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## INTRODUCTION

### FIP, SDA, RCA and FAP

Electronic Benefit Transfer (EBT) allows clients who receive cash assistance (FIP, SDA etc.), and food assistance (FAP) to receive their benefits using debit card technology. Benefits are deposited electronically into a cash and/or food account. Clients access their benefits by using their personal identification number (PIN), along with their Bridge card.

### EXCESSIVE CARD REPLACEMENT RULE

Issuance of four or more Electronic Benefit Transfer (EBT) cards has been shown to be a potential indicator of fraud and abuse of Food Assistance Program (FAP) benefits. It may also be an indicator of the potential need for a referral to protective services in situations where benefits are suspected of being misused.

In the department's ongoing efforts to combat fraud and abuse, and to comply with new Food and Nutrition Services (FNS) policy, the following procedure will be implemented:

- The EBT vendor, Conduent, Inc. will send a card withholding letter to all households when they are at their 4th replacement card within a 12 month period, notifying them that they have reached the number of issued cards threshold, and at their 5th and each subsequent card replacement request their card will not be issued until they have gone into the local office to speak directly to the district manager or county director.
- Upon the client's request for a 5th card, a second card withholding letter will be sent by Conduent, Inc. notifying the client that they have exceeded the number of card requests allowed, and that they must contact their local office to schedule an appointment to speak directly to the district manager or county director in order to get another card. Conduent, Inc. will inform clients calling to request replacements of this requirement.
- The district manager or county director will meet with the client in question and review their situation and explanation. Based on this contact, the county director or district manager will make appropriate referrals and issue a new EBT card under

their authority. The situation, referrals, and approval shall be recorded on the DHS-1054, Authorization to Approve Issuance of Electronic Benefit Transfer (EBT) Card, form. Copies of the authorization document shall be stored in the local office and the case record for seven years either as a hard or scanned copy. Copies will also be forwarded to the appropriate business service center (BSC) director.

- Clients that have a disability indicator in Bridges will not receive excessive card replacement letters and will not be subject to the excessive card replacement policy. These clients however, will be subject to applicable card replacement fees. To meet FNS guidelines, EBT replacement cards must be available for pick up or placed in the mail within two business days following notice by the household to the state agency that the card has been lost or stolen. A copy of the authorization form may be used to locally issue an EBT card as appropriate.

## BRIDGE CARD ISSUANCE

### Head of Household

Conduent, INC. issues Bridge cards to the program head of household (HOH), unless there is a third-party payee/protective payee for the cash program. The Bridge card is then issued to both the HOH and the third-party payee/protective payee. Bridge cards are automatically mailed by Conduent, INC. for:

- Head of Household changes.
- New case openings when a Bridge card has **not** previously been issued for the same recipient identification number.

**Note:** If a Bridge card has previously been issued for the HOH's recipient identification number and the client no longer has the card, they must contact Conduent, INC. to request a replacement card or a local office over-the-counter card can be issued.

Clients will receive the Bridge cards and card mailer with basic information two to five days after the case opening. The, DHS-Pub-322, How to Use Your Michigan Bridge Card, pamphlet will be sent to clients with initial Bridge cards. In the event an initial over-the-counter-card (OTC) is issued to the recipient in the local office, a hard copy of the DHS-Pub-322 must be provided to the card holder.

Bridge cards will be mailed to the local office for clients who are using the county/district office as their mailing address.

**Note:** FAP clients must have their Bridge card and access to their benefits to meet the standard of promptness. FAP benefits are not available to the client until the day after the benefits are authorized.

### Head of Household Changes

If the HOH on a case changes, remaining benefits in the account do **not** transfer to the new HOH's Bridge card. The previous HOH retains access to the remaining benefits in their account. Any subsequent benefits issued on a case will be added to the new HOH's Bridge card. If the HOH change is due to death or incarceration (prison) see; Deceased or Incarcerated Household Changes in this item.

### Deceased or Incarcerated Household Changes

If an individual is either deceased or incarcerated and has **ever** had access to a Bridge card their access, as well as the authorized representative's access, will be terminated once updated accordingly in Bridges.

If the HOH is deceased or incarcerated and there are other members of the household who are entitled to the benefits, a new HOH will need to be determined from one of the remaining adult group members. See BAM 115 Application Processing, Designation of Head of Household.

