



311 West Saratoga Street  
Baltimore MD 21201

**FIA ACTION TRANSMITTAL**

**Control Number: # 24-01**

**Effective Date: July 1, 2023**

**Issuance Date: July 3, 2023**

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

**FROM: LA SHERRA AYALA, EXECUTIVE DIRECTOR**

**RE: DISCONTINUATION OF THE POSTPONED EXPEDITED SERVICE  
WAIVER FOR SUPPLEMENTAL NUTRITION ASSISTANCE  
PROGRAM (SNAP)**

**PROGRAM AFFECTED: SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM  
(SNAP)**

**ORIGINATING OFFICE: OFFICE OF OPERATIONS**

**SUMMARY**

Effective July 1, 2023, interviews must be completed prior to issuing expedited SNAP benefits.

**POLICY**

Effective July 1, 2023, Maryland can **no longer postpone the required interview prior to issuing SNAP expedited benefits.** All other expedited criteria and processing procedures still apply.

**EXPEDITED PROCESSING PROCEDURES:**

1. Households must be screened on the date of application no later than the next business day to determine if the household meets the expedite criteria:
  - a. The expedite screening must be narrated in the Eligibility and Enrollment (E&E) system.
2. The interview must be completed prior to the issuance of expedited SNAP benefits.
3. Identity **must be verified.**

- a. REMINDER: This does not have to be a photo ID. Identity can be verified through a collateral contact. If the customer is known to E&E, you can ask a question about personal data that only the person is likely to know.
4. If unable to verify income, assets, and deductions use the applicant's statement about the amounts to determine the benefit amount.
  - a. NOTE: A 1052 must be issued requesting the missing verifications.

### **POLICY HIGHLIGHTS:**

- If a household does not complete the interview by the 7th calendar day, the application **cannot be processed** within the established expedited service time frames. The application must be processed within the normal 30 days of the date of application, in accordance with 7 CFR 273.2 (FNS- GD- 2006-011) of the rules.
- Case managers must take into account holidays and weekends. Therefore, if the seventh calendar day falls on a weekend or holiday, the application must be processed before the holiday or weekend.
- For shelter and dependent care deductions to continue past the expedited month(s) the household will need to provide verification. If the household fails to do so, remove the deductions the second month.
  - REMINDER: The only mandatory verification for the expedited processing timeframe is proof of identity (see above at 3.a regarding identity verification).
- The Local Department of Social Services (LDSS) must give eligible households the opportunity to participate on or preferably before the seventh day for expedited cases. "Opportunity to participate" means the household has access to benefits (households must have their EBT card, have been trained in its use and benefits must be available on EBT).
  - To ensure the agency meets the "opportunity to participate" time frame, be sure to inquire during the interview whether or not the customer has access to a previous EBT card or is in need of a new EBT card.
  - If the customer is in need of a new EBT card please see the EBT Tip Sheet below.

### **SCHEDULING INTERVIEW PROCEDURES:**

In the E&E system, the LDSS must:

1. Schedule an appointment on the Application Disposition screen during the Application Registration workflow process.
  - a. LDSS may also schedule an interview once registration is completed using the Calendar icon on the taskbar.
  - b. Best practice: Allow 5 days from the date the interview is scheduled (mail delivery; holiday and weekend; next business day).

**Example:** Customer applies July 5, 2023, a cold call is made July 5, 2023, with no response from the customer. An interview is scheduled for July 10, 2023. When a scheduled interview is missed, it is best practice for LDSS to update the appointment scheduler in E&E indicating the appointment was Missed. If the LDSS does not update

the scheduler as Missed, the system will automatically change the scheduled interview to Missed and generate a Notice of Missed Interview (NOMI).

Note: It is required to always update the scheduler when the interview has been completed to ensure the appropriate status is in E&E and to avoid an erroneous NOMI being issued to the customer.

Reminder: A cold call is **not** equivalent to scheduling an interview. LDSS must first schedule an interview allowing the customer time to receive the notice and respond accordingly. Under no circumstance should an interview be scheduled and marked missed on the same day.

\*A Cold call is a best practice not a requirement.

Resource:

- [AT: 21-05 “Using Telephone Interviews As The Preferred Interview Method](#)
- EBT Tip Sheet
- Expedite Eligibility Tool found on Knowledge Base
- [IM: 21-21 Mandatory-Verification-Matrix-Per-Program.-attachments](#)
- [IM: 23-12 IM Proper Procedures for Setting Interview](#)
- How-To-Guide: Schedule an Interview Appointment V2
- SNAP Manual Section 401- Expedited Services
- SNAP Manual Section 103 - Residents of Shelters for Battered Women and Children

### **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](mailto:fia.policy@maryland.gov) for Montgomery County only.

For systems questions, please email [fia.bsdm@maryland.gov](mailto:fia.bsdm@maryland.gov).

