
**FOOD STAMP CERTIFICATION
ADDITIONAL REQUIREMENTS**
Inactive Electronic Benefit Transfer (EBT) Accounts Report

FS 610 Inactive Electronic Benefit Transfer (EBT) Accounts Report

Change #3-2004

August 1, 2004

610.00 INACTIVE ELECTRONIC BENEFIT TRANSFER (EBT) ACCOUNTS REPORT

eFunds transmits information to the State on all EBT accounts that have not been accessed for 30, 60 (inactive) or 90 days. This information is accessible through XPTR. The Aged Authorization Detail Report is updated daily and only lists accounts that meet the 30, 60 or 90-day inactivity criteria for that day. The report is not cumulative; therefore, the report must be viewed daily.

610.01 ACTIVE FOOD STAMP CASES

Take the following actions when an active food stamp case appears on the Aged Authorization Detail Report.

- A. Attempt to contact the food stamp unit (FSU) either verbally (through telephone contact) or through written request (See B. below) to determine the reason the FSU is not using the available food stamp benefits.
- B. Send the FSU a DSS-8650, Information Needed to Determine Eligibility, to the most recent address shown in the case file when the FSU is unable to be contacted by telephone. Request that the FSU contact the agency within ten calendar days to verify the correct address.
 1. If the DSS-8650 is returned to the agency because the household has moved to an unknown address, issue the DSS-8553, Notice of Adverse Action, to terminate the case.
 2. If the DSS-8650 is returned with a new forwarding address that is within the county, send a DSS-8650 to the new address. Request verification of rent, utilities, and household composition following standard verification procedures. Also request that the FSU contact the agency regarding their EBT account.
 3. Do not take action on the case if the FSU fails to contact the agency and there is no change in residence. **A case cannot be terminated for failure to use EBT benefits.**
- C. Upon contact with the FSU, take the following actions.
 1. Notify the FSU of the available benefits in their EBT account.
 2. Determine the reason the FSU has not used the available benefits.
 - a. If the FSU needs additional training regarding the EBT System, advise the FSU of the training times and procedures in the county.
 - b. Explain the authorized representative system to the FSU, and offer the FSU assistance in obtaining an authorized representative, if needed. Refer to Section 220, Authorized Representatives.
 - c. If the FSU has moved but continues to live in the county, update the case file with the new address and any other changes in the household, including shelter and utilities.

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- d. If the FSU has moved to another county within North Carolina:
 - (1) Terminate the case as residence is out-of-county **unless it is a SR case.**
 - (2) Advise the FSU to continue to use the existing EBT card to access the available food stamp benefits.
 - (3) Advise the FSU to apply for food stamp benefits in the new county of residence if the FSU wishes to continue to participate in the program.

- e. If the FSU has moved out of North Carolina:
 - (1) **If Standard or Simplified,** terminate the case as residence is out-of-state. **If SR and the household requests termination or applies in the other state, terminate the case.**
 - (2) If food stamp benefits for the current month have not been issued, the caseworker may cancel the benefits after sending the FSU a DSS-8632, Confirmation of Voluntary Reduction. Refer to Section 915, Cancellation of Benefits.
 - (3) The FSU may use the North Carolina EBT card in the new state as long as the new state can accept a North Carolina EBT Card.

610.02 INACTIVE FOOD STAMP CASES

If the food stamp case listed on the Aged Authorization Detail Report is inactive and there is an outstanding claim, the county Program Integrity Unit may choose to contact the FSU to determine if the FSU wishes to voluntarily apply these benefits to pay on the FSU's claims balance. If the FSU agrees to apply part or all of these benefits to the outstanding claim, follow instructions in Sections 810, 815, and 820, Methods of Payment.

610.03 BENEFITS EXPUNGED AFTER 365 DAYS OF INACTIVITY

After 365 days of EBT account inactivity, eFunds will expunge the remaining benefits. Benefits cannot be restored once expunged. **eFunds expunges benefits and deactivates the card at 365 days old.**

NOTE: eFunds expunges by the benefit, not the account; therefore, only benefits that are 365 days old will be expunged.