Iowa Department of Human Services

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GENERAL LETTER NO. 14-J-8

ISSUED BY: Bureau of Financial, Health and Work Supports
Division of Adult, Children and Family Services

SUBJECT: Employees' Manual, Title 14, Chapter J, ***EPPIC™ ELECTRONIC BENEFIT TRANSFER SYSTEM***, Contents (page 1), revised; and pages 1, 18, 23, and 28 through 32, revised.

Summary

Chapter 14-J is revised to:

- Remove references of card replacement in ABC.
- Clarify card issuance and replacement in EPPIC™.

Effective Date

Immediately.

Material Superseded

This material replaces the following pages from Employees' Manual, Title 14, Chapter J:

Page	Date
Contents (page 1)	March 13, 2012
1, 18, 23, 28-32	March 13, 2012

Additional Information

Refer questions about this general letter to your area income maintenance administrator.

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EPPIC™ System Overview

EPPIC™ is the computer system through which Iowa delivers Food Assistance via electronic benefit transfer (EBT). The EPPIC™ system:

- Maintains Food Assistance issuance data.
- Tracks all Food Assistance account activities.
- Authorizes Food Assistance purchase transactions at retailers' point of sale devices.
- Provides customer service support for cardholders and retailers 24 hours a day, 7 days a week.
- Allows Department central office to specify a password (called "multifactor authentication") for extra account security, upon client request.
- Provides the Department with real-time access to Food Assistance account information, benefit availability, and account transaction histories.
- Allows the Department to add authorized representatives and secondary cardholders to Food Assistance accounts.
- Allows the Department to deactivate any Iowa EBT card immediately.
- Reconciles daily all Food Assistance activities between the state, the federal government and retailers.
- Provides DHS and the USDA Food and Nutrition Service (FNS) the ability to monitor the following facilities to ensure that Food Assistance program violations do not occur:
    - FNS-authorized meal services that provide substance abuse treatment.
    - Drug and alcohol treatment centers that use Food Assistance through authorized representative Iowa EBT cards.
    - Group living arrangements.
- Generates financial and other types of reports for DHS and FNS Food Stamp Program administration staff.

Deactivating and Replacing an Iowa EBT Card

EPPIC™ users can immediately deactivate a card and issue a replacement card.

Cardholders can deactivate and replace their own Iowa EBT cards by calling EBT customer service. When the customer service representative **can** identify the caller as the cardholder, the caller will be mailed a replacement card at the same time the old card is deactivated. See EBT Customer Service for more information about replacement of lost, stolen, or damaged cards.

When the EBT customer service **cannot** identify that it is the cardholder making the replacement request, an IM worker must replace the card through EPPIC™.

Use EPPIC™ entries to deactivate, but not replace, a card when:

- The primary cardholder requests deactivation of a card belonging to a secondary cardholder or authorized representative.
- The only person on a Food Assistance case passes away.

NOTE: If benefits are returned due to death or because a household no longer wants the benefits, check to see if an overpayment claim exists against the household.

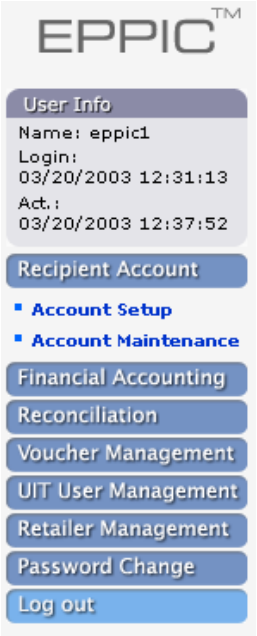
- If so, process the return as a claim repayment. Benefits returned in excess of the claim amount should be processed as returned benefits.
- If no overpayment claim exists, complete form 470-2574, *EBT Adjustment Request*, to document the return. See 6-Appendix for instructions. Make an entry to ABC as instructed in 14-B(5), Recording Returned Food Assistance.

The following action steps and screen prints show how to deactivate and replace cards.

