



New Mexico Human Services Department

Susana Martinez, Governor
Sidonie Squier, Secretary

Income Support Division
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INCOME SUPPORT DIVISION INTRADEPARTMENTAL MEMORANDUM

ISD GI 12-47

DATE: August 3, 2012

TO: All ISD Staff

FROM:  Ted Roth, Director
Income Support Division

SUBJECT: Changes to EBT Card Procedures

Effective August 11, 2012, there will be a change to the JP Morgan EBT system that allows automatic issuance of an EBT card only if the following conditions exist:

- 1) A client reapplies for services after two years, with no SNAP/TANF debit activity.
- 2) An Applicant that is new to the EBT system and does not have any SNAP/TANF history.

It is important for field staff to ask the individual who is reapplying if they have an EBT card. Clients that have used their EBT card within the last two years of reapplication **will not** be automatically sent an EBT card. The client must call JP Morgan's 24 hour service at 1-800-843-8303 or the EBT Help Desk at 1-800-233-4465, Monday through Friday, to order a replacement EBT card, activate and/or to re-pin the card.

Continue to follow the counter process and procedures if needed, for issuing EBT cards in emergency situations. Also, **do not** enter an "H" in APPL-EBT-SEND-CARD on the registration screen (Function A) as this could still cause a delay in mailing a card based on the nightly batch.

If you have any questions regarding this change please contact Diane Valdez at the EBT Help desk at (505)222-6705.

Attachment:

MFSession3 - Mocha W32 TN3270

File Edit View Settings Help

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*** REGISTRATION *** REAP 01
 *** APPLICANT DATA ***

GEO-CNTY: 26 ADMIN-CNTY: 00 SUPV-CODE: 00 EW-CODE: 00

NAME: FIRST: MI: LAST:
 ADDR-LINE-1: ADDR-LINE-2:
 CITY: ST: ZIP: PHONE: (505)

CASEHEAD:
 NAME: FIRST: john MI: LAST: dow PRIMARY-LANGUAGE: e

RESIDENT-ADDRESS:
 ADDR-LINE-1: Income support ADDR-LINE-2:
 CITY: santa fe ST: nm ZIP: 87505 PHONE: (505)

MAILING-ADDRESS: APP EBT-SEND-CARD: i ←
 ADDR-LINE-1: Income Support ADDR-LINE-2:
 CITY: santa fe ST: nm ZIP: 87505

MESSAGE 013 137 192
 013 REQUIRED INPUT NOTED BY 32

ONLINE 2,12

RESCINDED