OVERVIEW

FIP, SDA, RCA and SNAP

Electronic Benefit Transfer (EBT) allows clients who receive cash assistance (FIP, SDA etc.), and Supplemental Nutrition Assistance Program (SNAP) to receive their benefits using debit card technology. Benefits are deposited electronically into a cash and/or SNAP account. Clients access their benefits by using their personal identification number (PIN), along with their Bridge card.

EXCESSIVE CARD REPLACEMENT RULE

Issuance of four or more Electronic Benefit Transfer (EBT) cards has been shown to be a potential indicator of fraud and abuse of SNAP benefits. It may also be an indicator of the potential need for a referral to protective services in situations where benefits are suspected of being misused.

In the Michigan Department of Health and Human Services (MDHHS) ongoing efforts to combat fraud and abuse, and to comply with Food and Nutrition Administration (FNA) policy, the following procedure will be implemented:

- The EBT vendor, Fidelity Information Services (FIS) will send a card withholding letter to all households when they are at their 4th replacement card within a 12 month period, notifying them that they have reached the number of issued cards threshold, and at their 5th and each subsequent card replacement request their card will not be issued until they have gone into the local office to speak directly to the district manager or county director.
- Upon the client's request for a 5th card, a second card withholding letter will be sent by FIS notifying the client that they have exceeded the number of card requests allowed, and that they must contact their local office to schedule an appointment to speak directly to the district manager or county director in order to get another card. FIS will inform clients calling to request replacements of this requirement.
- The district manager or county director will meet with the client in question and review their situation and explanation. Based on this contact, the county director or district manager will

make appropriate referrals and issue a new EBT card under their authority. The situation, referrals, and approval shall be recorded on the DHS-1054, Authorization to Approve Issuance of Electronic Benefit Transfer (EBT) Card, form. Copies of the authorization document shall be stored in the local office and the case record for seven years either as a hard or scanned copy. Copies will also be forwarded to the appropriate business service center (BSC) director.

- Clients that have a disability indicator in Bridges will not receive excessive card replacement letters and will not be subject to the excessive card replacement policy. These clients, however, will be subject to applicable card replacement fees. To meet FNA guidelines, EBT replacement cards must be available for pick up or placed in the mail within two business days following notice by the household to the state agency that the card has been lost or stolen. A copy of the authorization form may be used to locally issue an EBT card as appropriate.

PROGRAM INTEGRITY

The first line of defense in reducing inappropriate use of Bridge Cards is education. MDHHS provides client and retailer training. The trainings include guidelines for appropriate use of Bridge Cards as well as fraud and abuse information.

Michigan offers a toll-free phone line (1-888-678-8914) that is available 24 hours a day, Seven days a week. The phone number is located on the back of the Bridge Card. Clients are also provided with written materials when they become eligible for assistance. DHS Pub-322, How to Use Your Michigan Bridge Card, includes the following information about appropriate use:

- Misuse of Food Benefits is a violation of state and federal laws.
- **Do not** sell, trade or give away SNAP benefits, PIN or Michigan Bridge Card.
- **Do not** allow a retailer to buy SNAP benefits in exchange for cash.
- **Do not** use someone else’s SNAP benefits or Bridge Card for households.

- **It is prohibited to use cash assistance to purchase lottery tickets, alcohol, or tobacco. Cash assistance grants cannot be used for gambling, illegal activities, massage parlors, spas, tattoo shops, bail-bond agencies, adult entertainment, or cruise ships.**
- Clients who purchase any beverages, in any type of container with a deposit, who dump the contents out and return the containers for the deposit, may be disqualified from receiving SNAP benefits.
- People who break SNAP rules may be disqualified from the program, fined, put in prison, or all three; and must repay the SNAP benefits.

EBT authorized retailers are also provided with training and are required to understand and comply with all federal and state guidelines for EBT acceptance. Retailers interested in accepting the Bridge Card for SNAP benefits purchases must be authorized by FNA.

BRIDGE CARD ISSUANCE

Head of Household

FIS issues Bridge cards to the program head of household (HOH), unless there is a third-party payee/protective payee for the cash program. The Bridge card is then issued to both the HOH and the third-party payee/protective payee. Bridge cards are automatically mailed by FIS for:

- Head of Household changes.
- New case openings when a Bridge card has **not** previously been issued for the same recipient identification number.

Note: If a Bridge card has previously been issued for the HOH's recipient identification number and the client no longer has the card, they must contact FIS to request a replacement card, or a local office over-the-counter card can be issued.

Clients will receive the Bridge cards and card mailer with basic information two to five days after the case opening. The DHS-Pub-322, How to Use Your Michigan Bridge Card, pamphlet will be sent to clients with initial Bridge cards. In the event an initial over-the counter-card (OTC) is issued to the recipient in the local office, a hard copy of the DHS-Pub-322 must be provided to the card holder.

Bridge cards will be mailed to the local office for clients who are using the county/district office as their mailing address. See *Bridge Cards Received by the Local office* in this item.

Note: SNAP clients must have their Bridge card and access to their benefits to meet the standard of promptness. SNAP benefits are not available to the client until the day after the benefits are authorized.

Head of Household Changes

If the HOH on a case changes, remaining benefits in the account do **not** transfer to the new HOH's Bridge card. The previous HOH retains access to the remaining benefits in their account. Any subsequent benefits issued on a case will be added to the new HOH's Bridge card. If the HOH change is due to death or incarceration (prison) see; *Deceased or Incarcerated Household Changes* in this item.

Deceased or Incarcerated Household Changes

If an individual is either deceased or incarcerated (prison) and has **ever** had access to a Bridge card their access, as well as the authorized representative's access, will be terminated once updated accordingly in Bridges.

If the HOH is deceased or incarcerated (prison) and there are other members of the household who are entitled to the benefits, a new HOH will need to be determined from one of the remaining adult group members; see Designation of Head of Household in Bridges Administrative Manual (BAM)115 Application Processing.

A DHS-3503, Verification Checklist, will be issued by Bridges to allow the household 10 days to provide their choice of a new HOH. If verification is not received, the EDG will close for failure to verify.

Exception: For SNAP only, if a new HOH is not chosen, the EDG will not close. The specialist must choose a new HOH from the remaining group members.

