

Dear Senators LODGE, Broadsword & Werk, and  
Representatives BLOCK, Nielsen & Henbest:

The Legislative Services Office, Research and Legislation, has received the enclosed rules of the Dept. Of Health & Welfare: IDAPA 16.03.20 - Rules Governing Electronic Payments of Public Assistance, Food Stamps, and Child Support (Docket #16-0320-0801).

Pursuant to Section 67-454, Idaho Code, a meeting on the enclosed rules may be called by the cochairmen or by two (2) or more members of the subcommittee giving oral or written notice to Research and Legislation no later than fourteen (14) days after receipt of the rules' analysis from Legislative Services. The final date to call a meeting on the enclosed rules is no later than 11-12-08. If a meeting is called, the subcommittee must hold the meeting within forty-two (42) days of receipt of the rules' analysis from Legislative Services. The final date to hold a meeting on the enclosed rules is 12-10-08.

\_\_\_\_\_The germane joint subcommittee may request a statement of economic impact with respect to a proposed rule by notifying Research and Legislation. There is no time limit on requesting this statement, and it may be requested whether or not a meeting on the proposed rule is called or after a meeting has been held.

To notify Research and Legislation, call 334-2475, or send a written request to the address or FAX number indicated on the memorandum enclosed.

## MEMORANDUM

**TO:** Rules Review Subcommittee of the Senate Health & Welfare Committee and the House Health & Welfare Committee

**FROM:** Research & Legislation Staff - Paige Alan Parker

**DATE:** October 23, 2008

**SUBJECT:** Department of Health and Welfare - IDAPA 16.03.20 - Rules Governing Electronic Payments of Public Assistance, Food Stamps, and Child Support (Docket No. 16-0320-0801) (Proposed and Temporary)

By this Proposed and Temporary Rule docket, the Department of Health and Welfare amends IDAPA 16.03.20 - Rules governing Electronic Payments of Public Assistance, Food Stamps, and Child Support (Docket No. 16-0320-0801) (hereinafter “temporary and proposed rule”). The Governor’s justifications for the temporary rule are that federal mandates require this rule change and that it confers a benefit. The temporary rule regarding cash benefits and food stamps became effective on October 1, 2008, and the temporary rule on issuing electronic payment cards will become effective on December 1, 2008.

The Department states that the temporary and proposed rule is in response to the 2008 Farm Bill that changes the number of days that a participant receiving food stamps will have access to benefits. The Department states that the temporary and proposed rule increases the number of days that must pass before a cash assistance participant’s account is expunged to match that for food stamp participants.

A second purpose of the temporary and proposed rule is to change the process of issuing electronic payment (EP) cards, which will be replaced by branded cards (e.g., VISA) for child support recipients, allowing such recipients to use the card at additional locations than are available for EP cards.

According to the Department, the temporary and proposed rule is authorized pursuant to sections 56-202, Idaho Code, and the 2008 Farm Bill, P.L. 110-234, section 4114, H.R. 2419. Section 56-202(b), Idaho Code, provides the Department with general and broad rulemaking authority. Section 4114 of P.L. 110-234 states:

Section 7(i) of the Food and Nutrition Act of 2008 (7 U.S.C. 2016(i)) is amended by adding at the end the following:

(12) RECOVERING ELECTRONIC BENEFITS-

(A) IN GENERAL- A State agency shall establish a procedure for recovering electronic benefits from the account of a household due to inactivity.

(B) BENEFIT STORAGE- A State agency may store recovered electronic benefits off-line in accordance with subparagraph (D), if the household has not accessed the account after 6 months.

(C) BENEFIT EXPUNGING- A State agency shall expunge benefits that have not been accessed by a household after a period of 12 months.

(D) NOTICE- A State agency shall--

(i) send notice to a household the benefits of which are stored under subparagraph (B); and

(ii) not later than 48 hours after request by the household, make the stored benefits available to the house.

Not cited as authority for this rule is section 56-203(b), Idaho Code, which gives the Department the power to cooperate with the federal government in carrying out the purposes of any federal acts pertaining to public assistance or welfare services and in other matters of mutual concern.

