



Department of Human Service  
311 West Saratoga Street  
Baltimore MD 21201

**FIA ACTION TRANSMITTAL**

**Control Number: # 21-08**

**Effective Date: September 1, 2020**

**Issuance Date: August 28, 2020**

**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, ACTING 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 September 1, 2020, interviews must be completed prior to issuing expedited SNAP benefits.

Reference: AT #21-05 "Using Telephone Interviews as The Preferred Interview Method.  
This Action Transmittal (AT) obsoletes AT#11-10.

**Previous Policy and Procedure**

In November 2010, Maryland implemented a federal waiver that allowed the postponement of the required interview prior to issuing expedited SNAP benefits in certain situations. The waiver was limited to households who met the criteria for expedited processing and who the case manager had attempted to contact for an interview but had been unable to reach the customer.

## New Policy and Procedure

Effective September 1, 2020, Maryland can **no longer postpone the required interview prior to issuing SNAP expedited benefits.** All other expedited criteria and processing procedures still apply.

Reference: SNAP Manual Section 401.2 Expedited Service Criteria

### **EXPEDITED SERVICE UNDER NEW POLICY AND 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 CARES. Reference: SNAP Manual Section 401.4 C

NOTE: The Expedite Eligibility Tool can be completed and uploaded to ECMS. In addition, expedited screening must be narrated in CARES.

2. **The interview must be completed prior to the issuance of expedited SNAP benefits.**

#### **VERIFICATION:**

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 CARES, 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. A deficit in a budget is not a required verification at application.

Reference: SNAP Manual Section 401 Expedited Services

#### **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.
- Contact the customer via telephone to conduct the interview. If no telephone number is provided on the application, the appointment letter is to instruct the customer to call the DHS Call Center at 1-800-332-6347 to request a call from the LDSS. The appointment should be scheduled no later than the fifth day from the date of application. Document the type of interview conducted in CARES. Upload all appointment letters into ECMS.

- 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).
- Upon secondary screening or interview, if it is discovered the household now meets the expedited processing criteria due to a change in their circumstances (the date of discovery), the date the case manager discovers the household is eligible for expedited processes is counted as day one of the seven calendar days expedited processing timeframe.
  - NOTE: The date of discovery must be narrated and inputted on the CARES MISC Screen.

Example: Mr. Smith submits his application on September 1 and meets all the SNAP eligibility requirements. The local department screens his application for expedited SNAP benefits within 24 hours. His reported income makes him ineligible for expedited benefits. Mr. Smith is interviewed on September 15 and informs the case manager he has lost his job and has no income. The case manager has now discovered the applicant is now eligible for expedited services. The applicant must now have access to participate in the SNAP program by the seventh calendar day. Mr. Smith must now receive his expedited benefits by September 22.

NOTE: The customer's application date remains September 1. He is entitled to SNAP benefits effective September 1st.

CARES ACTION: Update the MISC screen by inputting the “date of discovery” (September 15th). Input a “CD” in the delay code. Narrate case actions.

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.

Reference: Policy Alert 21-01.  
See the EBT Tip sheet issued with this AT.

### **Important Note**

The interview must be completed before SNAP benefits can be issued. If a customer fails to complete the interview process, the case manager must:

1. Issue a NOMI
2. Update the MISC screen FS **Intvw** field with a “N” for no interview
3. Change the Expedite Indicator from a “Y” to a “N”
4. Enter “CD” for the delay code
5. Narrate all the case management actions completed

While an application may not be determined as expedite during the initial screening, the case manager may later determine the case as expedite and should update narration and the MISC screen with the date of discovery. Upon completion of the interview and receipt of outstanding

verifications, the case should be processed. The application should not remain pending for the entire 60-day period if the interview is completed and the required verification is received. No processing should be delayed, or status suspended for verifications that are not required.

See the SNAP Verification Reference Chart issued with AT# 20-13.

