

TEXAS ELECTRONIC BENEFIT TRANSFER (EBT) REGIONAL SECURITY PROCEDURES

Regional Security Procedures

Regional Contact Sheet

Regional Roles and Responsibilities

Title	Name	Phone	Fax	Mail Code
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Regional Director:

Regional EBT Coordinator:

Region #	Date:	Implemented Date:
Procedure#: 01	Approved:	
Submitted by:	Handbook reference: 4000	

1. Title of Procedure: Ordering of Secured and Non-Secured supplies

2. Description of Procedure:
 Secured items:
 Ordering and maintaining adequate supplies of Lone Star cards is the responsibility of the HHS benefit office EBT supervisor or designated staff. The supervisor or designated staff will route all order forms (Request for Lone Star Materials) directly to the EBT Regional Coordinator for approval and forwarding to Vendor. Disapproved orders will be returned to the HHS benefit office supervisor or designated staff with appropriate annotations.

Note: Designated staff shall be identified in plan.

Non-Secured Items:
 The HHSC benefit office EBT supervisor or designated staff will submit vendor materials order form to request supplies of non-secured EBT materials to the EBT Regional Coordinator. The EBT Regional Coordinator approves and submits it to Vendor.

3. Documentation required by this procedure: None

Revised 04/17

Region #	Date:	Implemented Date:
Procedure#: 02	Approved:	
Submitted by:	Handbook reference: 5200	

1. Title of Procedure: Issuing Benefits via the EBT system.

2. Description of Procedure:
 In order to use the EBT system to issue benefits certain situations must be present. These situations are:

1. TIERS system is unavailable with no estimated up time and an EBT system issuance is necessary to meet expedited deadlines on applications.
2. The HHS benefit office supervisor must contact the EBT Regional Coordinator to request permission to issue benefits via the EBT system.
3. The HHS benefit office supervisor and the Regional EBT Coordinator will perform inquiry in TIERS to ensure that the benefits are recorded within three days.

3. Documentation required by this procedure:
 Note: Complete form 1855 before issuing benefits via the EBT system.
 The HHS benefit office supervisor must keep the Form 1175 on file in the office to the appropriate retention period set forth in the Security and Accountability Handbook.

Revised 04/17

Region # Procedure#: 03 Submitted by:	Date: Approved: Handbook reference: 5200	Implemented Date:
1. Title of Procedure: Completion of Form 1174 2. Description of Procedure: The HHSC benefit office supervisor or designated staff will complete the Form 1174 by the 10th calendar day of the month, including a physical count, to account for receipt and usage of Lone Star cards. The Supervisor must keep copies of the Forms 1174 on file. 3. Documentation required by this procedure: Revised 04/17		

Region #	Date:	Implemented Date:
Procedure#: 04	Approved:	
Submitted by:	Handbook reference: 3100	
1. Title of Procedure: Working Supply of Cards/PINS 2. Description of Procedure: Form 1173 should have the PAN entered on the forms via Macro as issued to the clerk in groups of 25 to ensure accuracy and security as they are issued to clients. Clerks can only be issued a group of 25 cards when they have 10 or less in their working daily supply. Note: Document any exceptions. Revised 04/17		