MEPD and Texas Works Bulletin 20-27

Date: November 30, 2020

To: Eligibility Services Supervisors and Staff
    Program Managers
    Regional Directors
    Regional Attorneys
    Hearings Officers

From: Access and Eligibility Services Program Policy
      State Office 2115

Subject: Electronic Benefit Transfer (EBT) Form Updates

The information in this bulletin will be included in a future handbook revision. Until the handbook is updated, staff must use the information in this bulletin. If you have any questions regarding the policy information in this bulletin, follow regional procedures.

Active bulletins are posted on the following websites:

Electronic Benefit Transfer (EBT) Form Updates

Background
The Texas Health and Human Services Commission (HHSC) issues Temporary Assistance for Needy Families (TANF) and Supplemental Nutrition Assistance Program (SNAP) benefits via EBT to a recipient’s Lone Star Card. When a household is certified, HHSC establishes an EBT account and issues a Lone Star Card to the primary cardholder (PCH). Processes for staff to complete EBT forms are modified to streamline the issuance process.

Current Policy

SNAP and TANF
Staff complete Form H1172, EBT Card, PIN and Data Entry Request, to issue a Lone Star Card. Form H1175, Authorization for Administrative Terminal Application Action, is completed to send a new, or modify an existing, primary cardholder record for a TANF or SNAP EDG.

Staff complete Form H1172 and give the completed form to EBT issuance staff to:
- request issuance of an initial Lone Star Card in the office or by mail (TWH B-233.2, Issuing Lone Star Cards for PCHs);
- enable a cardholder to self-select a PIN (TWH B-234.1, Personal Identification Number (PIN) Selection and Issuance Procedures); and
- enter the personal account number (PAN), if applicable. (TWH B-233.2.4, Applicants Interviewed by Home Visit)

Staff complete Form H1175 to request EBT staff send the PCH record through the EBT system when necessary to: (TWH B-231.3, Sending a New PCH Record)
- send a new primary PCH record for a TANF or SNAP EDG;
- split or merge PCH records;
- send SNAP priority benefit records;
- update the PCH record; or
- register a Lone Star Card in the local office.

New Policy

SNAP and TANF
Staff must complete only Form H1172 to request the issuance of a Lone Star Card and send a new PCH record for a TANF or SNAP EDG.

Staff must complete only Form H1175 to request updates to the PCH’s EBT account, such as splitting or merging records and updating the PCH record. Staff no longer
need to complete Form H1175 to send a new primary cardholder record for a TANF or SNAP EDG.

Staff complete Form H1172 and give the completed form to EBT issuance staff to:
- request issuance of an initial Lone Star Card in the office or by mail (TWH B-233.2, Issuing Lone Star Cards for PCHs);
- send a new primary cardholder record for a TANF or SNAP EDG; and
- enter the personal account number (PAN), if applicable. (TWH B-233.2.4, Applicants Interviewed by Home Visit)

Staff complete Form H1175 to request EBT staff modify the PCH record through the EBT system when necessary to:
- send SNAP priority benefit records;
- update the primary cardholder record;
- split or merge primary cardholder records; or
- update the primary cardholder record.

**Automation**
Changes to TIERS will be implemented with TIERS Release 108.1 on December 12, 2020.

The PCH demographic information in Part I of the Form H1172 will be populated by TIERS.

**Correspondence**
Form H1172 and Form H1175 are updated with the following changes:
- The PCH demographic information in Part I of the Form H1175 is now on the Form H1172.
- Form H1175 is retitled to “EBT Change Request”.

Changes to the forms will be implemented on December 12, 2020.

**Handbook**
The Texas Works Handbook is currently scheduled to be updated in the April 2021 revision.

Updates to the MEPD Handbook are not required.

**Training**
Training will be made available in a Web Based Training (WBT) titled R108.1 General Information on December 3, 2020.
Effective Date
This policy is effective with the implementation of TIERS Release 108.1 currently scheduled for December 12, 2020.