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

## **EBT Tip Sheet**

If this is your first time applying for a program that will require an EBT card, the initial EBT card will be mailed to you. Once you receive your card you must call 1-800-997-2222 to activate and create a PIN for your card.

If you have received an EBT card in the past, but have had a break in coverage, your previous card may be used. However, due to the national cloning and skimming scams we recommend you order a new card.

To order a new EBT card you must call the Maryland EBT Customer Call Center at 1-800-997-2222. Once a card is ordered, it will arrive in 7 to 10 business days. Be sure to change your PIN if ordering a replacement card.

EBT Call Center representatives are available to customers 24/7.

EBT Call Center high call volume times are between 7:00 a.m. - 7:00 p.m.

EBT Call Center high call volume days are Monday through Thursday

What to do if you do not have your previous EBT Card, and/or do not remember the PIN?

First contact the Maryland EBT Customer Call Center at 1-800-997-2222 and follow the prompts below:

### **Steps to speak to a LIVE agent:**

- Option 1 - (English)
- Option 4 - Report your card lost, stolen, or damaged prompt
- Enter - SSN, DOB, PIN
  - If you do not recall your PIN, enter any 4 digits and remember the 4 digits you entered.

You will be prompted to enter the same information in again:

- SSN (option 1 to confirm the SSN)
- DOB (option 1 to confirm the DOB)
- PIN (enter in the previously entered 4 digits)
  - Remain on the line, and you will be transferred to a live agent after the recording.  
Note: Wait times vary depending on call volume.

EBT Services are also available online at [https://www.connectebt.com/mdebtclient/ebt\\_program.jsp](https://www.connectebt.com/mdebtclient/ebt_program.jsp)

Mobile APP: Access your SNAP balance, transactions or order a new card by installing ConnectEBT on your smartphone.

## Consejos útiles de la EBT

Si esta es la primera vez que usted aplica a un programa que requiere una tarjeta EBT, la tarjeta EBT inicial le será enviada por correo. Cuando la reciba, usted debe llamar al 1-800-997-2222 para activarla y crear su contraseña.

Si en el pasado usted tuvo una tarjeta EBT pero dejó de tener cobertura, puede usar esa misma tarjeta. Sin embargo, debido a la clonación de las tarjetas y al robo electrónico de fondos en todo el país, le recomendamos ordenar una nueva tarjeta.

Para ordenar una nueva tarjeta EBT, llame al Centro de Atención al Cliente de Maryland EBT al 1-800-997-2222. Una vez la ordene, le llegará después de 7 a 10 días laborables. Asegúrese de cambiar su contraseña si ordena una tarjeta de reemplazo.

Los representantes del Centro de Atención al Cliente de EBT están disponibles al público las 24 horas, los 7 días de la semana.

Las horas con el mayor volumen de llamadas en el Centro de Atención al Cliente de EBT son de 7:00 a.m. - 7:00 p.m.

Los días con el mayor volumen de llamadas en el Centro de Atención al Cliente de EBT son de lunes a jueves.

¿Qué debe hacer si ya no tiene su tarjeta EBT o no recuerda su contraseña?

Primero, llame al Centro de Atención al Cliente de EBT al 1-800-997-2222 y siga las indicaciones siguientes:

### Pasos para hablar con un(a) representante

- o Llame al Centro de Atención al Cliente de EBT al 1-800-997-2222 para reportar que ha perdido su tarjeta
- o Opción 2 (para español)
- o Opción 4 - Indicación para reportar que ha perdido su tarjeta o se la han robado o dañado
- o Ingrese su SSN, su fecha de nacimiento y su contraseña (PIN)
  - Si no recuerda su contraseña (PIN), ingrese los 4 dígitos que quiera y recuérdelos.

Se le indicará ingresar la misma información nuevamente

- o SSN (opción 1 para confirmar el SSN)
- o Fecha de nacimiento (opción 1 para confirmarla)
- o Contraseña (PIN) (ingrese los 4 dígitos que usó antes)
  - Permanezca en la línea y se le transferirá a uno de los representantes. Nota: Los tiempos de espera varían dependiendo del volumen de llamadas.

Los servicios de EBT también están disponibles en línea en [https://www.connectebt.com/mdebtclient/ebt\\_program.jsp](https://www.connectebt.com/mdebtclient/ebt_program.jsp)

Aplicación móvil: Consulte su saldo de SNAP, haga otras transacciones u ordene una tarjeta nueva instalando ConnectEBT en su teléfono inteligente.