

Department of Public Health  
and Human Services

Section:  
ISSUANCE

SUPPLEMENTAL NUTRITION ASSISTANCE  
PROGRAM (SNAP)

Subject:  
Overview

**Supersedes:** FS 900 (04/01/03)

**References:** 7 CFR 274.12

GENERAL RULE -- Paper food stamp coupons have been replaced with Electronic Benefit Transfer (EBT). SNAP participants are issued a debit card for purchasing food products. The SNAP benefits are electronically transferred to an account linked to the debit card. Participants will use the card, along with a Personal Identification Number (PIN) to purchase food, using a Point-of-Sale (POS) device, or the paper voucher system at the check stand. There is no charge when using the EBT card.

**NOTE:** There will be a \$2.00 replacement fee when a replacement Montana Access EBT card is issued, regardless of the reason (SNAP 903-1).

This section addresses program benefits or EBT, the negotiable instrument, participants will use to purchase USDA eligible food items. Occasionally, benefits must be replaced to participant households. This information explains conditions when benefits may be replaced via the EBT Montana Access Card.

The SNAP 901-1 and SNAP 902-1 sections include reference information to assist OPA Case Managers with completing post benefit authorization activities. The sections are not intended as stand alone information and should be applied in conjunction with the TEAMS User Guide. The manual's Glossary furnishes a more precise meaning of some of the common program terminology referenced throughout this text.

**NOTE:** All customer service (e.g., requesting a replacement Montana Access EBT card, selecting a Personal Identification Number (PIN), Personal Identifier and account balance inquiries) for the EBT system is being handled through the Interactive Voice Response (IVR) system. The phone number is 1-866-850-1556.

**NOTE:** Montana Access EBT cards should never be mailed to the participant in care of the County Office of Public Assistance.

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