A DHS-3503, Verification Checklist, will be issued by Bridges to allow the household 10 days to provide their choice of a new HOH. If verification is not received, the EDG will close for failure to verify.

**Exception:** For FAP only, if a new HOH is not chosen, the EDG will not close. The specialist must choose a new HOH from the remaining group members.

Once designation of a new HOH is received, enter the new HOH into Bridges.

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## Transfer of Funds

If the HOH is deceased or incarcerated, available benefits may be transferred to another group member who is the new HOH. Benefit transfers must be approved by policy. To request the transfer of the benefits, send an email to the appropriate policy email box; see BEM 100, Policy Interpretations. Include the following information:

- Case name.
- Case number.
- Name and recipient id of old HOH.
- Name and recipient id of new HOH.
- The reason for the transfer.

## Adjustment Processing

It may be necessary for the EBT vendor to review and adjust EBT transactions. The contractor and/or retailer/TPP can initiate an adjustment to resolve error and out-of-balance related to system problems. The contractor, on behalf of a client complaint, can initiate an adjustment to resolve a transaction error. The adjustment will reference an original settled transaction, which is partially or completely erroneous. The EBT vendor shall have the capability to process the adjustment and have this reflected in the client's account. Adjustments made by the contractor will cause money to be moved either to or from the client's EBT account, and will impact the daily settlement. Notification of pending debit adjustments must be provided to the department so that notification can be provided to the client. The EBT vendor will directly notify the retailer/client regarding the outcome of the adjustment processing in writing.

## Authorized Representative

The authorized representative (AR) is chosen by the client and can only access the FAP account. Entering the AR's name in Bridges will automatically generate a Bridge card.

The AR's Bridge card is mailed to the client's address. It contains the HOH's and AR's names. The AR is identified with "ARFS" following the name on the card. It is the client's responsibility to give the Bridge card and the PIN to the AR.

**Note:** Bridge cards are not issued to the HOH's spouse unless the spouse is designated as the AR.

Clients who no longer want their AR to have access to their FAP benefits may contact Conduent, INC. and request them to deactivate or status the AR's card, thus ending the AR's access to benefits immediately. Once a card is deactivated it **cannot** be reactivated, even if the same person is requested again as the AR.

Changing the AR in Bridges will deactivate the AR's card, however, not immediately. Advise a client who contacts MDHHS first, to also contact Conduent, INC. to deactivate the AR's card.

If a client wants to change the AR and the person is not listed in the current MDHHS-1171, Assistance Application, then a DHS-247, EBT Food Stamp Authorized Representative, must be completed: see BAM 110 Authorized Representative.

If the AR performs fraudulent activity involving a client's account, lost or stolen benefits are **not** replaced. If the fraudulent activity was done with the client's knowledge, it may result in criminal charges against the client and/or the client's benefits may be reduced.

### **Third-Party Payee/ Protective Payee**

Third-party payees/protective payees on cash assistance cases are issued a Bridge card and can only access the client's cash benefit account. The Bridge card is mailed to the third-party payee/protective payee's address on Bridges and will contain only the third-party payee/protective payee's name. When there is a third-party payee/protective payee, the client **cannot** access the cash account. Clients with a third-party payee/protective payee still have access to the FAP account.

If a group has both an AR and a third-party payee/protective payee, it may be the same person or different people. If it is the same person, that person will receive two Bridge cards, one to access the FAP account and the other to access the cash benefits; see BAM 420, Third-Party Payee, for more information.

#### ***Cash Third-Party Payee/Protective Payee Changes***

The following explains who can access the cash account when there is a change to the third-party payee/protective payee:

- If the third-party payee/protective payee changes, the new third-party payee/protective payee will be able to access any

existing benefits in the cash account with their new Bridge card.

- If the third-party payee/protective payee is deleted in Bridges, the third-party payee/protective payee will no longer have access to any benefits. Access will revert to the HOH who will have access to all the benefits in the cash account.