### **Payment Accuracy**

The Food Supplement Management Evaluations ( FSME) evaluations currently evaluate whether the customer is screened on the day of application for expedite services. The FSME review of this new policy will begin on October 1, 2020. For Local departments due for FSME review in November 2020, the Bureau of Audit Compliance will be sampling cases from September 2020.

### **CARES**

On the MISC screen:

If the interview is not completed, code the **FS Intvw** field with **N**.

Change the “Y” Expedite indicator to “N”.

Input “CD” for the delay code.

Narrate case actions.

### **Best Practices**

The below items are recommendations only.

- For applications received through myDHR and noted as expedited SNAP benefit eligible, instruct your case managers to run clearances within 24 hours of receipt so that your office can determine which applications are not qualified.
- Offices should attempt a "cold call" within 24 hours of screening to conduct an interview and if the customer is not available, leave a voice message informing them of the date and time of the scheduled appointment.
- Offices must ensure xExpression and manual appointment letters are uploaded into ECMS.
- Collect the customer’s day-time phone number if they are applying in the office. The case manager can then try to complete the interview timely via telephone.
- Frequently check CRM, completing a name search, for any case being processed as the DHS Call Center is the main point of contact for the LDSSs. This is the main avenue for customers to communicate with a case manager.

### **Change Management Instructions**

- By September 1, 2020, this Action Transmittal must be shared with all case managers, supervisors, and all other positions that touch SNAP applications.
- By September 1, 2020, each LDSS Standard Operating Procedures must be updated to reflect this policy.
- By September 1, 2020, each LDSS must confirm that it has removed all prior material referring to the waiver on postponed expedited SNAP interview.
- By September 1, 2020, each local must confirm that all relevant staff members have been trained and equipped to implement this policy.

- By September 1, 2020, the Statewide Process Management Guide must be shared with all SPM participants. It can also be found on Knowledge Base at <https://kb.dhs.maryland.gov/family-investment-administration/manuals/>

## Attachments

- SNAP Manual Section 401- Expedited Services
- SNAP Manual Section 103 - Residents of Shelters for Battered Women and Children
- EBT Tip Sheet

## Inquiries

For SNAP policy-related questions, please complete the [FIA Policy Information Request Form](#) found on Knowledge Base as shown in the screenshot below.

The screenshot displays the DHS Knowledge Base interface. The main content area features a form titled "FIA Policy Information Request" with the following text: "Have a FIA policy question? Click on the link to complete a Policy Information Request. Your question will be routed directly to the Bureau of Policy." Below this, it states: "Questions will be answered within 48 business hours. If a question requires further research, you will be notified that there will be a delay and kept apprised of the status. Remember to review the policy manuals, Action Transmittals, and forms found on Knowledge Base (<https://kb.dhs.maryland.gov/family-investment-administration/>) prior to submitting a request; many times the answer to your question can be found through our online resources." A note specifies: "Technical questions regarding CARES functions should be directed to the Bureau of Systems Development and Management at [fia\\_bsdm@maryland.gov](mailto:fia_bsdm@maryland.gov)". The form includes a "Revised 8/2020" date and a "\* Required" field for "Email address \*".

The left sidebar navigation menu includes: Family Investment Administration, Action Transmittals, Ad Hoc Reporting Information, Bulletins, Contact us with your FIA Program Eligibility Policy Question (highlighted), FIA Data at a Glance, FIA Training on The Hub, Forms, Manuals, Medical Assistance Information, National Directory of State Contacts, Office of Home Energy Programs, and Plans.

The right sidebar contains contact information for Labelle Hillgrove, MSOL, Director, Office of Statewide Policy Compliance and Customer Service Performance, and Candice Roberts, PIA Executive Assistant.

For systems (CARES and myDHR) related inquiries, please contact [fia\\_bsdm@maryland.gov](mailto:fia_bsdm@maryland.gov).

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

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### **401.1 Purpose**

This section describes:

- A. The policy and procedure to apply when screening a household for expedited Supplemental Nutrition Assistance Program (SNAP) benefits, and
- B. The expedited processing standard.

