



General Information Memorandum

ISD-GI 13-54

TO: ISD Employees
FROM: Marilyn Martinez, Acting Director, Income Support Division
RE: New Procedures for Over-the-Counter (OTC) EBT Cards
DATE: October 21, 2013

The purpose of this GI is to notify ISD staff of changes to the Over-the-Counter (OTC) EBT card issuance procedures to include: a request template; and email distribution list that have been created to assist in standardizing the OTC card request process.

While the preferred method for issuing an EBT card is by mail, an individual may request an OTC under certain circumstances. The criteria includes, but is not limited to:

- EBT card (initial or replacement) was ordered at registration, but was not mailed out from the card manufacturer.
- An EBT card was ordered and the card was 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, Line Manager and Customer Service Center staff will also approve OTC if hardship is determined – staff will follow the same hardship definition. Please refer to regulation at 8.139.110.11 D (3) NMAC regarding out of office interviews.
- The office interview for food stamp households shall be waived when the applicant meets one of the following conditions:
 - (a) over the age of 60;
 - (b) disabled;
 - (c) employed 20 or more hours per week;
 - (d) has a dependent child under the age of 6;
 - (e) has transportation difficulties;
 - (f) illness;
 - (g) care of a household member;
 - (h) resides in a rural area;
 - (i) prolonged severe weather;
 - (j) other hardship identified as situations warrant; as authorized by the county director.

Before an OTC can be requested, the County Director (CD), Officer in Charge (OIC), Line Manager (LM) or ISD CSC Management must determine if the OTC is warranted based on the criteria listed above. If it has been determined that the recipient has met one of the criteria listed above the CD, OIC or CSC management staff may request an OTC issuance. To request an OTC EBT card, follow the procedures listed below:

- CD, OIC or LM will send an email to the **HSD-OTC-Request** email address located in the Global Address List, with the information provided in the OTC template (the 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 ID (if case has been converted to ASPEN no SSN is needed)
 - SSN (optional) (The Social Security Number can be included however will no longer be required as we are preparing for more frequent use of Case ID with the ASPEN launch, this can continue with case still in ISD2)
 - The OTC card number – the CD, OIC or LM will pull the next card in their card inventory and enter the card number on the Inventory control log
 - Reason the OTC was approved
- The CSC Management staff will have the authority to email the CD, OIC or LM and advise them that the CSC has approved an OTC and have asked the recipient to go into the field office to pick up a card. Once the recipient has arrived for the OTC card, the CD, OIC or LM will email the HSD-OTC-Request email address with the OTC template and information mentioned above.
- The CSC Management staff will activate the card in the JP Morgan system and inform the CD, OIC or LM via email of the activation to inform recipient that the OTC card is ready for use.
- The County Office staff and the CSC staff will notate in CTS or ASPEN the reason they have either approved or denied the OTC. The CSC will also notate in CTS or ASPEN once the OTC has been activated.

The county office will:

- Maintain an EBT Card Issuance Log
- Require the recipient to verify their identity or complete an affidavit of identity
- Have the recipient sign for the EBT card on the issuance log
- Issue the EBT OTC card to recipient
- Instruct recipient to contact JP Morgan's Automated Customer Service toll-free number to create a Personal Identification Number (PIN), if necessary.
- Notate in CTS or ASPEN the reason they have approved or denied an OTC.

The ISD CSC will:

- Verify the EBT card number that was sent via email from the field office
- Activate the EBT OTC card via JP Morgan Web Admin screen
- Advise the county office of any information that is pertinent to the particular case and advise when the card has been activated
- The ISD CSC will monitor all Over-the-Counter EBT card issuances and compile a report to be submitted to the Field Support Bureau Chief.
- The ISD CSC will request shipments of pre-embossed PAN card stock when needed.
- Notate in CTS or ASPEN the reason they have approved or denied and OTC. The CSC staff will also note in CTS or ASPEN when the OTC has been activated.

To ensure the recipient has no difficulties with their card please do not provide the OTC card to recipient until the email has been received that it is active. Also, the OTC will be set up with the same PIN the client used before the request. If a different PIN is required the client will need to call the JP Morgan 24 access line at 1-800-843-8303 and follow the prompts to reset the PIN.

If you have any questions regarding this GI please contact Raymond Rivera by email at Raymond.Rivera@state.nm.us.

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