## LOCAL OFFICE ISSUED BRIDGE CARD

Local office over-the-counter issued Bridge cards are permanent cards and do not have the client's name printed on the card. Bridge cards may be issued by the local office upon receipt of an email from the eligibility/family independence specialist (ES/FIS). The ES/FIS must list the HOH's name and recipient identification and indicate in the email that an over-the-counter card is to be issued. The clerk must run a case summary and print a copy of the results. Valid photo identification must be presented by the cardholder to receive the card. Never give over-the-counter Bridge cards that belong to the HOH to the AR.

**Note:** If issuing an over-the-counter to a new HOH that will receive a benefit transfer due to the death or incarceration (prison) of the previous HOH, the policy approval email must accompany the request.

## Food Stamp Authorized Representative (AR) Bridge Card

It is **not** advised to issue an AR an over-the-counter Bridge card because of possible disagreements with the client. Issuing a Bridge card to an AR is only suggested in emergency situations (for example, the AR has lost their Bridge card and they need to immediately shop for an individual who is unable to shop).

An AR the over-the-counter Bridge card **cannot** be issued the same day a case is opened in Bridges.

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**PERSONAL  
IDENTIFICATION  
NUMBER (PIN)**

The PIN is a four-digit code which identifies the user to the EBT vendor. Anyone with access to both the PIN and Bridge card has access to the recipient's benefits. Clients should be advised to keep their PIN a secret, memorize it, and not write the number on the card. Clients must enter the PIN each time they use an automated teller machine or point-of-sale (POS) device. When the PIN is entered, four stars will show on the screen instead of numbers to prevent anyone from seeing the clients' PIN.

**PIN  
Selection/Change**

When clients receive their initial Bridge card from Conduent, INC. via the mail, they **must** call the Interactive Voice Response Unit to select a PIN. Recipients may select/change their PIN at any time by calling the Interactive Voice Response Unit at **1(888) 678-8914**. Clients may also use the POS device in the local office.

**PIN Lock/Reset**

Clients have four consecutive attempts to enter the correct PIN. After the fourth incorrect attempt, clients are locked out and cannot use their Bridge card until 12:01 a.m. the next day. The client's card can be reset prior to 12:01 a.m. by contacting the Customer Service Representative and providing the correct personal information.

**INTEGRATED VOICE  
RESPONSE UNIT**

Clients contact the Interactive Voice Response Unit, by calling **1-888-678-8914** from a touchtone phone. The Interactive Voice Response Unit number is listed on the back of the Bridge card, and is available 24 hours a day, seven days a week. By calling the Interactive Voice Response Unit, the client will be able to:

- Select/change a PIN.
- Obtain account balance(s).
- Hear the last 10 transactions.
- Obtain information on where and how to use their card.
- Obtain benefit(s) availability dates.

## Customer Service Representatives

If clients have questions, or difficulties providing the information through the Interactive Voice Response Unit, they are transferred to a Customer Service Representative for further assistance. Examples of services offered by Customer Service Representative include:

- Procedures on how to select, change or reset a PIN.
- Explanations of why a card may not be working.
- Taking reports of lost/stolen/malfunctioning cards, and initiating processes to replace a card.
- Reviewing their account balance.
- Mailing a two-month account history statement to the caller's last known address.
- Deactivation of an AR's card.

**Note:** MDHHS staff should **never** call the Integrated Voice Response Unit/Customer Service Representative for the client.

## BRIDGE CARD REPLACEMENT

If the Bridge card is lost, stolen or damaged, the client, third-party payee/protective payee and/or the AR **must** immediately notify Conduent, INC. by calling the Interactive Voice Response Unit. Any benefit loss that occurs prior to this notification is the client's responsibility and will **not** be replaced.

Once a Bridge card is reported as lost or stolen, Conduent, INC. immediately deactivates the current card and will reissue a new one at the client's request. Replacement cards are mailed in an active status, retain their original PIN and will arrive within two to five calendar days. The HOH or AR's card(s) are mailed to the HOH's address, and third-party payee/protective payee cards are mailed to the third-party payee/protective payee's address.

**Note:** It is the client's responsibility to change their PIN if they believe the original PIN is compromised.



If cash and/or FAP benefits are accessed after the clients contacts Conduent, INC. but before they actually deactivate the old card, the benefit replacement is the responsibility of Conduent, INC. and **not** MDHHS.

MDHHS only replaces FAP benefits when food is destroyed in a domestic misfortune or disaster; see BAM 502, Food Destroyed in a Domestic Misfortune or Disaster.