### **401.2 Expedited Service Criteria**

If otherwise eligible, the following households must receive expedited benefits within 7 calendar days of the date of application:

- A. Households with less than \$150 gross monthly income and who have \$100 or less in liquid resources.
- B. Households whose combined gross income and liquid resources are less than the household's monthly rent or mortgage and utilities, including entitlement to the SUA or LUA, as appropriate.
- C. Migrant or seasonal farmworker households who are destitute (see Section 122, Migrants), and have liquid resources that do not exceed \$100.

### **401.3 Identifying Households Requiring Service**

- A. Every local office must set up a procedure for all SNAP applicants to identify those households eligible for expedited service. This includes the SNAP only and combined SNAP and Temporary Cash Assistance (TCA) or Temporary Disability Assistance Program (TDAP) applications filed in person, by mail or fax, or electronically.
- B. The procedure must also establish a method to identify entitlement to expedited service on the same day that a household seeks assistance.

### **401.4 Screening for Expedited Service**

- A. Households that meet expedited service eligibility criteria as defined in Section 401.2 must be given expedited SNAP benefits. Screening is the process of determining which households are potentially eligible for expedited services.
- B. The local department must:

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1. Screen all SNAP applications for expedite benefits;
2. 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;
3. Assist the household with completing the application if assistance is needed or requested;
4. Assist the household in obtaining the correct information about income, shelter, and dependent care expenses within the expedited time frame (7 days from the date the application is filed); and
5. Accept the household's best estimate and document clearly the household's estimates if the information on income and deduction and expenses that are generally required to be verified cannot be obtained within the expedited time frame. Do not delay expedited service to households who are otherwise eligible if they cannot verify residency or income within the expedited service time frame.

**Note:** The Expedite Eligibility Tool can be completed and uploaded to ECMS. In addition, expedited screening must be narrated in CARES.

C. When screening is completed, clearly document the following information:

1. The household's circumstances;
2. The eligibility decision (expedited service or normal processing); and
3. The reason for the decision.

D. Verification.

1. All households found eligible for expedited service **must have verification of identity**. This does not have to be a photo ID. The case manager must verify the identity of the applicant through a collateral contact or other readily available documentary evidence if the applicant has no proof of identity.

**Example:** For a customer who states that he stayed the previous night in a particular homeless shelter or hospital but does not have any proof of identity, the case manager must make every effort to contact the shelter or hospital in an attempt to verify his identity.

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**Note:** If the customer is known to CARES, you can ask a question about personal data that only the person is likely to know.

2. The case manager uses the applicant's statement about the amount of income, assets, and deductions in determining the benefit amount if verification is not available. The case manager:
  - a. Must make reasonable efforts to verify the household's residency, income, shelter, and dependent care expenses, liquid resources, and other factors of eligibility within the expedited processing time frame.
  - b. Cannot delay certification beyond the expedited processing timeframe if eligibility criteria other than identity cannot be verified.

### **401.5 Expedited Service Standard**

- A. The local department 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).

According to federal guidance, the household is considered to have the opportunity to participate 24 hours after the case manager notifies the customer by phone, or in person, or 3 days after the customer is notified by mail. It is important to narrate when a case manager notifies a customer of his or her eligibility at the interview or by phone.

- B. If there are intervening weekends or holidays, the procedure is as follows:
  1. When the seventh calendar day is Saturday or Sunday, finalize the case on or before the previous Thursday to ensure that benefits are available by Friday.
  2. When the seventh calendar day is a holiday that falls on Monday, finalize the case on or before the previous Thursday to ensure that benefits are available by Friday.
  3. When the seventh calendar day is a holiday that falls on Friday, finalize the case on or before the previous Wednesday to ensure that benefits are available by Thursday.



