
FOOD AND NUTRITION SERVICES CERTIFICATION
GENERAL PROCEDURES AND REQUIREMENTS
FNS 165 INACTIVE ELECTRONIC BENEFIT TRANSFER (EBT) ACCOUNTS REPORT

FNS 165 Inactive Electronic Benefit Transfer (EBT) Accounts Report

Change #02-2021

June 1, 2021

165.00 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, 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.

165.01 ACTIVE FOOD AND NUTRITION SERVICES CASES (FNS)

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

- A. Attempt to contact the FNS unit either verbally (through telephone contact) or through written request (See B. below) to determine the reason the FNS unit is not using the available FNS benefits.
- B. Send the FNS unit a DSS-8650, Information Needed to Determine Eligibility, to the most recent address shown in the case file when the FNS unit is unable to be contacted by telephone. Request that the FNS unit contact the agency within 10 calendar days regarding their EBT account.
 1. Do not take action on the case if the DSS-8650 is returned to the agency because the household has moved to an unknown address.
 2. If the DSS-8650 is returned with a new forwarding address that is within North Carolina, send a DSS-8650 to the new address. Request that the FNS unit contact the agency within 10 calendar days to determine if this is the correct address. Also request that the FNS unit contact the agency regarding their EBT account.
 3. Do not take action on the case if the FNS unit fails to contact the agency. **A case cannot be terminated for failure to use EBT benefits.**
- C. Upon contact with the FNS unit, take the following actions.
 1. Notify the FNS unit of the available benefits in their EBT account.
 2. Determine the reason the FNS unit has not used the available benefits.
 - a. Assist the FNS unit with additional training regarding the EBT System, or refer the FNS unit to customer service at 888-622-7328.

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- b. Explain the authorized representative system to the FNS unit and offer the FNS unit assistance in obtaining an authorized representative, if needed. Refer to Section 220, Authorized Representatives.
- c. If the FNS unit has moved but continues to live in North Carolina update the case file with the new address. Refer to sections 215.05, 450.05 and 550.04 for reacting to the change.
- d. If the FNS unit has moved out of North Carolina:
 - 1. Terminate the case as residence is out-of-state.
 - 2. The FNS unit may use the North Carolina EBT card in the new state as long as the new state can accept a North Carolina EBT Card.

165.02 INACTIVE FOOD AND NUTRITION SERVICES CASES

If the FNS 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 FNS unit to determine if the FNS unit wishes to voluntarily apply these benefits to pay on the FNS unit's claims balance. If the FNS unit agrees to apply part or all of these benefits to the outstanding claim, follow instructions in Sections 810, 815, and 820, Methods of Payment.

165.03 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.