



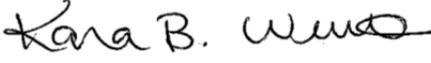
Department of  
Job and Family Services

John R. Kasich, Governor  
Cynthia C. Dungey, Director

**Family Assistance Letter # 145**  
**OFFICE OF FAMILY ASSISTANCE**

**May 15, 2015**

**To:** Directors, County Departments of Job and Family Services

**From:** Kara B. Wentz, Deputy Director  
Office of Family Assistance 

**Subject:** **Ohio Cash and Food Assistance Electronic Benefit Transfer Enhancements**

The Ohio Department of Job and Family Services (ODJFS), Office of Family Assistance awarded the Electronic Benefit Transfer (EBT) contract to the current vendor, Xerox State and Local Solutions, Inc, effective July 1, 2014. The new contract includes several changes to the EBT card program including increased functionality for the EBT EPPIC system and the Ohio Direction Card Customer Service and Cardholder Portal. Below please find the detailed information on the implementation timeframes and system enhancements.

**Implementation/System Outage**

The system enhancements implementation will require an outage on Tuesday, May 19, 2015 from 2:00 to 3:00 AM EST. During this time, Food Assistance EBT transaction processing will not be available. Xerox expects the outage to last no more than one hour. In addition, the Ohio Direction Card Customer Service and Cardholder Portal will not be available.

Manual voucher authorizations cannot be processed during the outage and any manual vouchers or EBT transactions performed by a retailer during this period will be solely at the risk of the retailer. The system outage has been planned to ensure the least possible impact to Ohio's retailer and cardholder community and, depending on store hours, many locations may not be affected.

30 East Broad Street  
Columbus, Ohio 43215  
jfs.ohio.gov

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## Ohio EPPICard System Access

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In June 2015, Ohio EPPICard County Coordinators will be contacted and given a new security form to request access to the Ohio EPPICard system. The Ohio EPPICard system looks and responds much like the Ohio Direction Card EPPIC System. There will be step-by-step training modules on the ODJFS Office of Family Assistance Innerweb to aid users accessing EPPIC. The Ohio EPPICard system will provide limited access to cash assistance program information which includes Ohio Works First (OWF), the OWF Work Allowance, Disability Financial Assistance (DFA), and the Refugee Cash Assistance (RCA) Programs.

### Ohio EPPICard Account Information

County Coordinators will now be able to view Ohio EPPICard accounts, verify deposit amounts and dates for cardholders, view card status information, determine where and when a card was mailed, and if a cardholder is using a current card rather than an expired or stused card.

### Separation of Duties

Individuals who have CRIS-E update privileges are discouraged from requesting EPPIC access due to the separation of duties. The EBT/EPC Security Coordinator has the right to deny or restrict EPPIC access.



## Ohio EBT System Enhancements

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### Ohio EBT EPPIC System

The Ohio EBT EPPIC system is being upgraded to include increased security for password requirements, access to more reports, and more detailed information about cardholders. Below is the summary of the EBT EPPIC enhancements:

#### EPPIC User Password Requirement:

- New passwords are to be a minimum length of at least 8 characters. Passwords must be an alphanumeric mix. There must be at least one character from each of the following categories: uppercase letter, lowercase letter, and numeric.
- Reminder: EPPIC users must login at least once every 59 days otherwise their access will be revoked on day 60. It is recommended that EPPIC users sign in every 30 days.

#### EPPIC Reports:

- EPPIC will display 6 months of reports.

- The Daily Demographic Change Report will include temporary address changes reported by the cardholder to EBT Customer Service. The report will show: Address, City, State and Zip Code.
- Daily and monthly reports will be sorted alphabetically.

EPPIC Recipient Card Management Screen:

- This screen will provide a count for the number of card replacement requests for the cardholder. However, if there is no account activity within the past 365 days, the replacement counter will reset to 0, in spite of previous card replacements.

EPPIC Recipient Information Management Screen:

- A new field name “Group Home Resident” is displayed to indicate whether the cardholder lives in a group home. The indicator will display “Y” for Yes or “N” for No.

**Ohio EBT Cardholder Portal**

The Ohio EBT Cardholder Portal, [www.ebt.acs-inc.com](http://www.ebt.acs-inc.com), will have the following increased security and functionality enhancements:

- Cardholders can securely report a card lost, damaged, or stolen with the option to request a replacement card.
- Cardholders must call customer service to select their PIN for their initial EBT card but they can now make PIN changes on the EBT cardholder portal.
- The cardholder can request a 2 month transaction history statement from the date of the request.
- The cardholder can view 2 years of EBT transaction history.

**Ohio EBT Customer Service**

The Ohio Direction Card customer service automated system has been updated to improve existing menu options and functionality to standardize and implement best practices for efficiency and improved user experience. The improvements are as follows:

- Reuse collected and verified information to avoid re-prompting the caller to enter the same information.
- From the Welcome Menu the cardholder can inquire about the status of their replacement card.
- The cardholder can request a 2 month transaction history statement from the date of the request.

For training materials including the Ohio Direction Card and EPPICard Frequently Asked Questions, user guides, card materials (English/Spanish), and training modules, visit <http://innerweb.odjfs.state.oh.us/OFam/ebt.stm>.