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4. Households that apply for SNAP benefits after the 15<sup>th</sup> of the month and are eligible for expedited benefits are entitled to SNAP for the initial month and the second month without additional verification requirements. SNAP benefits for the 3<sup>rd</sup> month may not be issued until all postponed verification is received.
  
5. Households that apply for SNAP benefits after the 15<sup>th</sup> of the month are eligible for shelter/dependent care expense deduction only in the initial month. Form 1052 should be issued to customers, the customer has 10 days to return the verification, if verification is not received within 10 days, recertify without the deduction.

**Reminder:** If the customer is applying for SNAP benefits and has an ongoing associated case the case manager may have to enter program specific verification codes to prevent the closure of the ongoing case when SNAP benefit verification is pending.

## 401.6 Interviews

- A. An interview is required before expedited SNAP benefits can be issued.
  
- B. If a household does not complete the interview by the 7th calendar day, the application **can not 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.

**Example:** Ms. A applied for SNAP on October 5 through myDHR. When applying for SNAP, Ms. A uploaded a copy of her license and lease. She meets expedited service criteria. The case manager calls Ms. A several times but was unable to reach her on her interview day. For Ms. A, to receive expedited services, she must participate in an interview; if not her case will be processed as a 30-day application.

- C. For households that apply on or before the 15<sup>th</sup> of the month, the case manager will not postpone the interview the case manager must request verification no later than the end of the month of application. Verification of shelter and dependent care expense are due within the 7-day timeframe of expedited services.
  - The case will close at the end of the expedited period if the household fails to participate in an interview or fails to provide the needed verification.

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- Shelter and dependent care expense deduction will be removed if not verified in the first month.

**Note:** It is important to schedule the interview to allow enough time for the customer to provide any required verification.

E. For households that apply after the 15<sup>th</sup> of the month, the case manager is required to schedule the interview and request verification of shelter/dependent care expense deduction along with income and residency within the 7-day timeframe. The case manager should issue form 1052 for shelter/ dependent care expense deduction, if the verification is not received within 10 days remove the deduction at the end of the first month.

- The case is closed if the household fails to participate in an interview or fails to provide the needed verification.
- Shelter and dependent care expenses will be removed if not verified.

**Note:** There should be very few cases where identity cannot be verified with available sources.

The interview:

A. As part of the interview, the interviewer must explore and resolve with the household any unclear or questionable information. The interviewer must conduct the interview as an official and confidential discussion of household circumstances and protect the applicant’s privacy.

B. Households must have a face-to-face or telephone interview with a case manager at initial certification (or shortly thereafter in the case of waived interviews for expedited cases) and at least every 12 months after that.

**Note:** The case manager must complete Option O (Interview) during or shortly after the interview to prevent CARES from sending an inappropriate notice of missed interview.

C. The calendar day after the filing date is the first day of the count. The application, for filing date purposes only, maybe page one of the signed

DHS/FIA CARES 9701 or the 9711 (Assistance Request Form) or the date local department receives the myDHR application and e-signature or signature page.

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### 401.7 Telephone Interview

- A. **Do not count** the mailing days toward the seven-day count if a telephone interview is conducted and the application is mailed to the household for signature. The application must be **mailed the same day** the telephone interview is conducted.
- B. For **expedited processing** only, mailing days means any days the application is in the mail to and from the household. Mailing days **include any days the application is in the household's possession** before being returned to the local department.

### 401.8 Special Procedures for Expediting

- A. Use the following procedures to provide expedited service to potentially eligible households:
  - 1. Verify the applicant's identity through collateral contact or readily available documentary evidence if the household is unable to provide verification.
  - 2. Make reasonable efforts to verify (within the 7-day expedited service time frame) the household's residency, income, shelter, and dependent care expenses. **Do not delay** expedited service to households who are otherwise eligible if they **cannot verify residency, income, shelter, or dependent care expenses** within the **expedited service time frame**.

**Note:** The local department should also verify residency, income, shelter, utilities, and dependent care expenses provided that the verification process is within the expedited service time frame.