Adding Secondary Cardholders and Authorized Representatives

If a second or third cardholder needs to be added on a case without removing the existing cardholders, or if a cardholder needs to be added on a case that is closed in ABC, the cardholder must be added through EPPIC™.

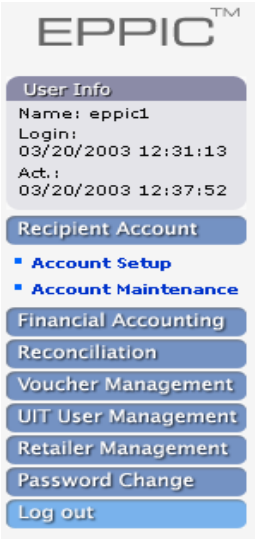
The following action steps show how to add a cardholder through EPPIC™ entries.

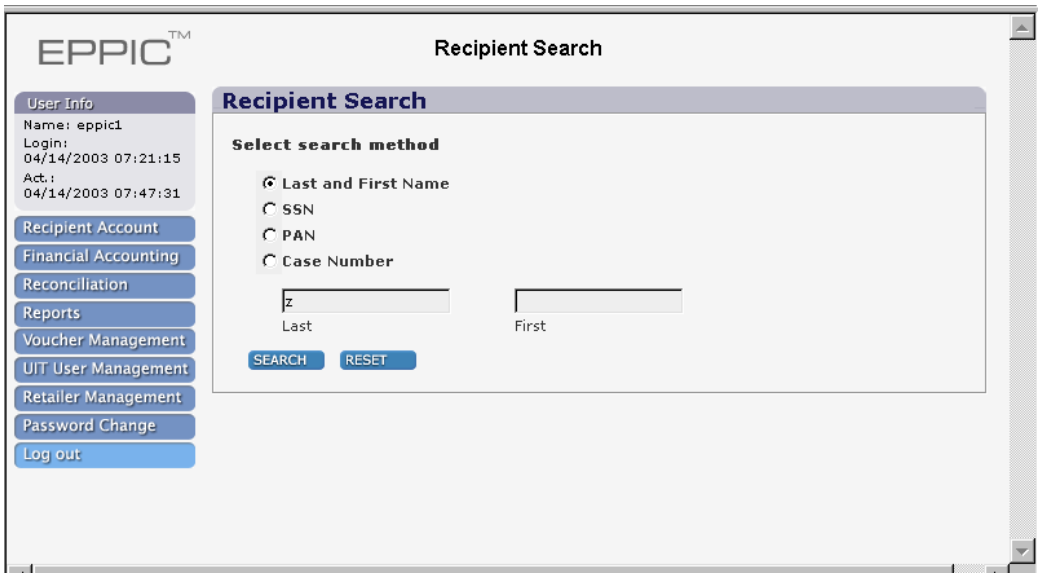
STEP	ACTION
1	Click on RECIPIENT ACCOUNT on the EPPIC™ menu. Example of EPPIC™ menu. 
2	Click on ACCOUNT MAINTENANCE on the EPPIC™ menu drop down box.
3	The **Recipient Search** screen will appear.