Once designation of a new HOH is received, enter the new HOH into Bridges.

Transfer of Funds

If the HOH is deceased or incarcerated (prison), available benefits may be transferred to another group member who is the new HOH. Benefit transfers must be approved by policy. To request the transfer of the benefits, send an email to the appropriate policy email box; see Policy Interpretations in Bridges Eligibility Manual (BEM) 100, Introduction. Include the following information:

- Case Name.
- Case Number.
- Name and Recipient ID of old HOH.
- Name and Recipient ID of new HOH.
- The reason for the transfer.

Note: When issuing an over-the-counter Bridge Card to a new HOH that will receive a benefit transfer due to death or incarceration (prison) of the previous HOH, policy approval must accompany the benefit transfer request.

Adjustment Processing

It may be necessary for the EBT vendor to review and adjust EBT transactions. The EBT vendor and/or retailer/TPP can initiate an adjustment to resolve error and out-of-balance related to system problems.

Client Initiated Adjustment Process

The EBT vendor, on behalf of a client complaint, can initiate an adjustment to resolve a transaction error. The adjustment will reference an original settled transaction, which is partially or completely erroneous. The EBT vendor shall have the capability to process the adjustment and have this reflected in the client's account. Adjustments made by the EBT vendor will cause money to be moved either to or from the client's EBT account and will impact the daily settlement. Notification of pending debit adjustments must be provided to the department so that notification can be provided to the client.

The department will issue the MDHHS-6062, Notice of Electronic Transfer Benefit (EBT) Client Adjustment Determination, within one business day of notification of the decision from the EBT vendor, informing the client of the decision and of their hearing rights. Clients have 90 calendar days in which to request a hearing if they do not agree with the determination.

Retailer Adjustment Process

The EBT vendor, in communication with the retailer, can initiate an adjustment to resolve or correct a transaction for benefits utilized by the client. The EBT vendor shall have the capability to process the adjustment and have this reflected in the client's account. Adjustments made by the EBT vendor will cause money to be moved either to or from the client's EBT account and will impact the daily settlement.

The department will issue the MDHHS-6063, Notice of Electronic benefit Transfer (EBT) Retailer Benefit Adjustment Determination, within one business day of notification of the decision from the EBT vendor, informing the client of the decision and of their hearing rights. Clients have 15 days to request a hearing in order to prevent the payment from being taken from the EBT account prior to the final decision. Clients who do not file a hearing request within 15 days may still request a hearing within 90 days of notification but the benefits will be removed from the EBT account.

Authorized Representative

The authorized representative (AR) is chosen by the client and can only access the SNAP account. Entering the AR's name in Bridges will automatically generate a Bridge card.

The AR's Bridge card is mailed to the client's address. It contains the HOH's and AR's names. The AR is identified with "ARFS" following the name on the card. It is the client's responsibility to give the Bridge card and the PIN to the AR.

Note: Bridge cards are not issued to the HOH's spouse unless the spouse is designated as the AR.

Clients who no longer want their AR to have access to their SNAP benefits may contact FIS and request them to deactivate or status the AR's card, thus ending the AR's access to benefits immediately. Once a card is deactivated it **cannot** be reactivated, even if the same person is requested again as the AR.

Changing the AR in Bridges will deactivate the AR's card, however, not immediately. Advise a client who contacts MDHHS first, to also contact FIS to deactivate the AR's card.

If a client wants to change the AR and the person is not listed in the current MDHHS-1171, Assistance Application, then a DHS-247, Request for Food Assistance Authorized Representative, must be completed: see BAM 110, Authorized Representative.

If the AR performs fraudulent activity involving a client's account, lost or stolen benefits are **not** replaced. If the fraudulent activity was done with the client's knowledge, it may result in criminal charges against the client and/or the client's benefits may be reduced.

Third-Party Payee/ Protective Payee

Third-party payees/protective payees on cash assistance cases are issued a Bridge card and can only access the client's cash benefit account. The Bridge card is mailed to the third-party payee/protective payee's address on Bridges and will contain only the third-party payee/protective payee's name. When there is a third-party payee/protective payee, the client **cannot** access the cash account. Clients with a third-party payee/protective payee still have access to the SNAP account.

If a group has both an AR and a third-party payee/protective payee, it may be the same person or different people. If it is the same person, that person will receive two Bridge cards, one to access the SNAP account and the other to access the cash benefits; see BAM 420, Third-Party Payee.

Cash Third-Party Payee/Protective Payee Changes

The following explains who can access the cash account when there is a change to the third-party payee/protective payee:

- If the third-party payee/protective payee changes, the new third-party payee/protective payee will be able to access any existing benefits in the cash account with their new Bridge card.
- If the third-party payee/protective payee is deleted in Bridges, the third-party payee/protective payee will no longer have access to any benefits. Access will revert to the HOH who will have access to all the benefits in the cash account.

An over-the-counter Bridge card **cannot** be issued to a third-party payee/protective payee on a new cash assistance case opening.

LOCAL OFFICE ISSUED BRIDGE CARD

Local office over-the-counter issued Bridge cards are permanent cards and do not have the client's name printed on the card. Bridge cards may be issued by the local office upon receipt of an email from the Eligibility/Family Independence Specialist or Supervisor (ES/FIS/Supervisor).

The ES/FIS/Supervisor must list the HOH's name and recipient identification and indicate in the authorization that an over-the-counter card is to be issued. A *Bridges Case-Search Summary* screen print including case number, case name and HOH recipient ID must be retained with the card issuance documentation.

Valid photo identification must be presented by the cardholder to receive the card.

Note: If issuing an over the counter to a new HOH that will receive a benefit transfer due to the death or incarceration (prison) of the previous HOH, the policy approval email must accompany the request.

Food Stamp Authorized Representative (AR) Bridge Card

It is **not** advised to issue an AR an over-the-counter Bridge card because of possible disagreements with the client. Issuing a Bridge card to an AR is only suggested in emergency situations (for example, the AR has lost their Bridge card, and they need to immediately shop for an individual who is unable to shop).

An AR the over-the-counter Bridge card **cannot** be issued the same day a case is opened in Bridges or on the same day the AR is added to the SNAP case.