- 3. Complete the work registration for the applicant (unless the individual is exempt or the household has designated an authorized representative to apply on its behalf).

**Note:** Attempt to register for work all other non-exempt household members. The local department may attempt to verify questionable work registration exemption claims by the household. However, postpone such verification if the expedited service time frame cannot be met.

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4. The household is responsible for providing the necessary verifications for expedited service. However, the local department must assist the household in obtaining the necessary verification if requested.
5. Assign a normal certification period to households that are certified on an expedited basis and have provided all required verifications as described in Section 408 (Verification) of this manual.

**Note:** The local department may assign a **one-month certification** period to households that are certified on an expedited basis and **do not provide all required verification. Provide a notice of eligibility and a notice of expiration** to the household at the same time. The shelter and dependent care expenses will be allowed in the first month, once form 1052 is issued by the case manager, the customer has 10 days to respond or the deduction will be removed in the second month.

6. There is no limit to the number of times a household can be certified under expedited procedures, as long as prior to each expedited certification, the household:
    - (a) Has completed the verification requirements that were postponed at the last expedited certification; or
    - (b) Was certified under normal processing standards since the last expedited certification.
  7. Process the application of a household requesting, but not eligible for expedited service, according to normal processing standards (see Section 406, Normal Processing Standards).
- B. Screen all signed applications filed electronically for expedited eligibility. If the verification of identity is provided, issue SNAP benefits within the seven-day processing standard.

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### **103.1 Purpose**

The purpose of this section is to describe the special policies that apply to residents of shelters for battered women and their children.

### **103.2 Definition of Shelter**

Shelter for battered women and children means a public or private non-profit residential facility that serves battered women and their children. If the facility serves other individuals, a portion of the facility must be set aside on a long-term basis to serve only battered women and children.

### **103.3 Residency and Separate Household Status**

- A. A special exception to the rule that no individual may participate in more than one project area or as a member of more than one household in any one month is made for residents of shelters as defined above.
- B. Since many shelter residents have recently left a household containing the person who has abused them, assume that these persons do not have access to their portion of any SNAP allotment.
- C. If the currently certified household contains the person who subjected them to abuse, the shelter resident may apply for and, if otherwise eligible, be certified as a separate household in the same month and/or in the same project area.
- D. Consider persons temporarily residing in shelters for battered women and children as individual household units when applying for and participating in the Supplemental Nutrition Assistance Program.
- E. Under **no** circumstances should you release any information on the whereabouts of the family members in the shelter to anyone remaining in the abuser's household.

### **103.4 Income and Resources**

- A. Certify shelter residents who apply as a separate household solely on the basis of their income and resources and the expenses for which they are responsible.

### **103.4 Income and Resources (continued)**

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- B. Do not consider the income, resources, and expenses of the former household.
- C. Consider as shelter expenses any room payments made to the shelter.
- D. Consider resources as inaccessible if they are:
  - 1. Jointly owned by the shelter resident and any member of the former household if that household contains the person that subjected the resident to abuse, **and**
  - 2. Access to the value of the resources is dependent upon the agreement if a joint owner who still resides in the former household

**Note:** The above policy on income and resources applies only to residents of shelters as defined in this section. Remember that categorically eligible households are not subject to the resources limit.

### **103.5 Expedited Service**

**Note:** SNAP Manual Section 401 Expedited Services

- A. Residents of shelters who are entitled to expedited service must have access to their SNAP benefits as soon as possible but no later than the seventh calendar day after the application is filed.
- B. Prorate SNAP benefits for the initial month as for any other household (See Section 412).
- C. The case manager should make reasonable efforts to verify within the seven-day expedited service time frame the household's shelter and dependent care deduction. The case manager should send form 1052 requesting verification, if the household does not satisfy the verification requirement before the end of the expedite period, the case manager will process the case without the deduction.
- D. The case manager must make all attempts with the customer to complete the interview in order to meet expedited processing standards. All attempts to contact the customer should be documented in the case. If a telephone number is provided, contact the customer to conduct the interview. If no telephone number is provided, schedule an appointment for an interview with the customer. The appointment should be scheduled no later than the 6th day from the date of

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application. Appointments should be mailed to the customer if the local DSS is unable to reach the customer by phone. The interview for expedited applications may be a telephone interview unless the applicant requests a face-to-face interview. Document the type of interview conducted.