According to the Department, no fee or charge is imposed by the temporary and proposed rule. The Department anticipates a savings of approximately \$200,000, which has already been adjusted out of the Department's FY2009 budget. According to the Department, negotiated rulemaking was not conducted because the federal law requires this rule change and because it confers a benefit. The Department states that a public hearing will be scheduled if requested by 25 persons, a political subdivision or an agency not later than October 15, 2008. All written comments must be delivered to the Department on or before October 22, 2008.

### ANALYSIS

The changes in sections 003 through 007 of the temporary and proposed rule are housekeeping, bringing the rule into compliance with Department of Administration format requirements. Existing section 005, Idaho electronic payments (EP) - cash and food stamps, has been moved to new section 050. Existing section 006, Idaho electronic payments - child support, has been moved to new section 051.

Existing section 007, accessing benefits and payments, has been moved to new section 052 and rewritten to provide that "benefits and cash payments for" the Food Stamp, cash public assistance, and Child Support programs "are processed" through the Idaho Electronic Payment (EP) system. This rewritten section provides that "participants use an Idaho Quest EBT card to access food stamps" and that "for cash public assistance and child support payments, participants can access payments through the Idaho Quest EBT care, direct deposit to their personal bank account, or through a branded Visa card."

One new definition is added by the temporary and proposed rule: “branded Visa card, “ defined as “a card offered by the Department as an alternative method for receiving cash payments. A branded debit Visa Card will be issued by the vendor and can be used wherever Visa is accepted. Both PIN and signature based transactions are allowed. The card can be used to make purchases and receive cash back at point of sale (POS) machines. The card also may be used to access cash at ATM locations.” Section 010.05.

The temporary and proposed rule has modified seven definitions (“alternate payee,” “authorized household member,” “authorized representative,” “customer service Center (CSC),” “Idaho Quest EBT card account,” “limited power of attorney for Idaho Quest EBT card accounts” and “personal identification number (PIN)”) by the substitution of “Idaho Quest EBT” or “EBT” for “EP.” Sections 010.01, 02, 03, 06, 08, 10, and 11. This substitution is also reflected in sections 130, 200, 210, 240.02, 242 and 300 of the temporary and proposed rule

The definition for “point of sale (POS) terminal” has been streamlined to mean “an electronic device located at retail outlets through which card holders can conduct electronic transactions.” Section 010.12.

Section 130, expungement - cash assistance and food stamps, has been changed to increase the number of consecutive days that will result in the expungement of an Idaho Quest EBT card account due to debit inactivity from 270 to 365.

New section 132, escheatment, provides that child support payments in a custodial parent’s Idaho Quest EBT card debit account will be escheated if not accessed in 365 days. Under the temporary and proposed rule, the contracting financial institution will forward the escheated/abandoned funds to the Department which will, in turn, forward these funds to the State Tax Commission’s unclaimed property division on an annual basis.

Deleted by the temporary and proposed rule is section 140, conversion of food stamp benefit account balances, which required the Department to convert all unused food stamp benefits to a cash benefit account when a participant moves to an area where EP benefits cannot be used.

The temporary and proposed rule states that branded Visa cards are issued by the vendor through the mail. Section 200. The primary card holder (and any additional card holder) is responsible to immediately report the loss, damage or theft of the branded Visa card. Section 210. Deleted from section 235, primary card holder, is the prohibition against issuing an EP card to a participant when the primary card holder is a person other than the participant. Section 240 now recognizes that there may be multiple additional card holders, including a person acting as limited power of attorney for Quest. Section 240 also recognizes that there may be additional card holders for a cash account and for an Idaho Quest EBT food stamp account.

The terminology in section 242 has been changed from “deactivating” a card to “canceling” a card and provides authority for a person acting as the card holder’s limited power of attorney to cancel a card. This section also deletes the ability of a participant to request deactivation of the card held by the participant’s limited power of attorney and deletes the prohibition against deactivation of a group home’s EP card solely at the request of a food stamp participant.

The temporary and proposed rule permits the participant to change the PIN for the Idaho Quest EBT card, section 300, or to reset his PIN in the event the original PIN has been lost, forgotten or compromised, section 310, through the on-line client website. The card is deactivated for the remainder of the calendar day, rather than for 24 hours, after four incorrect PIN entries. Section 320.