### Local Office Replacement

Bridge cards can be replaced by the local office. To issue an over-the-counter Bridge card; see Local Office Issued Bridge Card in this item.

**Note:** The local office will **not** issue a replacement Bridge card to an AR that has a status reason of “stated by primary”. This status reason indicates the client no longer wants the AR to have access to their benefits.

### Replacement Fee

Clients may receive only one free Bridge card replacement during their lifetime. The client’s authorized representatives or third-party/protective payees may only receive one free Bridge card replacement as well.

Clients’ available benefits will be reduced to cover the cost of all subsequent replacement cards with no exceptions granted. Even if an error is made with the spelling of an authorized representative or third-party payee/protective payee’s name and it is discovered on a future date, there is no way to reverse the charge or reimburse the client.

The available benefit reduction will vary based on whether the card is replaced by the EBT vendor (\$3.02) or by the local office (\$3.72).

**Example:** Sally has an authorized representative, named Sam. Sam loses his card and receives the one free replacement authorized representative card. If Sam loses the replacement card or Sally changes her authorized representative, her available benefits will be reduced for any future authorized representative cards.

**Note:** Sally is still eligible to receive one free replacement card for herself before her available benefits will be reduced to cover the cost of her replacement card.

### ***Benefit Reduction Process***

The EBT vendor determines if the entire replacement fee is available. If the entire fee is available in the client's cash account, the fee will be deducted from the available benefits. If not available, they will determine if the entire replacement fee is available in the client's FAP account.

If neither account has the entire replacement fee available, the fee will be deducted the next time an account has the available balance (starting with the cash account).

If the replacement fee is still not available after 365 days, the fee will be expired.

## **BENEFIT ACCESS**

Clients and/or their FSARs access benefits with their Bridge card and PIN at automated teller machines and at POS devices at retailers displaying the **Quest**® logo or sign. If the case closes, the cash or FAP benefits remaining on the Bridge card are still available to the client. They may continue to access these benefits in the account until they are depleted or expunged.

If the cash account balance contains enough to pay the transaction plus any applicable client fees; see Fees in this item, the account is debited for that amount. An approval message is sent back to the automated teller machine/POS device where either the purchase is completed or cash is dispensed.

If the cash account does not have sufficient funds to cover the transaction, a denial message is sent back to the access device. Clients can then contact the Interactive Voice Response Unit for information regarding their account.

### **Cash Benefits and Availability Dates**

FIP and SDA clients receive ongoing benefits, early payments (EPs) and supplemental benefits less than \$1,000 in their EBT cash account. The ongoing semi-monthly cash assistance EBT deposits are available on the warrant date shown in the issuance deadline schedule in RFS 305. Supplements and EPs are available the day

after authorized. Cash may be obtained only from a client's cash account.

**Exception:** Benefits on closed cases, EPs over \$1000, supplements over \$1000 and all replacement benefits are issued as warrants.

Clients can access benefits:

- At any automated teller machine that accepts **Quest®** clients.
- At a check cashier displaying the **Quest®** sign/logo.
- By making a purchase at retailers who accept the Bridge card.
- Through a cash-only POS transaction at a retailer which allows that option.
- As cash back when making a purchase through a POS device located in a retail or merchant establishment that accepts the **Quest®** logo.

**Note:** The amount of cash back allowed depends on the retailer's policy. The client should ask the retailer before shopping.

### **Fees**

Clients are allowed four cash withdrawals per month from an automated teller machine without transaction fees. However, every automated teller machine transaction in excess of four per month will cost the client \$0.85 for each transaction. Such fees will be debited from their cash account balance at the time of the transaction. This will be an automatic debit; clients will **not** be informed of it prior to the transaction.

**Note:** Clients are **not** assessed a fee for accessing cash benefits with their Bridge card at a POS terminal.

### **Surcharges**

Unlike fees, an automated teller machine/network surcharge is the charge for using a particular bank's automated teller machine. Clients are given the option of paying the surcharge before their withdrawal. A question appears on the screen telling the client the cost of using that automated teller machine. If clients do **not** want to pay the surcharge, they may decline by pressing cancel, and their

Bridge card is returned. They can then access another automated teller machine somewhere else with either a lesser surcharge or no surcharge at all.

