

# EBT Benefit Issuance & Referrals

## SNAP and Cash Assistance Benefit Issuance Information

### Did You Know?



Benefits are available on weekends and holidays. Any remaining benefits that are not used by the end of the month will carry over to

the next month. Unused benefits will be removed from the EBT account after 274 days (9 months) from either the benefit issuance date or from the date of the last activity, whichever is later.

Monthly SNAP and Cash benefits are available at 12:01am on the specified day in the BI schedule.

CBMS daily batch times for both SNAP and Cash are 11:30am, 2:30pm, and 7:30pm.

### Benefits Issuance Schedule

Social Security Number (SSN)	SNAP	Cash Assistance
SSN ends in 1	1st of the month	3rd of the month
SSN ends in 2	2nd of the month	3rd of the month
SSN ends in 3	3rd of the month	3rd of the month
SSN ends in 4	4th of the month	2nd of the month
SSN ends in 5	5th of the month	2nd of the month
SSN ends in 6	6th of the month	2nd of the month
SSN ends in 7	7th of the month	2nd of the month
SSN ends in 8	8th of the month	1st of the month
SSN ends in 9	9th of the month	1st of the month
SSN ends in 10	10th of the month	1st of the month



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## EBT Card Information

### EBT Card Usage

#### SNAP BENEFITS CAN BE USED TO BUY

- Foods for the household to eat, such as breads and cereals, fruits and vegetables, meats, fish and poultry, dairy products, and seeds and plants which produce food for the household to eat

#### SNAP BENEFITS CANNOT BE USED TO BUY

- Beer, wine, liquor, cigarettes or tobacco
- Any nonfood items, such as pet foods, soaps, paper products, household supplies, vitamins and medicines, and food to be eaten in the store or hot foods

#### PROHIBITED LOCATIONS FOR USE OF EBT CARD

- Places licensed to sell malt, vinous, or spirited liquors, including retail liquor stores, brew pubs and bars
- Places where you can gamble, such as casinos, race tracks or bingo halls
- Places that sell medical or retail marijuana or marijuana products
- Places that offer adult-oriented entertainment, including adult video stores, strip clubs, and peep shows
- Places whose primary business is the sale of firearms

### EBT Customer Service



1-888-328-2656

1-800-659-2656 (TTY)

[www.ebtEDGE.com](http://www.ebtEDGE.com) (select Cardholder Portal)



Check out the ebtEDGE and MyCOBenefits mobile apps now available for download.

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#### Contact EBT Customer Service:

- Replace EBT Card
- Change PIN
- Check Balance
- View Transaction History
- Dispute an EBT Transaction

#### Online and via Mobile Apps:

- Check Balance
- Freeze or Unfreeze Card
- Additional EBT Services (depending on the application)

# EBT Benefit Issuance & Referrals

## EBT Card Information in CBMS

### EBT Card Issuance Information Tab

The EBT Card Issuance Information tab can be found in the Interactive Interview (II) Queue, the Member's Page, and in the Benefits tab/Benefits Issuance subtab. You will be able to search for EBT card issuance information by case number.

The screenshot shows the CBMS (Colorado Benefits Management System) interface. At the top, there's a search bar and navigation tabs. The 'Benefits' tab is selected, and within it, the 'EBT Card Issuance Information' subtab is highlighted. Below the tabs, there's a search criteria section with a text input for 'Case #' and a 'Load' button. At the bottom, there's a table with columns: EBT Card No, Card Holder Name, Card Status Date / Issue Date, and Issue Type. Below the table, there are two buttons: 'EBT Referral Form' and 'Auth Rep Referral Form', both of which are highlighted with red boxes.

### Did You Know?



From the 'EBT Card Issuance Information' tab, you can access a fillable EBT Referral Form or Authorized Representative Referral Form by clicking on the corresponding button. Both forms are also printable.

### EBT Referral Form & Auth Rep Referral Form

The EBT Referral Form and Auth Rep Referral Form buttons allow you to open/fill out a digital EBT Card issuance Referral form for either a primary card holder or Authorized Representative (AR).

Forms are in English only (not client facing), The completed form will not be saved in CBMS, but a record of the form being completed will be in history. Once forms are completed, follow your county process for communicating with EBT staff.

The screenshot shows the EBT Referral Form. It is divided into four sections. Section 1 (Method of Issuance/How would the Cardholder like to receive their EBT card) must be completed by Eligibility Staff if this is an initial or mail card issuance. It has checkboxes for 'In Person' and 'By Mail - requiring expedited mail service, Select One', and radio buttons for 'Yes' and 'No'. Section 3 (Authorization for EBT Card Issuance) must be completed by Eligibility Staff. It has a checkbox for 'I have positively identified the Cardholder' and fields for 'Staff Name', 'Phone # or Extension', 'Staff Signature', and 'Date'. Section 4 (EBT Card Issuance) must be completed by EBT Issuance Clerk. It has checkboxes for 'Eligibility positively identified the Cardholder (See Section 3)', 'I have positively identified the Cardholder (ONLY if not identified in Section 3) via', 'Identity questionable, Select One:', 'I verified via:', and 'I referred back to Eligibility'. There are text input fields for the last three options.