GROUP HOMES

Authorized Retailers

Group homes approved as FNA-certified retailers are supplied with the necessary POS equipment for processing EBT transactions in the group homes. New group homes requesting to be FNA-certified must contact FNA to become an authorized retailer. Provide group homes with the address and phone number for the FNA Field Office based on their county.

Retailers interested in accepting the Bridge Card for food benefits purchases must be authorized by FNA. To become an authorized retailer, apply online at www.fns.usda.gov/snap or call the Supplemental Nutrition Assistance Program at 877-823-4369.

Retailers not authorized by FNA are eligible to participate by accepting the Bridge Card for cash benefits only and must contact retailer operations to receive a survey form and a list of certified third-party providers with which they may contract to provide EBT cash benefit services. If you would like this information mailed to you, or if you have questions regarding your contract, call Retailer Operations at 1-888-529-1693.

Group homes acting as FNA-certified retailers permit clients to exchange their benefit dollars for food by swiping their Bridge card through the home's POS device.

The Bridge card transaction is processed between the first and the 15th of the month to reduce the client's monthly SNAP benefit by half. The group home's account is increased by the amount deducted from the client's account. A second transaction is done between the 16th and the last day of the month for the remaining balance, again debiting the client's account and crediting the group home's account.

Authorized Representatives

Those homes that are not approved as authorized retailers may be an authorized representative for the clients in their homes. In these situations, an employee (such as the food buyer) of the group home is identified as the AR for the residents in the home. This person is authorized by the client and the facility to act as an AR, accessing only the client's SNAP benefits at a FNA retailer location with a

POS terminal; see Authorized Representatives in BAM 110, Application Filing And Registration.

Benefit Access

Clients and/or their FSARs access benefits with their Bridge card and PIN at automated teller machines and at POS devices at retailers displaying the Quest ® logo or sign. If the case closes, the cash or SNAP benefits remaining on the Bridge card are still available to the client. They may continue to access these benefits in the account until they are depleted or expunged.

If the cash account balance contains enough to pay the transaction plus any applicable client fees; see *Fees* in this item, the account is debited for that amount. An approval message is sent back to the automated teller machine/POS device where either the purchase is completed, or cash is dispensed.

If the cash account does not have sufficient funds to cover the transaction, a denial message is sent back to the access device. Clients can then contact the Interactive Voice Response Unit for information regarding their account. See *Customer Service, Interactive Voice Response Unit* in this item.

Cash Benefits and Availability Dates

FIP and SDA clients receive ongoing benefits, early payments (EPs) and supplemental benefits less than $1,000 in their EBT cash account. The ongoing semi-monthly cash assistance EBT deposits are available on the warrant date shown in the issuance deadline schedule in Reference Manuals RFS 305, Bridges Cash And FAP Transaction Deadlines And Issuance Schedules. Supplements and EPs are available the day after authorized. Cash may be obtained only from a client's cash account.

Exception: Benefits on closed cases, EPs over $1000, supplements over $1000 and all replacement benefits are issued as warrants.

Benefits can be accessed:

- At any automated teller machine that accepts **Quest**® clients.
- At a check cashier displaying the **Quest**® sign/logo.
- By making a purchase at retailers who accept the Bridge card.

- Through a cash-only POS transaction at a retailer that allows the option.
- As cash back when making a purchase through a POS device located in a retail or merchant establishment that accepts the **Quest**® logo.

Note: The amount of cash back allowed depends on the retailer's policy. The client should ask the retailer before shopping.

Fees

Clients are allowed cash withdrawals from an automated teller machine (ATM) without transaction fees. However, depending on the ATM selected, there may be an ATM fee charged. It is the client's responsibility to pay for these fees. Such fees will be debited from their cash account balance at the time of the transaction.

Note: Clients are **not** assessed a fee for accessing cash benefits with their Bridge card at a POS terminal.

Surcharges

Unlike fees, an automated teller machine/network surcharge is the charge for using a particular bank's automated teller machine. Clients are given the option of paying the surcharge before their withdrawal. A question appears on the screen telling the client the cost of using that automated teller machine. If clients do not want to pay the surcharge, they may decline by pressing cancel, and their Bridge card is returned. They can then access another automated teller machine somewhere else with either a lesser surcharge or no surcharge at all.

SNAP BENEFITS AND AVAILABILITY DATES

All SNAP benefits are deposited into the client's EBT SNAP account. New openings (including expedited issuances and supplements) are available to clients the day after the client information and benefits are authorized in Bridges.

Ongoing SNAP benefits are available on the dates listed in RFS 305, and available on the same day of the month each month. The date depends on the last digit of the client's recipient ID number.

Clients access their SNAP benefits:

- At any FNA authorized POS retailer.
- Through the use of EBT paper vouchers issued by FNA authorized merchants and retail establishments for eligible food items when:
  - The FNA certified merchant or retail establishment does **not** have technical equipment to process the EBT transaction of SNAP benefits.
  - There has been a technical problem that has resulted in the malfunction of the EBT system.

Note: Fees are not charged for accessing SNAP benefits.

PERSONAL IDENTIFICATION NUMBER (PIN)

The PIN is a four-digit code which identifies the user to the EBT vendor. Anyone with access to both the PIN and Bridge card has access to the recipient's benefits. Clients should be advised to keep their PIN a secret, memorize it, and not write the number on the card. Clients must enter the PIN each time they use an automated teller machine or point-of-sale (POS) device. When the PIN is entered, four stars will show on the screen instead of numbers to prevent anyone from seeing the clients' PIN.

PIN Selection/Change

When clients receive their Bridge card, they **must** call the Interactive Voice Response Unit at **1-888-678-8914**, use the ebtEDGE mobile application, or visit https://cardholder.ebtedge.com/, to activate their card and select a PIN.

Note: Changing the PIN periodically is a method to increase account security.

PIN Lock/Reset

Clients have four consecutive attempts to enter the correct PIN. After the fourth incorrect attempt, clients are locked out and cannot use their Bridge card until 12:01 a.m. the next day. The client's card can be reset prior to 12:01 a.m. by contacting the customer service representative and providing the correct personal information.