## FAP Benefits and Availability Dates

All FAP benefits are deposited into the client's EBT food account. New openings (including expedited issuances and supplements) are available to clients the day after the client information and benefit authorizations are authorized in Bridges.

Ongoing FAP benefits are available on the dates listed in RFS 305, and available on the same day of the month each month. The date depends on the last digit of the client's recipient ID number.

Clients access their FAP benefits:

- At any Food and Nutrition Service authorized POS retailer.
- Through the use of EBT paper vouchers issued by Food and Nutrition Service authorized merchants and retail establishments for eligible food items when:
  - The Food and Nutrition Service certified merchant or retail establishment does **not** have technical equipment to process the EBT transaction of food benefits.
  - There has been a technical problem that has resulted in the malfunction of the EBT system.

**Note:** Fees are **not** charged for accessing FAP benefits.

## GROUP HOMES

### Authorized Retailers

Group homes approved as Food and Nutrition Service-certified retailers are supplied with the necessary POS equipment for processing EBT transactions in the group homes. New group homes requesting to be Food and Nutrition Service-certified must contact Food and Nutrition Service to become an authorized retailer. Provide group homes with the address and phone number for the Food and Nutrition Service Field Office based on their county.

Retailers interested in accepting the Bridge Card for food benefits purchases must be authorized by Food and Nutrition Services

(FNS). To become an authorized retailer apply online at [www.fns.usda.gov/snap](http://www.fns.usda.gov/snap) or call the Food Assistance Program at 877-823-4369.

Retailers not authorized by FNS are eligible to participate by accepting the Bridge Card for cash benefits only, and must contact retailer operations to receive a survey form and a list of certified third party providers with which they may contract to provide EBT cash benefit services. If you would like this information mailed to you, or if you have questions regarding your contract, call Retailer Operations at 1-888-529-1693.

Group homes acting as Food and Nutrition Service-certified retailers permit clients to exchange their benefit dollars for food by swiping their Bridge card through the home's POS device.

The Bridge card is swiped between the first and the 15th of the month to reduce the client's monthly FAP benefit by half. The group home's account is increased by the amount deducted from the client's account. A second transaction is done between the 16th and the last day of the month for the remaining balance, again debiting the client's account and crediting the group home's account.

### **Authorized Representatives**

Those homes that are **not** approved as authorized retailers may be an authorized representative for the clients in their homes. In these situations, an employee (such as the food buyer) of the group home is identified as the AR for the residents in the home. This person is authorized by the client and the facility to act as an AR, accessing only the client's FAP benefits at a Food and Nutrition Service retailer location with a POS terminal; see BAM 110, AUTHORIZED REPRESENTATIVES.

### **LEAVING MICHIGAN**

#### ***Cash Assistance***

EBT clients who move out of state can still access the remaining benefits from their Michigan EBT accounts by using out-of-state ATMs displaying electronic benefit logo or stores displaying a **Quest®** sign/logo.

### ***Food Assistance***

FAP clients who move out of state can still access their remaining food benefits at participating food retailers.

**Note:** If on the last day of the month a FAP case has an out-of-state address on Bridges and the negative action extends into the following month, the system will **not** issue an ongoing monthly issuance for the closure month; see BAM 220, Adequate Notice.

## **EXPUNGEMENT**

Benefits in FAP or cash accounts that have not been accessed for 365 days will be expunged and not available to the client.

### **Replacing Expunged Benefits**

#### **FIP and SDA**

See BAM 505, for replacing expunged cash benefits.

**Exception:** Unaccessed cash benefits which are entirely state funded, for example, SDA benefits and FIP benefits on certain cases will **not** be expunged. Instead, these benefits will be escheated; see BAM 505, Replacing Escheated Benefits.

## **PROGRAM INTEGRITY**

The first line of defense in reducing inappropriate use of Bridge Cards is education. MDHHS provides client and retailer training. The trainings include guidelines for appropriate use of Bridge Cards as well as fraud and abuse information.

