

DATE: November 19, 2015

TO: Subscribers

SUGGESTED DISTRIBUTION: Commissioners, TA and SNAP Directors, EBT
Coordinators, HEAP Coordinators, WMS Coordinators,
Staff Development

FROM: Phyllis D. Morris, Deputy Commissioner
Center for Employment and Economic Supports

SUBJECT: Unlinked Casekeys and On Hold/Deleted SNAP and Cash Payments on EBT

EFFECTIVE DATE: Immediately

CONTACT PERSON: EBT Bureau at otda.sm.cees.ebt@otda.ny.gov

The purpose of this GIS is to provide Social Services Districts (SSDs) with information on a specific new design affecting the status of authorized WMS payments and EBT clients/payees. This design affects Temporary Assistance (TA) and Supplemental Nutrition Assistance Program (SNAP) cases.

The new EBT design manages cases and WMS payment authorizations differently. Any action taken by the case manager to close the case or deny the application may result in removing/unlinking the client/payee from the case or the application. The result of this action may convert the case status on EBT from "Active" to "Unlinked". Cases in "unlinked" status will result in leaving any previously authorized and any pending/future SNAP or Cash payment(s) for the case in a "Hold" status on EBT.

Since September 2014, the EBT application team has made a concentrated effort to relink the appropriate case payees to the correct case as a result of this issue. We have also designed an on-line daily report, now available via the EPPIC/EBT Reports Distribution System for the Upstate districts. A similar report is available for NYC, however, it is being redesigned to include additional reporting details. For your convenience, the Upstate report has been designed to display the details among all the 57 SSDs in District/Name order. This information provides case managers with a detailed listing of their cases and the Client Identification Number (CIN) previously linked to the case. Each record will also list the SNAP or Cash balance remaining for the grant(s) that were previously authorized to the case (or any remaining grant balance) along with the date the grant was unlinked from the Case/CIN.

Going forward, it is essential that all case managers periodically review this report to identify, review and relink, as appropriate, any EBT payments reported in this condition. We suggest that once you determine that any action is required to relink the CIN and the Case, for any outstanding payment, that you must use the CBIC WMS ID Card Menu,

using selection #1 and follow the appropriate steps. This function will permit the case manager to Add or Delete an individual as a PA/SNAP payee. This process will also clear this condition and change the status of the payment on EBT back to an Active status making it available to the appropriate case payee. You must also ensure that any payment being released by this action has not been previously reissued, perhaps as a partial payment, while the unlinked grant was in a Hold status on EBT. This will avoid an overpayment issue. We also advise that a thorough review of the Unlinked Case Key Report is performed the following day to ensure any remaining payment(s) have been cleared from the report.

For additional information on EPPIC, please review the EBT Admin Terminal User Guide (EPPIC) under the Resources section on CentraPort, or contact the EBT unit
[@otda.sm.cees.ebt@otda.ny.gov](mailto:otda.sm.cees.ebt@otda.ny.gov)