INTEGRATED VOICE RESPONSE UNIT

Clients contact the Interactive Voice Response Unit, by calling **1-888-678-8914** from a touchtone phone. The Interactive Voice Response Unit number is listed on the back of the Bridge card, and is available 24 hours a day, seven days a week. By calling the Interactive Voice Response Unit, the client will be able to:

- Select/change a PIN.
- Obtain account balance(s).
- Hear the last 10 transactions.
- Obtain information on where and how to use their card.
- Obtain benefit(s) availability dates.
- Activate their card.

Customer Service Representatives

If clients have questions or difficulties providing the information through the Interactive Voice Response Unit, they are transferred to a customer service representative for further assistance. Examples of services offered by customer service representatives include:

- Procedures on how to select, change or reset a PIN.
- Explanations of why a card may not be working.
- Taking reports of lost/stolen/malfunctioning cards and initiating processes to replace a card.
- Reviewing their account balance.
- Mailing a two-month account history statement to the caller's last known address.
- Deactivation of an AR's card.

Note: MDHHS staff should **never** call the Integrated Voice Response Unit/customer service representative for the client.

LEAVING MICHIGAN

Cash Assistance

EBT clients who move out of state can still access the remaining benefits from their Michigan EBT account by using out of state ATM's displaying electronic benefits logo or stores displaying a **Quest**® sign/logo.

SNAP

SNAP groups who move out of state can still access their remaining SNAP benefits at participating food retailers.

Note: If on the last day of the month a SNAP case has an out of state address in Bridges and the negative action extends into the following month, the system will not issue an ongoing monthly issuance for the closure month; see Adequate Notice in BAM 220, Case Actions.

Expungement

Benefits on a cash account that have not been accessed for 365 days will be expunged and not available to the client.

Benefits on a SNAP account that have not been accessed for 274 days will be expunged and not available to the client.

Deceased SNAP HOH Expungement

When a date of death has been entered in Bridges for a SNAP head of household (HOH), the HOH's EBT card will no longer be accessible. The remaining funds will be expunged from the account after 62 days from the date the HOH's death was recorded in ebtEDGE.

Prior to day 62, SNAP benefits remaining on the deceased HOH's EBT account are potentially eligible to be transferred to an eligible EBT account. See; *Transfer of Funds* in this item, for additional information.

Replacing Expunged Benefits

FIP and SDA

See BAM 505, Returned/Cancelled Benefits, for replacing expunged cash benefits.

Exception: Unaccessed cash benefits which are entirely state funded, for example, SDA benefits and FIP benefits on certain cases will not be expunged. Instead, these benefits will be escheated; see BAM 505, Returned/Cancelled Benefits, replacing Escheated Benefits.

BRIDGE CARD REPLACEMENT

If the Bridge card is lost, stolen or damaged, the client, third-party payee/protective payee and/or the AR **must** immediately notify FIS by calling the Interactive Voice Response Unit. Any benefit loss that occurs prior to this notification is the client's responsibility and will **not** be replaced.

Clients contact the Interactive Voice Response Unit, by calling **1-888-678-8914** from a touchtone phone. The Interactive Voice Response Unit number is listed on the back of the Bridge card, and is available 24 hours a day, seven days a week. Clients must speak to a Customer Service Representative to report lost/stolen/malfunctioning cards who will initiate processes to replace a card.

Once a Bridge card is reported as lost or stolen, FIS immediately deactivates the current card and will reissue a new one at the client's request. Replacement cards are mailed in an inactive status and will not retain the original PIN. Cards will arrive within two to five calendar days. The HOH or AR's card(s) are mailed to the HOH's address, and third-party payee/protective payee cards are mailed to the third-party payee/protective payee's address.

If cash and/or SNAP benefits are accessed after the client contacts FIS but before they deactivate the old card, the benefit replacement is the responsibility of FIS and **not** MDHHS.

MDHHS only replaces SNAP benefits when food is destroyed in a domestic misfortune or disaster; see; Domestic Misfortune or Disaster in BAM 502, Food Benefit Replacement.

Replacement Fee

Clients may receive only one free Bridge card replacement during their lifetime. The client's authorized representatives or third-party/protective payees may only receive one free Bridge card replacement as well.

Clients' available benefits will be reduced to cover the cost of all subsequent replacement cards with no exceptions granted. Even if an error is made with the spelling of an authorized representative or third-party payee/protective payee's name and it is discovered on a future date, there is no way to reverse the charge or reimburse the client.

The available benefit reduction for a card replacement is $5.51 whether the card is mailed by the US postal service or replaced by a local office over the counter card. For SEBT only cards, the replacement fee will be $1.00.

Example: Sally has an authorized representative, named Sam. Sam loses his card and receives the one free replacement authorized representative card. If Sam loses the replacement card or Sally changes her authorized representative, her available benefits will be reduced for any future authorized representative cards.

Note: Sally is still eligible to receive one free replacement card for herself before her available benefits will be reduced to cover the cost of her replacement card.

Benefit Reduction Process

The EBT vendor determines if the entire replacement fee is available. If the entire fee is available in the client's cash account, the fee will be deducted from the available benefits. If not available, they will determine if the entire replacement fee is available in the client's SNAP account.

If neither account has the entire replacement fee available, the fee will be deducted the next time an account has the available balance (starting with the cash account).

If the replacement fee is still not available after 365 days, the fee will be expired.

Bridge Cards Received in Mail by Local Office

Michigan EBT Bridge Cards are mailed to the local office for those recipients whose address in Bridges is the local office. If the HOH has an authorized representative, that card is also sent to the local office.

Secured Bridge Card File

Each local office must establish and maintain a Secured Bridge Card File for all EBT cards received in the mail. A secured file means a locked strongbox or cabinet with limited access during business hours.

Card Issuance Clerk

Each local office must designate a card issuance clerk to control EBT cards received in the mail using the DHS-61, Daily Record and Disposition of Checks/Warrants/EBT Cards.

Bridge Card Disposition

EBT Cards received in the mail must be released to recipient as soon as possible. Disposition action must be taken for all cards within 30 calendar days after the card is received.

Note: Specialists and the card issuance clerk should make an effort to make sure HOH/Protective Payee/FSAR has been notified before the card is destroyed.

