



April 16, 2002

GENERAL LETTER NO. 14-J-5

ISSUED BY: Office of Policy Analysis

SUBJECT: Employees' Manual, Employees' Manual, Title 14, Chapter J, ***ELECTRONIC BENEFITS TRANSFER***, Contents (page 1), revised; pages 7 through 10, 13 through 16, and 31, revised.

Summary

This chapter is revised to:

- ◆ Reflect the issuance expedited food stamp benefits through the EBT system when households choose EBT.
- ◆ Changes name of form 470-2574, from *EBT Account Adjustment Request* to *EBT Adjustment Request*.
- ◆ Removes section on "ADC Lump Sum Policy" from the chapter.
- ◆ Corrects references of ADC to FIP on changed pages.
- ◆ Corrects cross references.

Effective Date

May 1, 2002

Material Superseded

Remove the following pages from the Employees' Manual, Title 14, Chapter J, and destroy them.

<u>Page</u>	<u>Date</u>
Contents (page 1)	June 1, 1993
7-10, 13-16, 31	June 1, 1993

Additional Information

Refer questions about this general letter to your area income maintenance supervisor 2.



STATE OF IOWA

THOMAS J. VILSACK, GOVERNOR
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
KEVIN W. CONCANNON, DIRECTOR

January 27, 2004

GENERAL LETTER NO. 14-J-6

ISSUED BY: Bureau of Financial Support Programs,
Division of Financial Health and Work Supports

SUBJECT: Employees' Manual, Title 14, Chapter J, *EPPIC™ ELECTRONIC BENEFIT TRANSFER SYSTEM*, Title page, revised; Contents (page 1), revised; and pages 1 through 39, revised.

Summary

This chapter is revised to provide instructions for using the Iowa EPPIC™ electronic benefit delivery system for issuing Food Assistance.

Effective Date

Upon receipt.

Material Superseded

Remove the entire Chapter J from Employees' Manual, Title 14, and destroy it. This includes the following:

<u>Page</u>	<u>Date</u>
Title page	June 1, 1993
Manual Letter 14-J-1	September 24, 2002
Contents (page 1)	April 16, 2002
Contents (page 2)	June 1, 1993
1-6	June 1, 1993
7-10	April 16, 2002
11, 12	June 1, 1993
13-16	April 16, 2002
17-30	June 1, 1993
31	April 16, 2002
32-47	June 1, 1993

Additional Information

Refer questions about this general letter to your area income maintenance supervisor 2.



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

April 13, 2012

GENERAL LETTER NO. 14-J-7

ISSUED BY: Bureau of Financial, Health and Work Supports
Division of Adult, Children and Family Services

SUBJECT: Employees' Manual, Title 14, Chapter J, **EPPIC™ ELECTRONIC BENEFIT TRANSFER SYSTEM**, Title page, revised; Contents (page 1), revised; pages 1 through 39, revised; and page 40, new.

Summary

Chapter 14-J is revised to:

- ◆ Add a reference to the multifactor authentication password.
- ◆ Add a reference to the EBT client portal.
- ◆ Add instructions on setting, adding, or changing the security password.
- ◆ Clarify when EPPIC™ should be used to deactivate and replace, or only to deactivate an EBT card.
- ◆ Remove references to conversion of EBT to food stamp coupons.

Effective Date

Immediately.

Material Superseded

This material replaces the entire Chapter J from Employees' Manual, Title 14, which includes the following pages:

<u>Page</u>	<u>Date</u>
Title page	January 27, 2004
Contents (page 1)	January 27, 2004
1-39	January 27, 2004

Additional Information

Refer questions about this general letter to your area income maintenance administrator.



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

November 7, 2014

GENERAL LETTER NO. 14-J-8

ISSUED BY: Bureau of Financial, Health and Work Supports
Division of Adult, Children and Family Services

SUBJECT: Employees' Manual, Title 14, Chapter J, **EPPIC™ ELECTRONIC BENEFIT TRANSFER SYSTEM**, Contents (page 1), revised; and pages 1, 18, 23, and 28 through 32, revised.

Summary

Chapter 14-J is revised to:

- ◆ Remove references of card replacement in ABC.
- ◆ Clarify card issuance and replacement in EPPIC™.