### **SUMMARY**

The Department’s temporary and proposed rule appears to be authorized under sections 56-202(b) and 56-203(b), Idaho Code.

cc: Department of Health and Welfare  
Tamera Prisock & Orié Garcia

**IDAPA 16 - DEPARTMENT OF HEALTH AND WELFARE**  
**16.03.20 - RULES GOVERNING ELECTRONIC PAYMENTS OF PUBLIC**  
**ASSISTANCE, FOOD STAMPS, AND CHILD SUPPORT**

**DOCKET NO. 16-0320-0801**

**NOTICE OF RULEMAKING - TEMPORARY AND PROPOSED RULE**

**EFFECTIVE DATE:** The effective dates of the temporary rule are October 1, 2008 and December 1, 2008.

**AUTHORITY:** In compliance with Sections 67-5221(1) and 67-5226, Idaho Code, notice is hereby given that this agency has adopted a temporary rule, and proposed rulemaking procedures have been initiated. The action is authorized pursuant to Section 56-202, Idaho Code, and the 2008 Farm Bill, P.L. 110-234, Section 4114; US H.R. 2419.

**PUBLIC HEARING SCHEDULE:** Public hearing(s) concerning this rulemaking will be scheduled if requested in writing by twenty-five (25) persons, a political subdivision, or an agency, not later than October 15, 2008.

The hearing site(s) will be accessible to persons with disabilities. Requests for accommodation must be made not later than five (5) days prior to the hearing, to the agency address below.

**DESCRIPTIVE SUMMARY:** The following is the required finding and concise statement of its supporting reasons for adopting a temporary rule and a nontechnical explanation of the substance and purpose of the proposed rulemaking:

There are two changes to this chapter of rule:

1. The 2008 Farm Bill changes the number of days that a participant receiving food stamps will have access to benefits. Due to this change in federal code, the number of days that must pass before a participant's account is expunged needs to be increased in the rule. The current administrative rule allows a cash assistance participant the same number of days that must pass before their account is expunged as a food stamp participant. In order to remain consistent, the Department is increasing the period for cash assistance to match that for food stamps. This change will benefit both those participants receiving cash assistance and food stamps. Effective date is October 1, 2008.
2. The Department is changing the process of issuing electronic payment (EP) cards. EP cards will be replaced with branded cards, such as Visa, for child support recipients. This action by the Department confers a benefit to recipients by allowing the convenience of using child support funds for all aspects of child support. This change will allow the recipient to use the Visa card at additional locations than are currently available with the EBT card. Effective date is December 1, 2008.

This chapter of rule will also be updated to meet the current requirements of the Office of Administrative Rules (OAR) and the formatting and plain language standards required by the Department.

**TEMPORARY RULE JUSTIFICATION:** Pursuant to Section(s) 67-5226(1)(b) and (c), Idaho Code, the Governor has found that temporary adoption of the rule is appropriate for the following reasons: Federal mandates require this rule change and it confers a benefit.

**FEE SUMMARY:** Pursuant to Section 67-5226(2), the Governor has found that the fee or charge being imposed or increased is justified and necessary to avoid immediate danger and the fee is described herein: NA

**FISCAL IMPACT:** The following is a specific description, if applicable, of any fiscal impact on the state general fund greater than ten thousand dollars (\$10,000) during the fiscal year.

The fiscal impact of this rule change is a savings of approximately \$200,000. This amount has already been adjusted out of the Department's FY09 appropriation budget.

**NEGOTIATED RULEMAKING:** Pursuant to 67-5220(1), Idaho Code, negotiated rulemaking was not conducted because federal mandates require this rule change and it is conferring a benefit.

**ASSISTANCE ON TECHNICAL QUESTIONS, SUBMISSION OF WRITTEN COMMENTS:** For assistance on technical questions concerning the temporary and proposed rule, contact Orié Garcia at (208) 334-5820.

Anyone may submit written comments regarding the proposed rulemaking. All written comments must be directed to the undersigned and must be delivered on or before October 22, 2008.

DATED this 18th day of August, 2008.