MDHHS county and district offices also utilize Bridge Card education videos in their lobbies. Michigan offers a toll free phone line (1-888-678-8914) that is available 24 hours a day, Seven days a week. The phone number is located on the back of the Bridge Card. Clients are also provided with written materials when they become eligible for assistance. DHS Pub-322, How to Use Your Bridge Card, includes the following information about appropriate use:

- Misuse of Food Benefits is a violation of state and federal laws.
- **Do not** sell, trade or give away Food Assistance benefits, PIN or Michigan Bridge Card.

- **Do not** allow a retailer to buy food benefits in exchange for cash.
- **Do not** use someone else's food benefits or Bridge Card for households.
- **It is prohibited to use cash assistance to purchase lottery tickets, alcohol, or tobacco. Cash assistance grants cannot be used for gambling, illegal activities, massage parlors, spas, tattoo shops, bail-bond agencies, adult entertainment, or cruise ships.**
- Clients who purchase any beverages, in any type of container with a deposit, who dump the contents out and return the containers for the deposit, may be disqualified from receiving Food Assistance Program (FAP) benefits.
- People who break Food Assistance Program rules may be disqualified from the program, fined, put in prison, or all three; and must repay the food benefits.

EBT authorized retailers are also provided with training and are required to understand and comply with all federal and state guidelines for EBT acceptance. Retailers interested in accepting the Bridge Card for food benefits purchases must be authorized by the federal Food and Nutrition Services (FNS).

### Over the Counter Card Reconciliation

A monthly reconciliation of the DHS-3955-EBT and the DHS-3955-A-EBT must be performed by a supervisor or other employee not involved in the card issuance process. The reconciliation should include a verification of the client/authorized representative signature on the DHS-3955-A-EBT for each card issuance. If an issuance is not supported by a signed DHS-3955-A-EBT, the reconciler must contact the recipient/FSAR to verify the card was received. As part of the reconciliation print the Card RPT-0014, Issuance/Replacement and RPT-014, the Card Issuance Replacement Detail (RPT-014) in EPPIC to verify the number of cards issued on the DHS-3955-EBT, Bridge Card Issuance Log.

**Note:** The DHS-4351, Monthly controlled Document Inventory and Reconciliation, provides the format for performing a reconciliation and documents that a reconciliation of the actual inventory with the

inventory according to the records of documents used was performed. A DHS-4351 Monthly Controlled Document Inventory and Reconciliation, must be completed monthly and retained for six years.

1. Check status of previous card, if a replacement, using the Electronic Payment Processing and Information Control (EPPIC) Administrative Terminal.
  - If FSAR card is showing a status of Stated by Primary on the Recipient Card Management display, inform the authorized representative. End of procedure.
  - If any other status, go to next step.
2. Pull the next consecutive-numbered card from working supply.
3. Complete DHS-3955-EBT, Bridge Card Issuance Log, and DHS-3955-A-EBT, Bridge Card Issuance Log Attachment.

- DHS-3955-EBT.

Enter date in Column 1, Date of Issuance.

Enter number from card in Column 2, Card Number.

Enter recipient's name from the HOH Name on the Case-Search/ Summary screen in Bridges in Column 3, Recipient Name. If card is being issued to the FSAR, enter name from AUTH REP field on screen print also.

Enter HOH's recipient identification number from the Individual # field from the Bridges screen-print in Column 4, Recipient ID/Case Number.

Initial in Column 5, Card Issued By.

- DHS-3955-A-EBT

Enter number from card on EBT Card Number line.

Enter recipient's name from the HOH Name on the Case-Search/ Summary screen in Bridges on Client Name line.

Enter HOH's recipient identification number from the Individual # field from the Bridges screen-print on Recipient ID/Case Number line.



If card is being issued to FSAR, enter FSAR's name from AUTH REP field on IFSD screen print on Authorized Rep line.

4. Valid photo identification must be presented by the recipient/FSAR. Record identification type and number on ID Description and ID Number lines, respectively, of DHS-3955-A-EBT. In the absence of valid photo identification, collateral contact by a specialist or manager is acceptable.
5. Link card to HOH's recipient identification number using Recip Acct>Acct Maint or OTC Card-New Case on the Administrative Terminal.
  - Enter 16-digit number from card and HOH's recipient identification number.
  - When the card has been successfully replaced message appears, make one print of update screen.
  - If case is inactive in Bridges and is not being reopened, search for HOH's case number.
6. Request recipient/FSAR to sign on Client or Authorized Representative Signature line and enter date on Date line of DHS-3955-A-EBT.
7. Issue new card to recipient/FSAR and request recipient/FSAR to sign and print name on back of card.

