



Department of Human Services
 311 West Saratoga Street
 Baltimore MD 21201

FIA ACTION TRANSMITTAL

Control Number: # 23-09

Effective Date: Upon Receipt

Issuance Date: March 28, 2023

**TO: DIRECTORS, LOCAL DEPARTMENTS OF SOCIAL SERVICES
 DEPUTY/ASSISTANT DIRECTORS FOR FAMILY INVESTMENT,
 FAMILY INVESTMENT SUPERVISORS AND ELIGIBILITY STAFF**

FROM: LA SHERRA AYALA, EXECUTIVE DIRECTOR

**RE: SUPPLEMENTAL INFORMATION REGARDING AT 23-08
 RESTORATION OF STOLEN EBT BENEFITS**

**PROGRAM IMPACTED: SUPPLEMENTAL NUTRITION ASSISTANCE
 PROGRAM (SNAP), TEMPORARY CASH
 ASSISTANCE (TCA), TEMPORARY DISABILITY
 ASSISTANCE PROGRAM (TDAP), PUBLIC
 ASSISTANCE TO ADULTS (PAA)**

ORIGINATING OFFICE: OFFICE OF PROGRAMS

SUMMARY

This Action Transmittal (AT) will address how to handle reported address changes, the Office of Inspector General (OIG) referral process, and Electronic Benefit Transfer (EBT) benefit replacement amount calculations as it relates to restoration of stolen EBT benefits. This AT is a supplement to [AT: 23-08- RESTORATION OF STOLEN EBT BENEFITS.pdf](#).

POLICY

REMINDER: PROGRAMS ELIGIBLE FOR REPLACEMENT

A Department Human Services (DHS) client must submit an EBT Fraud Claim Attestation Form for replacement of stolen EBT benefits for the following programs:

- Supplemental Nutrition Assistance Program (SNAP)
 - Disaster SNAP (D-SNAP)
 - Emergency Allotments (EA)
 - Minimum State Supplement

- Heat and Eat (Cash)
- Summer SNAP
- Temporary Cash Assistance (TCA)
 - Transitional Support Services (TSS)
 - Child Support Passthrough
- Temporary Disability Assistance Program (TDAP)
- Refugee Cash Assistance (RCA)
- Public Assistance to Adults (PAA)

PROGRAMS THAT ARE NOT REPLACEABLE

- Pandemic EBT (P-EBT) benefits are not reimbursable at this time.

REPORT A CHANGE

- Changes are considered reported by the household on the date that the local department receives the report via mail, telephone conversation, personal visit by the household, or electronic device (myMDTHINK, fax, or e-mail).

OIG REFERRALS

- Clients who submit EBT Replacement Claims are not required to separately report the fraud incidents to the Office of Inspector General (OIG). The EBT Fraud Attestation Form submitted by a client will become the referral to OIG. The Local Department of Social Services (LDSS) case managers **do not** have to report EBT Fraud to OIG. Please continue to encourage all clients impacted by EBT fraud to submit the EBT Fraud Claim Attestation form online.

REQUIRED ACTION

HANDLING ADDRESS CHANGES

When a client submits an EBT Fraud Claim Attestation form and the address on the form is different from what is found on the "Contact Information " screen in the Eligibility and Enrollment (E&E) system on an active case:

ACTION FOR: ALLEGANY AND GARRETT EBT REPLACEMENT TEAM

- Send an email to the jurisdiction of record using the designated email accounts found in the "[FIA County Specific Verification Information.](#)"
 - "Subject "URGENT REQUEST: EBT Fraud Address Change required ASAP"
 - Be sure to include client's name, case ID, and new address in the body of the email
- Continue processing the EBT Fraud Claim Attestation form. However, do not confirm the decision until the jurisdiction of record updates, and confirms the reported address change.

- If the client's jurisdiction of record is Allegany or Garrett County and the case is being processed by the respective county the case manager must take action to update and confirm the reported address change prior to confirming the decision.

ACTION FOR: JURISDICTION OF RECORD

- Once "URGENT REQUEST: EBT Fraud Address Change required ASAP" emails are received from Allegany or Garrett, **the jurisdiction of record must update and confirm the reported address change *within 48 hours*.**
- If the client is not a recipient of the Heat and Eat Program, call the client to inquire if there were any changes to their shelter expenses.
- If applicable, send the client a 1052 Request for Information form to verify the reported change in shelter expenses. Note: Do not delay in confirming the address in E&E once informed of address change. EBT Fraud Attestation forms must be processed within 10 days of receipt.
- Encourage clients to use the Consumer Portal to submit shelter verification in order to expedite the change process.
- Upon receipt of the verified reported shelter expense, update and confirm the new shelter expense in E&E.

ROUNDING EBT REPLACEMENT AMOUNT

EBT Replacement Team members in Allegany and Garrett have asked the Family Investment Administration (FIA) to provide guidance on how to handle fraud transactions involving decimals. As a standard practice, we issue benefits in whole dollar amounts. The Eligibility and Enrollment (E&E) system automatically rounds benefits to the nearest whole dollar amount.

For EBT Fraud Replacement, case managers should add up all eligible transactions and round up to the next dollar all replacement claims that include cents. This includes claims in which the cents are less than \$0.50 (i.e., if a client reported \$327.11 was stolen, the case manager will be reimbursed \$328). The case manager will manually input the amount into the "Transaction Amount" field located on the EBT Replacement page.

REFERENCES

[AT: 23-08- RESTORATION OF STOLEN EBT BENEFITS.pdf](#).

INQUIRIES:

Please direct policy questions to FIA Policy by completing the [FIA Policy Information Request Form](#) found on Knowledge Base or via email at fia.policy@maryland.gov for Montgomery County only.

For systems questions, please email fia.bsdm@maryland.gov.

cc: DHS Executive Staff
FIA Management Staff
DHS Help Desk
Constituent Services
Office of Administrative Hearings