Tamara Prisock  
DHW - Administrative Procedures Section  
450 W. State - 10th Floor  
P.O. Box 83720  
Boise, ID 83720-0036  
(208) 334-5564 phone (208) 334-6558 fax  
dhwrules@dhw.idaho.gov

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**THE FOLLOWING IS THE TEXT OF DOCKET NO. 16-0320-0801**

**16.03.20 ~~RULES GOVERNING~~ ELECTRONIC PAYMENTS OF PUBLIC ASSISTANCE, FOOD STAMPS, AND CHILD SUPPORT**

**001. TITLE AND SCOPE.**

**01. Title.** These rules are known and will be cited as Idaho Department of Health and Welfare Rules, IDAPA 16.03.20, "~~Rules Governing~~ Electronic Payments of Public Assistance, Food Stamps, and Child Support." (4-5-00)(10-1-08)T

**02. Scope.** These rules provide standards for delivery of food stamps, cash public assistance, and child support payments. (4-5-00)

**(BREAK IN CONTINUITY OF SECTIONS)**

**003. ADMINISTRATIVE APPEAL.**

Administrative Appeals shall be governed by Idaho Department of Health and Welfare Rules the provisions of, IDAPA 16.05.03, "Rules Governing Contested Case Proceedings and Declaratory Rulings." (4-5-00)(10-1-08)T

**004. ~~(RESERVED)~~ INCORPORATION BY REFERENCE.**

No documents have been incorporated by reference in this chapter of rules. (10-1-08)T

**005. ~~IDAHO ELECTRONIC PAYMENTS (EP) - CASH AND FOOD STAMPS OFFICE -- OFFICE HOURS -- MAILING ADDRESS -- STREET ADDRESS -- TELEPHONE NUMBER -- INTERNET WEB SITE.~~**

~~The Idaho Electronic Payment (EP) system meets the requirements for the distribution of government benefits set forth in the QUEST Operating Rules as adopted and amended by the National Automated Clearing House Association (NACHA). EP for the Food Stamp and cash public assistance programs is exempt from Regulation E (relating to Electronic Fund Transfers) of the Board of Governors of the Federal Reserve System. Participants are~~

~~solely liable for unauthorized fund use except those initiated fraudulently by an employee of the state of Idaho, the Vendor or its employee or subcontractor.~~ (4-5-00)

**01. Office Hours.** Office hours are 8 a.m. to 5 p.m., Mountain Time, Monday through Friday, except holidays designated by the state of Idaho. (10-1-08)T

**02. Mailing Address.** The mailing address for the business office is Idaho Department of Health and Welfare, P.O. Box 83720, Boise, Idaho 83720-0036. (10-1-08)T

**03. Street Address.** The business office of the Idaho Department of Health and Welfare is located at 450 West State Street, Boise, Idaho 83702. (10-1-08)T

**04. Telephone.** The telephone number for the Idaho Department of Health and Welfare is (208) 334-5500. (10-1-08)T

**05. Internet Web Site.** The Department's internet web site is found at <http://www.healthandwelfare.idaho.gov>. (10-1-08)T

**006. ~~IDAHO ELECTRONIC PAYMENTS – CHILD SUPPORT CONFIDENTIALITY OF RECORDS AND PUBLIC RECORDS REQUESTS.~~**

~~Child Support Services (CSS) uses the Electronic Payment (EP) system to disburse child support payments. Participants are solely liable for the first fifty dollars (\$50) of unauthorized fund use, except those initiated fraudulently by an employee of the state of Idaho, the Vendor, or its employee or subcontractor.~~ (4-5-00)

**01. Confidential Records.** Any information about an individual covered by these rules and contained in the Department's records must comply with IDAPA 16.05.01, "Use and Disclosure of Department Records." (10-1-08)T

**02. Public Records.** The Department will comply with Sections 9-337 through 9-350, Idaho Code, when requests for the examination and copying of public records are made. Unless otherwise exempted, all public records in the custody of the Department are subject to disclosure. (10-1-08)T

**007. ~~ACCESSING BENEFITS AND PAYMENTS.~~**

~~Participants in the Food Stamp, cash public assistance, and Child Support programs in Idaho access their benefits and payments through the Idaho Electronic Payment (EP) system. Participants use an Electronic Payments (EP) card and secret personal identification number (PIN) to access benefits and payments.~~ (4-5-00)