In extenuating circumstances (client disability, major illness, etc.) where the client is unable to pick up the card from the local office, the card may be mailed. If the address on Bridges is the local office, the client must be contacted to obtain a valid mailing address. In these instances, the DHS-3955-A-EBT, Bridge Card Issuance Log Attachment, and a prepaid postage return envelope must be included in the mailing with the card. The client should be instructed to enter entire card number, sign, date, and return the DHS-3955-A-EBT, Bridge Card Issuance Log Attachment to the local office. Photocopies of the mailing envelope and the contents should be made and retained by the local office. When the signed DHS-3955-A-EBT, Bridge Card Issuance Log Attachment is returned by the client, it should be attached to the corresponding DHS-61.

Refer to Destruction of Bridge Cards section in this item for cards not released within 30 days.

Bridge Cards Released from Local Office

Card Issuance Clerk:

1. Retrieve EBT 9, Michigan EBT Bridge card from secure file and corresponding DHS-61, *Daily Record and Disposition of Checks/Warrants/EBT Cards.*

2. Review the following columns on the DHS-61 for completeness.

   - In *Case Number* column, case number and case name.
   - In *Case Name* column, case name and address

Note: The following columns on the DHS-61 are not used for EBT cards received in the mail.

   - *Load Number.*
   - *Check/Warrant Date.*
   - *Check/Warrant Amount.*

3. Valid photo identification is preferred by the HOH/Protective Payee/FSAR to receive the card. In the absence of valid photo identification, collateral contact and signature on the DHS-3955-A-EBT, Bridge Card Issuance Log Attachment by a specialist or supervisor is acceptable. Proper sources of identification are found in BEM 221, Identity.

   In the event a photo identification is unavailable or the ability to document the client's identity via a collateral contact is unattainable, please use the following:

   Verify all three below:

   - Name of Customer.

   - Date of Birth (DOB).

   - Home address (or mailing address if homeless).

Verify A combination of two of the following below:

- Case number.
- Bridges individual ID.
- Last 4 digits of social security number.
- Monthly SNAP benefit amount.
- Monthly cash benefit amount
- Current Medicaid Health Plan the caller is enrolled in.
- Name and DOB of one other household member on the case.

Note: A Protective Payee or a Food Stamp Authorized Representative (FSAR) can only pick up a card that has their name on it. **Cards with the recipient's name cannot be picked up by the Protective Payee or the FSAR.**

4. Ask HOH/Protective Payee/FSAR to open mail envelope containing EBT-9, Michigan EBT Bridge card.

5. Request card from HOH/Protective Payee/FSAR to finish release process.

   - On DHS-61, in *Check/Warrant No.* column, enter entire EBT Bridge Card number.

6. Complete the DHS-3955-A-EBT, Bridge Card Issuance Log Attachment.

   - Enter **entire** number from card on *EBT Card Number* line.
   - Enter *Case Name (HOH)* from the Bridges Case-Search/Summary on *Client Name* line.
   - Enter HOH's individual number from the *Individual #* field on the Bridges Case-Search/Summary on *Recipient ID/Case Number* line.
   - On *Authorized Rep* line, if card is being issued to the FSAP, enter name from *Alternate Payee* field on Bridges *Alternate Payee/Authorized Representative - Summary* screen.

- Record identification type and number on *Type of ID Presented* and *ID number* lines, respectively, on DHS-3955-A-EBT Bridge Card Issuance Log Attachment.

    - In the absence of valid photo identification, Specialists or Supervisor confirms collateral contact ID by signing and dating the DHS-3955-A-EBT, Bridge Card Issuance Log Attachment on *Type of ID Presented* line.

7. Request HOH/Protective Payee/FSAR to sign on *client or authorized Representative Signature* line and enter date on *Date* line of DHS-3955-A-EBT, Bridge Card Issuance Log Attachment.

8. Release new card to HOH/Protective Payee/FSAR and request HOH/Protective Payee/FSAR to sign and print name on the back of the card.

Note: Replacement cards for the HOH are not to be given to the FSAR by local office staff. The FSAR should only receive their own card.

9. If needed/requested, assist HOH/Protective Payee/FSAR in selecting a Personal Identification Number (PIN) on the POS device.

Note: If the card is a replacement, a new PIN is not required. If the card is for a new case, A PIN can be created on the POS device in the local office or by calling FIS.

The DHS-PUB-322, *How to Use Your Michigan Bridge Card* pamphlet must be provided with each initial over the counter (OTC) Bridge card issued in the local office.

10. Card issuance clerk must sign on *Issued by Signature* line and enter date on *Date* line of the DHS 3955-A-EBT, Bridge Card Issuance Log Attachment.

11. Complete the DHS-61 by entering the date in *Disposition Date* column and indicate in *Released to/Address mailed to/Witnessed by* column by the person the card was released to.

    Note: The cardholder is not required to sign the DHS-61.

12. Attach signed DHS-3955-A-EBT, Bridge Card Issuance Log Attachment to DHS-61.

Secured Bridge Card File Maintenance

1. Weekly, the Card Issuance Clerk must verify there is an EBT-9 in secured file for each open (undisposed) line in the *Manner of Disposition* section on the DHS-61.

   - Specialists and the Card Issuance Clerk should make an effort to make sure HOH/Protective Payee/FSAR has been notified before the card is destroyed.

2. The Card Issuance Clerk must initial and date in the *Checked by* column.

Destruction of Bridge Card

1. Pull the DHS-61(s) and all corresponding cards which have been in the secured Bridge card file for more than 30 calendar days.

2. Destroy cards by cutting them into at least two pieces.

Note: The destruction must be witnessed by one additional employee.

3. Enter the date in *Disposition Date* column on the DHS-61.

4. Enter "DESTROYED" in the *void* column on the DHS-61.

5. Both witnesses must sign in *Released to/Address Mailed to/Witnessed by* column.

   See *Reconciliation, Reconciliation of DHS-61 with the DHS-3655-A-EBT.*

Bulk Over-The-Counter Bridge Cards Received by Local Office

The local office is responsible for controlling prenumbered documents. These documents are referred to as controlled documents. EBT-9, Michigan EBT Bridge Cards are controlled documents.

The inventory of each controlled document is maintained using the DHS-4070, *Controlled Document Log.* All controlled documents received and distributed from the inventory must be recorded.