**Note:** Replacement cards for the recipient are not to be given to the FSAR by local office staff. The FSAR should only receive his/her own card.
8. Assist HOH/FSAR in selecting a personal identification number (PIN) if needed/requested on the POS device.
9. Sign on Issued By Signature line and enter date on Date line of DHS-3955-A-EBT.
10. Attach signed DHS-3955-A-EBT to case search/summary screen and screen print of the card has been successfully replaced screen and retain packet with the Issuance Log.
11. File Issuance Log with attachments in a secured file. The logs and attachments must be retained for a period of four years.

**Note:** Access to this file should be limited to the person reconciling Issuance Log to actual inventory and appropriate staff.

## RECONCILING DHS-3955-EBT AND DHS-3955-A-EBT

12. Pull DHS-3955-EBT, Bridge Card Issuance Log, with attachments from secured file at least once a month.
13. Verify a DHS-3955-A-EBT, Bridge Card Issuance Log Attachment, is attached for each line on DHS-3955-EBT.
14. Review each DHS-3955-A-EBT for completeness and accuracy.
  - EBT card Number line must be completed.
  - Client Name and Recipient ID/Case Number lines must be completed.
  - Signature of person receiving the EBT-9, Michigan EBT Bridge Card, must be on Client or Authorized Representative Signature line.
  - Signature of person issuing the card must be on Issued By Signature line.
  - Signature on Client or Authorized Representative Signature line must be different from signature on Issued By Signature line.
  - ID Description and ID Number lines must be completed.
  - Generate the Card Issuance/Replacement and Card Issuance/Replacement Detail reports in EPPIC. Print only the pages for your specific county using the .pdf version.
  - Verify that the number of cards issued on the DHS-3955-EBT log match the EPPIC reports.

If above steps do not check out, resolve problem with Card Issuance Clerk, recipient or FSAR, as appropriate.

**Note:** It may be necessary to contact the recipient or FSAR to verify that card was received.

If above steps do check out, sign and date DHS-3955-EBT to indicate reconciliation was performed.

## DHS-4351

### Reconciling the DHS-4351, Monthly Controlled Document Inventory and Reconciliation

Each local/district office/ASC must maintain an inventory of controlled documents received and a record of the numbers on the documents; Bridge cards are controlled documents. All controlled documents received and added to the inventory and those distributed from the inventory must be recorded. A monthly physical inventory and a reconciliation of documents distributed must be made with documents recorded in the local office/district office/ASC records. The DHS-4351, Monthly Controlled Document Inventory and Reconciliation, must be used for this purpose and retained for six years.

The DHS-4351, Monthly Controlled Document Inventory and Reconciliation, provides the format for performing a reconciliation and documents that a reconciliation of the actual inventory with the inventory according to the local office records of controlled documents used was performed.

## EBT AUTHORIZATION AND SECURITY

To add, change or delete an employee's access to the Conduent, Inc. EPPIC system, complete the DHS 245, Conduent, Inc. EPPIC EBT System and either send via e-mail to:  
DHS\_Application\_Security@Michigan.gov, or

Fax it to 517-335-6146. E-mail is the preferred method.

To reset EPPIC, call and create a ticket for the reset at CSC Help Desk at 517-241-9700 or 1-800-968-2644

## ID DELETION

Local office management responsible for EBT issuance must submit ID deletion on the DHS-245, Michigan User ID Request Form Conduent, Inc. EPPIC EBT System, within two business days if the EBT Application or POS Device user either:

- Leaves MDHHS or the office in which the user requires EBT systems access.
- No longer requires access to the EBT systems as a component of their job function.

Managers must sign and email appropriate forms to MDHHS Access Security Office in central office.

The DHS-246, EPPIC EBT Program POS User ID Request Form, must also be completed and the user deleted from the POS device. Retain the DHS-246 in the local office security file.

## **LEGAL BASE**

### **FIP**

42 USC 604(g)  
2013 PA 41

### **FAP**

7 USC 2016(i)  
7 CFR 274.12  
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