~~0087. -- 009. (RESERVED).~~

**010. DEFINITIONS.**

**01. Alternate Payee.** A person or agency other than the participant, who is issued an ~~EP~~ Idaho Quest EBT card and PIN, and is authorized to access the participant's account. This term includes any of the following: (10-1-08)T

**a.** An authorized household member; authorized representative; (10-1-08)T

**b.** Guardian/conservator; (10-1-08)T

**c.** A person who has Limited Power of Attorney for an Idaho Quest EBT card account; (10-1-08)T

**d.** Parent of a minor child participant; or (10-1-08)T

**e.** A protective payee. (4-5-00)(10-1-08)T

**02. Authorized Household Member.** A household member issued an ~~EP~~ Idaho Quest EBT card and PIN number, and authorized to access the primary card holder's benefit account. (4-5-00)(10-1-08)T



**03. Authorized Representative.** A person who is not a member of a Food Stamp participant's household, authorized in writing by a participant to access a Food Stamp benefit account ~~on~~ on behalf of the participant. The authorized representative is issued an EP Idaho Quest EBT card and PIN. ~~(4-5-00)~~(10-1-08)T

**04. Automated Teller Machine (ATM).** A machine used to withdraw cash and provide card holders with account balance information. (4-5-00)

**05. Branded Visa Card.** A branded debit Visa card is a card offered by the Department as an alternative method for receiving cash payments. A branded debit Visa Card will be issued by the vendor and can be used wherever Visa is accepted. Both PIN and signature based transactions are allowed. The card can be used to make purchases and receive cash back at point of sale (POS) machines. The card also may be used to access cash at ATM locations. (12-1-08)T

**056. Customer Service Center (CSC).** A toll-free telephone service provided by the EP Vendor to help the participant with use of the EP Idaho Quest EBT card or Visa branded card and provide other customer services. This service is available twenty-four (24) hours a day, seven (7) days a week. ~~(4-5-00)~~(12-1-08)T

**067. Department.** The Idaho Department of Health and Welfare. (7-1-98)

**078. EP Idaho Quest EBT Card Account.** An authorization ~~file~~ account maintained by the Vendor on behalf of a card holder. An EP Idaho Quest EBT card account ~~will be~~ is either a Food Stamp account or a cash account. A Food Stamp account can be used to make food purchases. A cash account can be used to make cash withdrawals or purchases. ~~(4-5-00)~~(10-1-08)T

**089. Guardian.** This term includes the guardian of a person, the conservator, or the guardian for public assistance. (7-1-98)

**0910. Limited Power of Attorney for ~~Electronic Payments~~ Idaho Quest EBT Card Accounts.** A person with no legal interest in a participant's cash account who is authorized to access that account on the participant's behalf. The limited power of attorney for ~~Electronic Payments~~ Idaho Quest EBT Card Accounts must be authorized by notarized signature on a Department form. ~~(4-5-00)~~(10-1-08)T

**101. Personal Identification Number (PIN).** A four (4) digit secret number issued to or selected by the EP EBT card holder. The PIN is used with the card to initiate an EP EBT transaction. ~~(4-5-00)~~(10-1-08)T

**112. Point of Sale (POS) Terminal.** An electronic device located at retail outlets through which card holders can conduct ~~EP Food Stamp and cash~~ electronic transactions ~~with their EP card and PIN.~~ ~~(4-5-00)~~(10-1-08)T

**123. Protective Payee.** This term includes a residential habilitation agency under IDAPA 16.04.17, "Rules Governing Residential Habilitation Agencies," or its employees, affiliated habilitation providers or contractors who are designated as payee on behalf of the agency's consumer. This term also includes a person or agency designated by the Social Security Administration as the representative payee for an AABD participant's Social Security or SSI payment. (4-5-00)

**134. Vendor.** A contractor hired by the Idaho Department of Health and Welfare to deliver financial services, including origination of Automated Clearing House (ACH) transactions, electronic transactions, customer service, and settlement services. (4-5-00)

