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## General Information Memorandum

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**ISD-GI 17-37**

**TO:** ISD Employees  
**FROM:** Mary Brogdon, Director, Income Support Division  
**RE:** Procedures for Over-the-Counter (OTC) EBT Cards  
**DATE:** October 16, 2017

This memorandum is to replace ISD-GI 16-27. Please remove and replace with the following information. The purpose of this GI is to notify ISD staff of changes to the Over-the-Counter (OTC) EBT card issuance procedures.

County Directors please review this GI with all staff between today and October 30, 2017. Each staff person is required to sign the attached sign in sheet to validate they have reviewed and understand the information contained in this GI. County Directors, please submit one sign in sheet per County Office to Vida Tapia-Sanchez, Deputy Director of Program, via email at [Vida.Tapia-Sanchez@state.nm.us](mailto:Vida.Tapia-Sanchez@state.nm.us), no later than October 31, 2017.

If the customer chooses to receive the OTC EBT card, the card will be issued to the customer that day and the procedures, discussed later in this GI, will be followed to activate the OTC.

If any of the following circumstances occur, the customer should also automatically be offered an OTC EBT card. This includes, but is not limited to:

- If the customer qualifies for expedite SNAP benefits and does not have an EBT card.
- Instances where a card was ordered, but was not received by mail, such as:
  - 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.
- Other circumstances that may require an OTC EBT card to be issued, especially those for replacement cards, may include, but are not limited to:
  - (a) Over the age of 60;
  - (b) Disabled;
  - (c) Resides in a rural area;
  - (d) Homelessness;
  - (e) Victim of domestic violence;
  - (f) Victim of crime; or

- (g) Other hardship situations authorized by the County Director, Officer in Charge, or Line Manager.

If an OTC card has been approved, the OTC authorized personnel will request an OTC card activation. To request an OTC EBT card activation, follow the procedures listed below:

- The OTC authorized personnel will fill out the OTC template with the information below (the revised OTC Template.xls is available in the forms drive:\\disfasv025\ISDForms. The template is encrypted with the standard ISD password):
  - Recipient's name (case head of household)
  - Aspen case number
  - ASPEN individual number (for head of household)
  - The OTC card number
  - Reason for the OTC
- The OTC authorized personnel will enter case comments in ASPEN regarding the EBT OTC approval.
- The OTC authorized personnel will then send an email to the **HSD-OTC-Request** email located in the Global Address List, with the OTC template as an attachment. Do not release the OTC card to the customer until activation has been confirmed, unless the customer is approved expedite and the card cannot be activated until the following business day.
  - If a customer is deemed eligible for expedite and wants an OTC card but is not known in the FIS system, a copy of the EBT card must be sent with the OTC template to the EBT unit. The demographic information will batch to FIS via a nightly batch. The next business day, the EBT unit staff will verify the case in FIS and activate the OTC card.
- The EBT Unit staff will activate the card in the FIS System and email the OTC authorized personnel that the OTC card has been activated or when the card will be activated.
- The EBT unit staff will enter case notes in ASPEN once the OTC has been activated.

**The County Office will:**

- Maintain the EBT Card Issuance Log
- Require the OTC customer to verify proof of identity
- Provide the OTC customer with the "New Mexico Electronic Benefits (EBT) Card" brochure
- Advise the customer that only one EBT card can be active at a time and all other cards will be deactivated

- Provide OTC customers with their temp ID number (found in ASPEN) when they do not have a Social Security number
- Send the completed OTC template via email to HSD-OTC-Requests
- Have the OTC customer sign the EBT issuance log
- Issue the EBT OTC card to the customer.
- For new approvals, inform the customer that benefits will not be available until the next day.
- Instruct the customer to contact FIS Customer Service toll-free number at 1-800-843-8303 to create a Personal Identification Number (PIN), if necessary.
  - If a pin number is already established, it 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 or when it will be activated
- Fulfill card order requests from the field office to replenish card stock; once the EBT card request is received, the EBT cards will be sent via certified mail and should be received within 3-5 business days
- Complete Management Evaluations (ME's) annually to ensure field office OTC procedure compliance

If a different PIN is required, the customer will need to call the FIS Customer Service line at 1-800-843-8303, and follow the prompts to reset the PIN. In addition, never give out an EBT card number verbally.

A customer can always request an EBT card by calling FIS; the card will be issued by mail the following business day. To request a new EBT card be delivered via mail, a customer may call FIS at 1-800-843-8303 and speak to a customer service representative or field office staff can request a card replacement using the EBTEdge.com website.

If you have any questions regarding this GI please contact EBT Staff Manager Janee Casaus by email at [janee.casaus@state.nm.us](mailto:janee.casaus@state.nm.us).

Attachment: OTC Request Log  
GI 17-37 Sign-In Sheet

OTC Request Template - forms drive:\\disfasv025\ISDForms

## OTC Request

<b>Recipient Name: Head of Household</b>	
<b>ASPEN Case #:</b>	
<b>ASPEN Individual #: Head of Household</b>	
<b>OTC Card #</b>	
<b>Reason for OTC</b>	<input type="checkbox"/> Expedite
	<input type="checkbox"/> Over the age of 60
	<input type="checkbox"/> Disabled
	<input type="checkbox"/> Resides in a Rural Area
	<input type="checkbox"/> Homeless
	<input type="checkbox"/> Victim of Domestic Violence
	<input type="checkbox"/> Victim of Crime
	<input type="checkbox"/> Undeliverable
	<input type="checkbox"/> Card was not mailed from Vendor
	<input type="checkbox"/> Other reason (determined by CD, OIC, or LM)