The inventory of unused documents must be stored in a secured place such as a locked file cabinet within a vault, a safe, or a locked file cabinet outside a vault.

A working supply is a reasonable number of documents used weekly/daily by the local office and is distributed to the Card Issuance Clerk. If the local office chooses to maintain a working supply of EBT-9 cards, the documents that have been distributed as a working supply must be kept in a locked file cabinet when not being used.

Control and accountability for the inventory of EBT-9, Michigan EBT Bridge Cards must be entrusted to an employee, referred to as a Designated Employee, not directly involved with the issuance of the documents.

Note: Disregarding the last (random) digit, EBT-9, Michigan EBT Bridge Cards must be used in sequential order.

DHS- 4070

Complete the DHS-4070, *Controlled Document Log.*

1. *Local/District Office -* Enter name of local or district office.

2. *Document Type -* Mark the box for O*ther-Document No.*

   Name - Enter "EBT-9"

3. *Date -* Enter the month, day and year inventory is received, distributed, or returned.

4. *Inventory Received -* Complete this section when a supply of EBT-9, Michigan EBT Bridge Cards is received.

5. *Document Numbers -* Enter the entire beginning and ending numbers of the series of EBT-9, Michigan EBT Bridge Cards received.

6. *Total -* Enter the total number of EBT-9, Michigan EBT Bridge Cards received.

7. *Initials -* Verify there are no missing documents. Initial as confirmation.

8. *Inventory Distributed* - Complete this section when EBT-9, Michigan EBT Bridge Cards are distributed as a working supply to the Card Issuance Clerk.

9. *Document Numbers* - Enter the entire beginning and ending numbers of the series of EBT-9, Michigan Bridge Cards distributed.

Note: Disregarding the last (random) digit, EBT-9, Michigan Bridge Cards must be used in sequential order.

10. *Total* - Enter the total number of EBT-9, Michigan EBT Bridge Cards distributed.

11. *Initials* - **Card Issuance Clerk:** Receive working supply of EBT-9, Michigan Bridge cards from designated employee. Verify there are no missing cards in sequential order received. Initial as confirmation.

Note: Items 12-16 are optional and only need to be completed if the local office chooses to return the working supply to inventory daily.

12. *Returned to Inventory* - Complete this section when EBT-9, Michigan Bridge Cards are returned to inventory by Card Issuance Clerk.

13. *Document Numbers* - **Designated Employee:** receive working supply of EBT-9, Michigan Bridge Cards from Card Issuance Clerk. Enter the entire beginning and ending numbers of the series of EBT-9, Michigan Bridge Cards returned to inventory.

14. *Total returned* - Enter total number of EBT-9, Michigan Bridge Cards returned to the inventory.

15. *Total Used* - enter the difference between column 10, *Total,* and column 14, *Total returned.*

16. *Initials* - Verify there are no missing documents in sequential order returned. Initial as confirmation.

17. *Balance on Hand* - Enter the total number of EBT- 9, Michigan EBT Bridge Cards in inventory.

Local Office Bridge Card Issuance

Initial or replacement Bridge cards can be issued by the local office upon receipt of ES/FIS/Supervisor authorization to issue an over-the-counter Bridge card.

Card issuance process should not be initiated until card recipient is present.

Valid photo identification must be presented by the HOH/Protective Payee/FSAR to receive the card. In the absence of valid photo identification, collateral contact, and signature on the DHS-3955-A-EBT, Bridge Card Issuance Log Attachment by a specialist or supervisor/manager is acceptable. Proper sources of identification are found in BEM 221, Identity.

Note: The local office will **not** issue a replacement Bridge Card to an AR that has the status reason of "statused by primary". This status reason indicates the client no longer wants the AR to have access to their benefits.

Card Issuance Clerk:

1. Receive authorization to issue over-the-counter Bridge card from ES/FIS/Supervisor. A print of the authorization must be retained with the card issuance documentation.

Note: When issuing an over-the-counter Bridge card to a new HOH that will receive a benefit transfer due to the death or incarceration (prison) of the previous HOH, the policy approval email must accompany the request.

The following card issuance process should not be initiated until the card recipient is present.

Exception: In extenuating circumstances (client disability, major illness, etc.) where the client is unable to pick up the card from the local office, the card may be mailed. If the address on Bridges is the local office, the client must be contacted to obtain a valid mailing address. In these instances, the DHS-3955-A-EBT, Bridge Card Issuance Log Attachment and a prepaid postage return envelope must be included in the mailing with the card. The client should be instructed to sign, date, and return the DHS-3955-A-EBT, Bridge Card Issuance Log Attachment to the local office. Photocopies of the mailing envelope and the contents should be made and retained by the local office. When the signed

DHS-3955-A-EBT, Bridge Card Issuance Log Attachment is returned by the client, it should be attached to the corresponding DHS-3955-EBT, Bridge Card Issuance Log.

2. Review Bridges Case-Search/Summary for completeness and accuracy including case number, case name, and HOH recipient ID. Contact ES/FIS/Supervisor if any information is incomplete or inaccurate. A screen print of the Case-Search/Summary must be retained with the card issuance documentation.

3. If issuing a replacement card, check the status of the previous card using ebtEDGE Administrative Terminal.

    - If the Food Stamp Authorized Representative (FSAR) card is showing "statused by Primary," on the recipient Card Management display, inform the authorized representative. End of procedure.

    - If any other status, go to the next step.

4. Pull the next consecutive-numbered OTC Bridge Cars from the working supply.

5. The Card Issuance Clerk must record each issuance on the DHS-3955-EBT, Bridge Card Issuance Log, and complete a DHS-3955-A-EBT, Bridge Card Issuance Log Attachment.

    Complete the DHS-3955-EBT, Bridge Card Issuance Log:

    - Enter the date in Column 1, *Date of issuance.*

    - Enter **Entire** number from card in Column 2, *Card Number*

    - Enter *Case Name* (HOH) from the Bridges Case-Search/Summary in Column 3, *Recipient Name.*

        - If the card is being issued to the FSAR, enter name from *Alternate Payee* field in Bridges *Alternate Payee/Authorized Representative - summary* screen.

