



General Information Memorandum

ISD-GI 16-27

TO: ISD Employees
FROM: *MM* Marilyn Martinez, Director, Income Support Division
RE: Revised Procedures for Over-the-Counter (OTC) EBT Cards
DATE: March 9, 2016

The purpose of this GI is to notify ISD staff of changes to the Over-the-Counter (OTC) EBT card issuance procedures and revised OTC card request template. This memorandum is to replace ISD-GI 13-54. Please remove and replace with the following information.

The preferred method for issuing an EBT card is by mail. A recipient must call FIS at 1-800-843-8303 and speak to a customer service representative to request a replacement card prior to requesting an OTC card. An individual may request an OTC under certain circumstances. This criteria includes, but are not limited to:

- The initial EBT card was ordered at registration, but was not mailed out from the EBT card manufacturer.
- An EBT card was ordered and returned as undeliverable, and there is not an alternative mailing address.
- Other circumstances that prohibit the timely delivery of an EBT card – County Director, Officer in Charge, and Line Manager can approve an OTC if hardship is determined. Please refer to conditions below that pertain to hardship determination for OTC card issuance:
 - (a) over the age of 60;
 - (b) disabled;
 - (c) resides in a rural area;
 - (d) other hardship identified as situations warrant; as authorized by the County Director, Officer in Charge, or Line Manager;

Before an OTC can be requested, the County Director (CD), Officer in Charge (OIC), or Line Manager (LM) must determine if the OTC is warranted based on the criteria listed above. If hardship has been determined the CD, OIC, or LM may request an OTC card issuance. To request an OTC EBT card activation, follow the procedures listed below:

- CD, OIC, or LM will send an email to the **HSD-OTC-Request** email located in the Global Address List, with the information provided in the OTC template (the

revised OTC Template.xls is available in the forms drive:\\disfasv025\ISDForms. The template is encrypted with the standard ISD password) to include:

- Recipient's name (case head of household)
 - Aspen case number
 - ASPEN individual number (for head of household)
 - The OTC card number
 - Hardship reason
- CD, OIC, or LM will email the HSD-OTC-Request unit with the OTC request template. Do not release the OTC card to the recipient until activation has been confirmed.
 - The EBT Unit staff will activate the card in the FIS System and email the CD, OIC, or LM that OTC card has been activated.
 - The CD, OIC, or LM will enter case comments in ASPEN including the EBT OTC hardship approval.
 - The EBT staff will enter case notes in ASPEN once OTC has been activated.

The County Office will:

- Maintain the EBT Card Issuance Log
- Require the recipient to verify proof of identity
- Have recipient sign the EBT issuance log
- Issue the EBT OTC card to recipient
- Instruct recipient to contact FIS Customer Service toll-free number at 1-800-843-8303 to create a Personal Identification Number (PIN), if necessary. Pin number will transfer to all replacement cards to include OTC's.
- Request EBT cards when needed to replenish card stock

The EBT Unit will:

- Activate the EBT card number that was sent via email from the field office
- Advise the county office of any information that is pertinent to the case and advise that the card has been activated
- Fulfill card order requests from the field office to replenish card stock
- Complete Management Evaluations (ME's) annually to ensure field office OTC procedure compliance

To ensure the recipient has no difficulties with their card, please do not issue the OTC card to the recipient until the EBT Unit staff confirms activation via email. If a different PIN is required the client will need to call the FIS Customer Service line at 1-800-843-8303, and follow the prompts to reset the PIN. In addition, please never give out an EBT card number verbally.

If you have any questions regarding this GI please contact EBT Staff Manager Janee Casaus by email at janeecasaus@state.nm.us.

OTC Request	
Recipient Name: Head of Household	
ASPEN Case #:	
ASPEN Indivd #: Head of Household	
OTC Card #	
Hardship Reason	

Rescinded