~~011. — 029.~~ ~~(RESERVED).~~

**03011. ABBREVIATIONS.**

**01. AABD.** Aid to the Aged, Blind, and Disabled. (7-1-98)

**02. ACH.** Automated Clearing House. (7-1-98)

- 03.** ATM. Automated Teller Machine. (7-1-98)
- 04.** EBT. Electronic Benefits Transfer. (10-1-08)T
- 045.** EP. Electronic Payment. (4-5-00)
- 056.** PIN. Personal Identification Number. (7-1-98)
- 067.** POS. Point of Sale. (7-1-98)
- 078.** SSI. Supplemental Security Income. (7-1-98)
- 089.** TAFI. Temporary Assistance for Families in Idaho. (7-1-98)

~~031. -- 099.~~ (RESERVED).

**012. -- 049.** (RESERVED).

**050. IDAHO ELECTRONIC PAYMENTS (EP) - CASH AND FOOD STAMPS.**

The Idaho Electronic Payment (EP) system meets the requirements for the distribution of government benefits set forth in the QUEST Operating Rules as adopted and amended by the National Automated Clearing House Association (NACHA). EP for the Food Stamp and cash public assistance programs is exempt from Regulation E (relating to Electronic Fund Transfers) of the Board of Governors of the Federal Reserve System. Participants are solely liable for unauthorized fund use except those initiated fraudulently by an employee of the state of Idaho, the Vendor or its employee or subcontractor. (10-1-08)T

**051. IDAHO ELECTRONIC PAYMENTS - CHILD SUPPORT.**

Child Support Services (CSS) uses the Electronic Payment (EP) system to disburse child support payments. Participants are solely liable for the first fifty dollars (\$50) of unauthorized fund use, except those initiated fraudulently by an employee of the state of Idaho, the Vendor, or its employee or subcontractor. (10-1-08)T

**052. ACCESSING BENEFITS AND PAYMENTS.**

Benefits and cash payments for Food Stamp, cash public assistance, and Child Support programs are processed through the Idaho Electronic Payment (EP) system. Participants use an Idaho Quest EBT card to access food stamps. For cash public assistance and child support payments, participants can access payments through the Idaho Quest EBT card, direct deposit to their personal bank account, or through a branded Visa card. (12-1-08)T

**053. -- 099.** (RESERVED).

**(BREAK IN CONTINUITY OF SECTIONS)**

**130. EXPUNGEMENT -- CASH ASSISTANCE AND FOOD STAMPS.**

A cash or Food Stamp ~~EP~~ Idaho Quest EBT card account will be expunged if the account has not had any debit activity in ~~two~~ three hundred ~~seventy~~ sixty-five (270/365) consecutive days. The participant loses any right to the cash or Food Stamps in the expunged account. ~~(4-5-00)~~(10-1-08)T

**(BREAK IN CONTINUITY OF SECTIONS)**

**132. ESCHEATMENT.**

Child support payments will be escheated yearly if not accessed in three hundred and sixty-five (365) days. Escheatment is the process of taking funds from a custodial parent's Idaho Quest EBT card debit account when the

account has not been debited for a year or more. The funds that remain in the account are considered abandoned property. The financial institution that has contracted with the Department is required to forward the abandoned funds to the Department. The Department will forward the abandoned funds to the State Tax Commission's Unclaimed Property Division on an annual basis. (10-1-08)T

~~132. -- 139.~~ (RESERVED).

**140. CONVERSION OF FOOD STAMP BENEFIT ACCOUNT BALANCES.**

~~When a participant moves to an area where EP benefits cannot be used, the Department will convert all unused Food Stamp benefits to a cash benefit account.~~ (4-5-00)

~~143. -- 199.~~ (RESERVED).

**200. CARD ISSUANCE.**

EP Idaho Quest EBT cards may be issued though the mail by the Vendor or over the counter at a Department field office. Branded Visa cards are issued by the Vendor through the mail. (4-5-00)(12-1-08)T

~~201. -- 209.~~ (RESERVED).