    - Enter HOH's individual number from the *Individual #* field on the Bridges Case-Search/Summary in column 4, *Recipient ID/Case Number.*

    - Initial in column 5, *Card Issued By.*

Complete the DHS 3955-A-EBT, Bridge Card Issuance Log Attachment.

- Enter the **entire** number from the card on *EBT Card Number* line.
- Enter *Case Name* (HOH) from the Bridges Case-Search/Summary on *Client Name* line.
- Enter HOH's individual number from the *Individual #* field on the Bridges Case-Search/Summary on *Recipient ID/Case Number* line.
- On *Authorized Rep* line, If the card is being issued to the FSAR, enter the name from *Alternate Payee/Authorized Representative - Summary* screen.
- Record identification type and number on *Type of ID Presented* and *ID Number* lines, Respectively, on the DHS 3955-A-EBT, Bridge Card Issuance Log Attachment.
  - In the absence of a valid photo identification, the specialist or supervisor confirms collateral contact ID by signing and dating the DHS-3955-A-EBT, Bridge Card Issuance Log Attachment on *Type of ID Presented* line.

6. Link card to HOH's Recipient Identification number using the ebtEDGE Administrative Terminal.
   - Print a copy of the screen "Card was successfully replaced" to retain as an attachment to the DHS-3955-A-EBT, Bridge Card Issuance Log Attachment.
7. Request HOH/Protective Payee/FSAR to sign on *Client or Authorized Representative Signature* line and enter date on the *Date* line of the DHS-355-A-EBT, Bridge Card Issuance Log Attachment.
8. Release the new card to HOH/Protective Payee/FSAR and request recipient/FSAR sign and print their name on the back of the card.

Note: Replacement cards for the HOH are not to be given to the FSAR by local office staff. The FSAR should only receive their own card.

The DHS-Pub 322 *How to Use Your Michigan Bridge Card* pamphlet must be provided with each initial over the counter (OTC) Bridge Card issued in the local office.

9. If needed/requested, assist HOH/protective Payee/FSAR in selecting a Personal Identification Number (PIN) on the POS device.

   If the card is a replacement, a new PIN is not required. If the card is for a new case, a PIN can be created on the POS device in the local office or by calling FIS (the interactive voice response unit) at **1-888-678-8914** from a touchtone phone. The Interactive Voice Response Unit number is listed on the back of the Bridge Card and is available 24 hours a day, 7 days a week.

10. Card Issuance Clerk must sign on *Issued by Signature* line and enter the date-on-Date line of the DHS-3955-A-EBT, Bridge Card Issuance Log Attachment.

11. Attach the following to the signed DHS-3955-A-EBT, Bridge Card Issuance Log Attachment:

    - ES/FIS/Supervisor authorization
    - If applicable, Transfer of Funds policy approval email
    - Bridges Case-Search/Summary Screen print

Retain Packet with the Issuance Log, DHS-3955-EBT, Bridge Card Issuance Log.

12. File Issuance Log with attachments in a secured file. Prior to reconciliation, access to this file should be limited to the card issuance clerks.

13. See *Reconciliation, Reconciliation of DHS-3955-EBT with DHS-3955-A-EBT* in this item.

RECONCILIATION

Disposition of Bridge Cards Received in the Mail

Bridge cards received in the mail for HOH/Protective Payee/FSAR are released, mailed, or destroyed when held over 30 days. Receipt of these Bridge cards and method of disposition are recorded on the DHS-61.

A monthly reconciliation of the DHS-61 and the DHS-3955-A-EBT, Bridge Card Issuance Log Attachment, must be performed by a supervisor or other employee not involved in the card release/mailing process.

Reconciliation of DHS-61 with DHS-3955-A-EBT

1. Pull DHS-61 with attachments from file at least once a month.
2. Verify a DHS-3955-A-EBT, Bridge Card Issuance Log Attachment, is attached for each EBT-9 Michigan EBT Bridge Card, picked up or mailed to the HOH/Protective Payee or FSAR.
3. Review each DHS 3955-A-EBT, Bridge Card Issuance Log Attachment for completeness and accuracy:
    - Entire *EBT Card Number* line must be completed.
    - *Client Name* line must be completed.
    - *Recipient ID/Case Number* line must be completed.
    - *Authorized Rep* line must be completed, if applicable.
    - *Client or Authorized Representative Signature* and *Date* line must be completed.
    - *Issued by signature and date* line must be completed.
    - *Type of ID Presented* line must be completed if card was picked up.

- *ID Number* line must be completed if card was picked up.

4. Review each DHS-61 *Manner of Disposition* for completeness and accuracy.
   - Date in *Disposition Date* column must be completed.
   - *Released to/Address mailed/witnessed by* column must be completed as follows:
     - Name of HOH/Protective Payee/FSAR card was released to.
     - Address of HOH/Protective Payee/FSAR if mailed.
     - Signature of witnesses (2), if card is destroyed.
5. If above items do not reconcile, resolve discrepancies, as appropriate.

Note: If a release is not supported by a signed DHS-3955-A-EBT, Bridge Card Issuance Log Attachment, the reconciler is to contact the HOH/Protective Payee/FSAR to verify the card was received.

6. If the above items reconcile, sign and date the DHS-61 at the bottom of the form, to indicate reconciliation was completed.

   Following reconciliation, file the DHS-61 and attachments in a secured location.

   Documents should be retained for seven years.

Over The Counter Issued Bridge Cards

A monthly physical inventory and a reconciliation of documents distributed must be made with documents recorded in the local office/district office. The DHS-4351 is used for this purpose.

A monthly reconciliation of the DHS-3955-EBT, Bridge Card Issuance Log and the DHS-3955-A-EBT, Bridge Card Issuance Log Attachment must be performed by a supervisor or other employee not involved in the card issuance process.

Reconciling DHS-3955-EBT and DHS-3955-A-EBT

1. Pull DHS-3955-EBT, Bridge Card Issuance Log, with attachments from secured file at least once a month.
2. Verify a DHS-3955-A-EBT, Bridge Card Issuance Log Attachment, is attached for each line on the DHS-3955-EBT, Bridge Card Issuance Log.
3. Review each DHS-3955-A-EBT, Bridge Card Issuance Log Attachment for completeness and accuracy.
    - Entire *EBT Card Number* line must be completed.
    - *Client Name* line must be completed.
    - *Recipient ID/Case Number* line must be completed.
    - *Authorized Rep* line must be completed, if applicable
    - *Client or Authorized Representative Signature and Date* line must be completed.
    - *Issued by Signature and Date* line must be completed.
    - *Type of ID Presented* line must be completed if picked up.
    - *ID number* line must be completed if picked up.