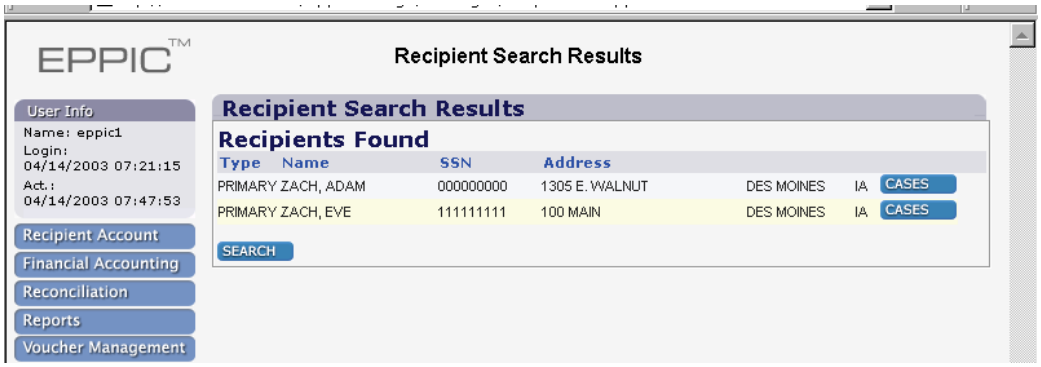
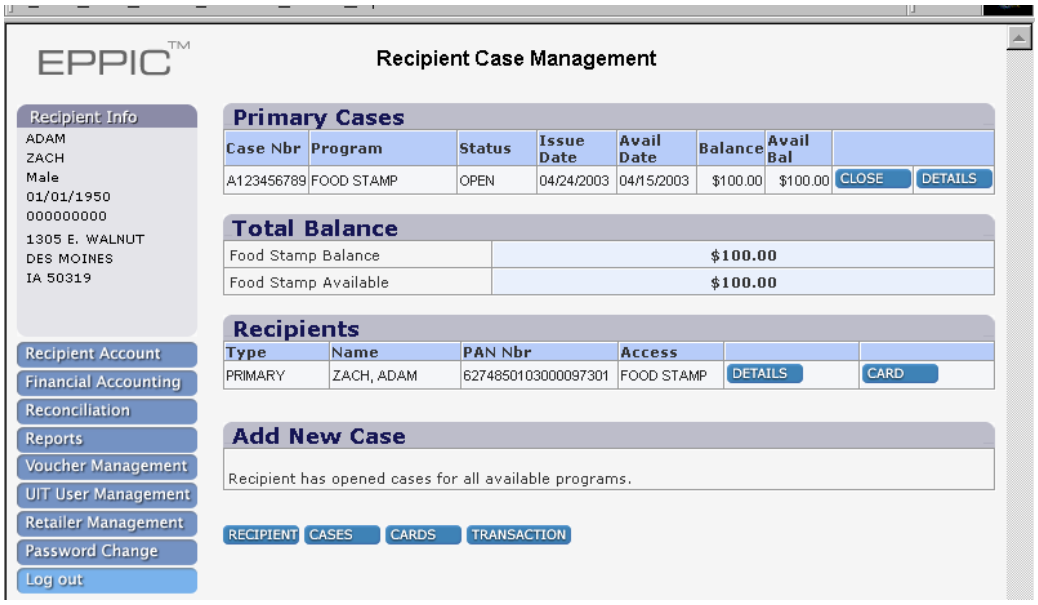
Removal of Cardholder or Authorized Representative

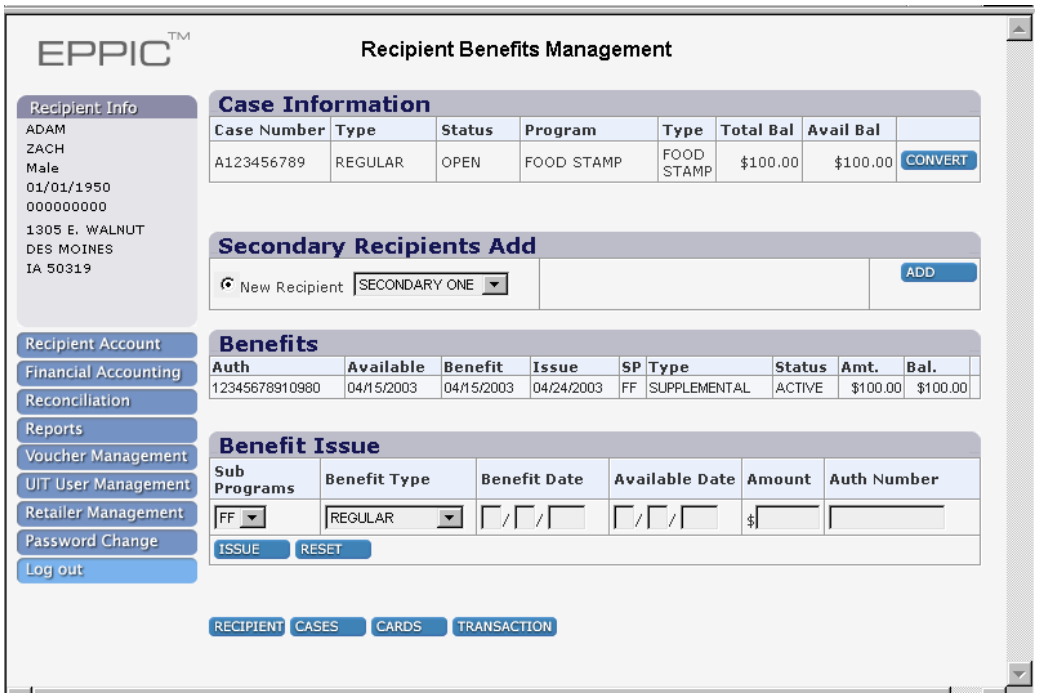
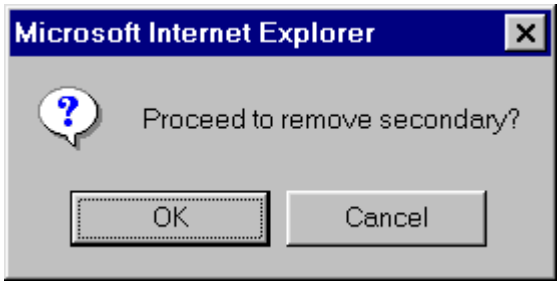
When a primary cardholder reports that an authorized representative or a secondary cardholder on the household's account needs to be stopped immediately from having access to the food account, deactivate the person's Iowa EBT card through EPPIC™ entries.