- E. If a household does not complete the interview by the 7th calendar day, the application **can not 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.

### **103.6 Action on Changes to Former Households**

- A. Case managers must take prompt action to reduce or terminate SNAP benefits to former households to reflect the loss of any household members.
- B. Case managers must ask any shelter residents applying for SNAP benefits if they are currently part of other participating households.
- C. If the shelter resident is currently participating in the same project area, the case manager must take the following steps:
  1. Reduce SNAP benefits by changing the household size to reflect the loss of any member. Give timely and adequate notice of the reduction to the former household.
  2. If appropriate, terminate SNAP benefits after following procedures for clarifying unclear information in Section 420.8. Take great care not to expose the members of the household in the shelter to further abuse.
- D. If the resident of a shelter in your jurisdiction was a member of a currently certified household in another jurisdiction, the case manager must inform the other jurisdiction of the change in household composition so that prompt action can be taken. This can be done by either telephone or in writing.

## **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 will need to call 1-800-997-2222 to activate and PIN your card.

If you have ever had an EBT card in the past that card will access your current benefits even if you have had a break in coverage. If you do not remember your PIN you can call 1-800-997-2222 and select a new PIN.

If you have ever had an EBT card in the past and you no longer have that card you must call the Maryland EBT Customer Call Center at 1-800-997-2222 to order a replacement card. Once a card is ordered, it will arrive in 7 to 10 business days.

EBT Call Center representatives are available to customers 24/7

EBT Call Center high call volume times are between 7:00 am - 7:00 pm

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?

- Call the EBT Call Center at 1-800-997-2222 to report your previous card as lost
- Option 2 (EBT account information)
- Option 1 (English)
- Option 2 (to lookup an account with personal information)
- SSN, DOB, PIN (if the customer don't recall their pin enter any 4 digits and remember it)
- Go through the loop again
- SSN (option 1 to confirm the SSN)
- DOB (option 1 to confirm the DOB)
- PIN (enter in the pin or the pin just created)
  - Remain on the line you will be transferred to a live agent. However, if the queue is full then the call will be dropped during high call volume periods.

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 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 seleccionar su contraseña.

Si en el pasado usted tuvo una tarjeta EBT, con esa tarjeta podrá acceder a sus beneficios, incluso si usted no tuvo cobertura por un tiempo. Si no recuerda su contraseña (PIN) llame al 1-800-997-2222 y seleccione una contraseña nueva.

Si en el pasado usted tuvo una tarjeta EBT pero ya no tiene esa tarjeta, llame al Centro de Atención al Cliente de Maryland EBT al 1-800-997-2222 para ordenar una de reemplazo. Una vez la ordene, le llegará después de 7 a 10 días laborables.

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 entre 7:00 am y 7:00 pm

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?

- Llame al Centro de Atención al Cliente de EBT al 1-800-997-2222 para reportar que ha perdido su tarjeta
- Opción 2 (información de la cuenta EBT)
- Opción 2 (español)
- Opción 2 (para buscar una cuenta con la información personal)
- SSN, fecha de nacimiento, PIN (si el cliente no recuerda su contraseña (pin) ingrese 4 dígitos y recuérdelos)
- Repita el ciclo
- SSN (opción 1 para confirmar el SSN)
- Fecha de nacimiento (opción 1 para confirmarla)
- Contraseña (PIN) (ingrese su pin o el pin recién creado)
  - Permanezca en la línea y se le transferirá a uno de los agentes. Sin embargo, si hay demasiadas personas en espera, la llamada será interrumpida durante los periodos de gran 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.