The Following items are attached to the DHS-3955-EBT, Bridge Card Issuance Log:

- *Bridges Case Search/Summary* screen print.
- The "card was successfully replaced" screen print from the ebtEDGE Administrative Terminal.
- DHS-3955-A-EBT, Bridge Card Issuance Log Attachment.

4. Generate the EBTMS210-1 MONTHLY CARD STATUS REPORT-COUNTY in EBT Edge to verify the number of cards issued on the DHS-3955-EBT, Bridge Card Issuance Log.

Note: Print only the pages for your specific county using the PDF version.

5. If above items do not reconcile, resolve discrepancies with Card Issuance Clerk, HOH/Protective Payee/FSAR, as appropriate.

Note: If a release is not supported by a signed DHS-3955-A-EBT, Bridge Card Issuance Log Attachment, the reconciler is to contact HOH/Protective Payee/FSAR to verify the card was received.

6. Verify that the number of cards issued on the DHS-3955-EBT, Bridge Card Issuance Log, match the ebtEDGE reports.
7. If above items reconcile, sign and date the DHS-3955-EBT, Bridge Card Issuance Log, to indicate reconciliation was performed.
8. Following reconciliation, file the DHS-3955-EBT, Bridge Card Issuance Log and attachments in a secured location. Access to this file should be limited to the reconciler.

Note: Documents should be retained for seven years.

Reconciliation of Physical Inventory

A monthly physical inventory and a reconciliation of documents distributed must be made with documents recorded in the local office/district office. The DHS-4351, Monthly Controlled Document Inventory and Reconciliation, must be used for this purpose.

The DHS-4351, Monthly Controlled Document Inventory and Reconciliation, provides the format for performing a reconciliation. This form documents that the local office records of controlled documents used (DHS-4070 and DHS-3955-EBT, Bridge Card Issuance Log) reconciles with the physical inventory.

If the above steps do not check out, resolve the problem with the Card Issuance Clerk, Recipient or FSAR, as appropriate.

Note: It may be necessary to contact the recipient or FSAR to verify the card was received.

If above steps do check out, sign and date DHS-3955-EBT, Bridge Card Issuance Log to indicate reconciliation was performed.

DHS-4351

Complete the DHS-4351, *Monthly Controlled Document Inventory and Reconciliation.*

- *Local/District Office* - Enter name of County or District
- *As of (Month/Day/Year)* - enter month, day and year inventory is taken and reconciled to local office records.

Physical Inventory

1. *Document Type* - Mark the box *other: Form Number and Name*

   Name- enter EBT-9

2. *Number of Documents in Inventory (safe or locked cabinet)* - Enter total number of EBT cards in inventory.

   Beginning Number and Ending Number - Enter the entire beginning and ending numbers of series EBT-9 Michigan EBT Bridge Cards in a safe or locked cabinet.

Note: This entry is arrived at by taking **physical inventory.**

3. *Number of Documents in Working Supply* - Enter total number of EBT-9 Michigan EBT Bridge Cards in working supply for which that Card Issuance Clerk is responsible.

   Beginning and Ending Number - Enter the entire beginning and ending number of series of EBT-9 Michigan EBT Bridge Cards in safe or locked cabinet.

4. *Total Number of Documents on Hand at the End of the Month* - Enter sum of entries on lines 2 and 3. This number must equal the entry on line 10.

Reconciliation

5. *Number of Documents on Hand at the Beginning of the Month* (must equal line 10 from previous month) - Enter the number.

6. *Number of Documents Received During the Month* - Enter the total number of EBT-9, Michigan EBT Bridge Cards added to inventory during the month from column 6.

7. *Number of Documents Used During the Month According to the Accounting Records* - Enter total number of EBT-9, Michigan EBT Bridge Cards issued.

8. *Number of Documents that Should Be on Hand at the End of the Month* (Line 5 plus line 6 minus line 7) - Enter number.

9. *Adjustments (plus or minus)* - Enter total number of EBT-9, Michigan EBT Bridge Cards that cannot be located, were legally destroyed, or are adjustments for errors on prior months reconciliations.

   Explain - Enter series of numbers on EBT-9, Michigan EBT Bridge Cards reported as an adjustment and/or reason for adjustment.

Note: The Office of Inspector General must be notified in writing on that same day if any EBT-9, Michigan EBT Bridge Cards are missing.

10. *Total Number of Documents on Hand at the end of the Month (line 8 plus or minus line 9 must equal line 4 above)* - Enter the number.

    A value must be entered on the above items 3, 6, 8 and 9. Enter zero, if applicable

Signatures

Preparer's Signature and Date - Signed and dated by the person taking the inventory and reconciling the local office records.

Reviewer's Signature and Date - Signed and Dated by Supervisor/designee.

EBT AUTHORIZATION AND SECURITY

To add, change or delete an employee’s access to the FIS ebtEDGE system, complete the DHS 245, ebtEDGE EBT System and either send via email to: DHS_Application_Security@Michigan.gov, or

Fax it to 517-335-6146. Email is the preferred method.

To reset ebtEDGE, call and create a ticket for the reset at CSC Help Desk at 517-241-9700 or 1-800-968-2644

ID DELETION

Local office management responsible for EBT issuance must submit ID deletion on the DHS-245, Michigan User ID Request

Form FIS ebtEDGE EBT System, within two business days if the EBT Application or POS Device user either:

- Leaves MDHHS or the office in which the user requires EBT systems access.
- No longer requires access to the EBT systems as a component of their job function.

Managers must sign and email appropriate forms to MDHHS Access Security Office in central office.

The DHS-246, ebtEDGE EBT Program POS User ID Request Form, must also be completed and the user deleted from the POS device. Retain the DHS-246 in the local office security file.

LEGAL BASE

FIP

42 USC 604(g)

SNAP

7 USC 2016(i)
7 CFR 274.12
Food and Nutrition Act of 2008
MCL 400.14l