 'Cancelled'. When the cardholder removes the freeze the Card Status will return to 'Active'.</p> <p>County Action</p> |
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| | <p>If county eligibility staff need to determine whether the card is 'cancelled' or 'frozen', they will need to follow their county procedure to contact the county staff who have access to ebtEDGE WebADMIN. Edge Web Admin <u>does</u> distinguish the status between 'Frozen' and 'Cancelled' status. County staff who have access to ebtEDGE WebADMIN can follow the instructions provided in the Alternate Procedure issued on October 17, 2023, to view the card status in ebtEDGE WebADMIN.</p> <p>The Card Status in CalSAWS will be updated in the next FIS/CalSAWS Host-2-Host interface updates. SCR "CA-267434 ACIN I-50-23 ebtEDGE Mobile Application Updates for CalSAWS" was created to address these updates and a release has not yet been determined.</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: | Gloria Williams WilliamsG@CalSAWS.org |
| Backup Project Contact: | Sheryl Eppler EpplerS@CalSAWS.org |
| Attachments: | N/A |
| Web Portal Link: | <div style="background-color: black; width: 80px; height: 20px; margin-bottom: 10px;"></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 "2023" folder. 4. Click on the appropriate CIT # folder. |