**210. DAMAGED, LOST, OR STOLEN CARDS.**

The primary card holder, and any additional card holder, is responsible to immediately report the loss, damage, or theft of his EP Idaho Quest EBT card and branded Visa card to the Vendor's CSC. The card holder is responsible to report to the CSC or the Department suspected unauthorized use of ~~the~~ his card or unauthorized access of ~~the EP his~~ his account. When the CSC receives a report of a lost, stolen or damaged EP card, the EP card will be ~~deactivated~~ canceled. The primary card holder is solely responsible for the protection of his EP card, ~~and~~ and PIN, ~~and for~~ and for access to his EP account, by alternate payees. (4-5-00)(12-1-08)T

~~211. -- 234.~~ (RESERVED).

**235. PRIMARY CARD HOLDER.**

The primary card holder is the individual whose client identification number is used to establish an account. An individual who is a guardian, a parent of a minor child, a protective payee, or a person granted limited power of attorney because the participant is unable to use his EP card may also be the primary card holder in lieu of the person whose client identification number is used on the ~~card~~ account. The primary card holder has ~~primary~~ primary responsibility for a benefit account. A primary card holder other than the participant is responsible for the participant's EP benefit account transactions. This person accepts and exercises responsibility over the participant's EP benefit account. ~~The participant shall not be issued an EP card when the primary card holder is a person other than the participant, whose client identification number is used to establish the account.~~ (4-5-00)(12-1-08)T

~~236. -- 239.~~ (RESERVED).

**240. ADDITIONAL CARD HOLDERS.**

~~An~~ Additional card holders is ~~is~~ are responsible for account transactions made on behalf of the primary card holder. An additional card holder may be an authorized household member, an authorized representative, or a person acting as limited power of attorney for Quest. (4-5-00)(12-1-08)T

**01. Additional Card Holders for EP Cash Account.** The primary card holder may designate ~~an~~ an additional card holders for ~~an~~ an EP cash account. (4-5-00)(12-1-08)T

**02. Additional Card Holders for EP an Idaho Quest EBT Food Stamp Account.** The primary card holder or another responsible member of the benefit household may designate ~~an~~ an additional card holders for an Idaho Quest EBT Food Stamp account. (4-5-00)(12-1-08)T

~~241.~~ (RESERVED).

**242. DEACTIVATING CANCELING AN EP IDAHO QUEST EBT CARD.**

An EP Idaho Quest EBT card ~~must~~ can only be ~~deactivated~~ canceled by the Vendor's CSC or the Regional EP EBT

Specialist. A card holder may request ~~deactivation of his own~~ card or the card of an authorized family member, ~~or his~~ authorized representative, or the person acting as his limited power of attorney, to be canceled. ~~The participant may request deactivation of the card held by his limited power of attorney for EP. An EP card must not be deactivated canceled~~ at the request of a participant who is not the primary card holder. ~~A group home's EP card must not be deactivated at the request of a Food Stamp participant.~~ (4-5-00)(12-1-08)T

243. -- 299. (RESERVED).

**300. PERSONAL IDENTIFICATION NUMBER (PIN) ISSUANCE.**

~~The PIN is randomly assigned by the Vendor if the EP card is issued through the mail.~~ A participant ~~issued an EP will~~ select a PIN for an Idaho Quest EBT card ~~issued over the counter will select a PIN.~~ The participant may change his PIN at a Department office, ~~or~~ by contacting the CSC, ~~or through the on-line client website.~~ (4-5-00)(12-1-08)T

301. -- 309. (RESERVED).

**310. LOST, FORGOTTEN OR COMPROMISED PINS.**

A cardholder may request a new PIN by contacting the CSC or the Department if the original PIN has been lost, forgotten, or compromised. ~~A cardholder can reset his PIN if he knows his old PIN through the on-line client website.~~ (7-1-98)(12-1-08)T

311. -- 319. (RESERVED).

**320. PIN SECURITY.**

The EP card holder is responsible for maintaining the security of his PIN. The card holder will be provided with training ~~and/or~~ training materials, ~~or both~~ that explain the use of the PIN and how to protect the PIN. The EP card will be automatically inactivated for ~~up to twenty four (24) hours~~ the remainder of the calendar day after four (4) incorrect PIN entries. ~~The card holder is solely responsible for a~~ Access to his EP account through unauthorized use of his PIN ~~is solely the responsibility of the card holder.~~ (4-5-00)(12-1-08)T