Effective Date

Immediately.

Material Superseded

This material replaces the following pages from Employees' Manual, Title 14, Chapter J:

<u>Page</u>	<u>Date</u>
Contents (page 1)	March 13, 2012
1, 18, 23, 28-32	March 13, 2012

Additional Information

Refer questions about this general letter to your area income maintenance administrator.

July 19, 2019

GENERAL LETTER NO. 14-J-9

ISSUED BY: Bureau of Financial, Food and Work Supports
Division of Adult, Children and Family Services

SUBJECT: Employees' Manual, Title 14, Chapter J, ***EPPIC™ Electronic Benefit Transfer System***, pages 2, 5, 11, and 17, revised.

Summary

Chapter 14-J is revised to update the following:

- ◆ EBT Client Portal website address.
- ◆ Definition of the Issue Date in EPPIC™.
- ◆ Correct the length of the EPPIC™ password.

Effective Date

Immediately.

Material Superseded

This material replaces the following pages from Employees' Manual, Title 14, Chapter J:

<u>Page</u>	<u>Date</u>
2, 5, 11, 17	April 13, 2012

Additional Information

Refer questions about this general letter to your area income maintenance administrator.

August 27, 2021

GENERAL LETTER NO. 14-J-10

ISSUED BY: Bureau of Financial, Food, and Work Supports
Division of Adult, Children, and Family Services

SUBJECT: Employees' Manual, Title 14, Chapter J, **EPPIC Electronic Benefit Transfer System**, Title Page, Contents Page 1, 1, 2, 3 and 4, 5, 6-10, 11, 12-16, 17, 18, 19-22, 23, 24-27, 28, revised; 29-32, 33-40, removed.

Summary

Chapter 14-J is revised to reflect program name change from Food Assistance to SNAP, update EPPIC processes, and to update formatting and style throughout.

Effective Date

Immediately.

Material Superseded

This material replaces the following pages from Employees' Manual, Title 14, Chapter J:

<u>Page</u>	<u>Date</u>
Title Page	April 13, 2012
Contents Page 1	November 7, 2014
1	November 7, 2014
2	July 19, 2019
3 and 4	April 13, 2012
5	July 19, 2019
6-10	April 13, 2012
11	July 19, 2019
12-16	April 13, 2012
17	July 19, 2019
18	November 7, 2014
19-22	April 13, 2012
23	November 7, 2014
24-27	April 13, 2012
28-32	November 7, 2014
33-40	April 13, 2012

Additional Information

Refer questions about this general letter to your area income maintenance administrator.

December 22, 2023

GENERAL LETTER NO. 14-J-11

ISSUED BY: Bureau of Financial, Food, and Work Supports
Division of Community Access

SUBJECT: Employees' Manual, Title 14, Chapter J, ***EPPIC Electronic Benefit Transfer System***, Title Page, Contents I, I-23, revised; 24-28, removed.

Summary

This chapter is revised to

- Update references to "Department of Human Services" and "DHS", changing them to "Department of Health and Human Services" and "HHS" respectively
- Add section on Expungement of SNAP Benefits

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employees' Manual, Title 14, Chapter J, and destroy them:

<u>Page</u>	<u>Date</u>
Title Page	August 27, 2021
Contents I	August 27, 2021
I-28	August 27, 2021

Additional Information

Refer questions about this general letter to your area income maintenance administrator.

December 27, 2024

GENERAL LETTER NO. 14-J-12

ISSUED BY: Bureau of Financial, Food, and Work Supports
Division of Community Access

SUBJECT: Employees' Manual, Title 14, Chapter J, ***EPPIC(R) Electronic Benefit Transfer System***, Title Page, Contents 1, 1-22, revised; 23, removed.

Summary

This chapter is revised to

- update process for adding secondary cardholders
- update card fraud safety features
- update information on the ConnectEBT app
- update branding, style, and formatting throughout

Effective Date

Upon receipt.

Material Superseded

Remove the following pages from Employees' Manual, Title 14, Chapter J, and destroy them:

<u>Page</u>	<u>Date</u>
Title Page	December 22, 2023
Contents 1	December 22, 2023
1-23	December 22, 2023

Additional Information

Refer questions about this general letter to your area income maintenance administrator.