The following action steps show how to remove a secondary or authorized representative cardholder.

STEP	ACTION
1	Click on RECIPIENT ACCOUNT on the EPPIC™ menu. Example of the EPPIC™ menu: 
2	Click on ACCOUNT MAINTENANCE on the EPPIC™ menu drop down box.

STEP	ACTION
3	The **Recipient Search** screen will appear. 
4	On the **Recipient Search** screen, use the **SELECT SEARCH METHOD** by clicking the bullet next to the item you want to search for: LAST AND FIRST NAME, SSN, PAN or CASE NUMBER. PAN is the 19-digit number on the front of the Iowa EBT card. Each Iowa EBT card has its own unique PAN. CASE NUMBER is the ABC Food Assistance case number. You must enter the entire case number.
5	Enter information in the boxes that appear according to the search method chosen. If you are searching by name and the spelling of the name is uncertain, you can enter the first letter or part of the last name in the **LAST** box. You can also enter part of a last name and part of a first name. Click on the SEARCH button.

STEP	ACTION
6	The **Recipient Search Results** screen will appear. 
7	Click on the CASES button next to the correct cardholder.
8	The **Recipient Case Management** screen will appear. 

STEP	ACTION
9	Click the DETAILS button in the **PRIMARY CASES** section of the screen and the **Recipient Benefits Management** screen will appear. 
10	Click the REMOVE button in the **SECONDARY RECIPIENTS** section for the person you want to remove. Message: "Proceed to remove secondary?" Click OK to complete the action. 

Cardholder Demographic Update

Never update demographic information directly in the EPPIC™ system if the update can be accomplished by updating EPPIC™ through the ABC batch process. You **must** update a cardholder's demographics in the EPPIC™ system when:

- The ABC case is in a closed status and a cardholder's address needs to be changed in order to issue a replacement Iowa EBT card. ABC will take an address change when a case is closed, but information will not be transmitted to EPPIC™ from a closed case. Update ABC and EPPIC™ **at the same time** to ensure the integrity of the ABC and EPPIC™ systems.
- The cardholder's information is not on ABC. Some cardholders are issued Iowa EBT cards directly through EPPIC™ entries. Examples include:
  - Emergency authorized representatives
  - A second or third cardholder on an account

The following screen prints and action steps show how to update demographics in the EPPIC™ system by direct EPPIC™ entries.

STEP	ACTION
1	Click on RECIPIENT ACCOUNT on the EPPIC™ menu. Example of the EPPIC™ menu.