

▶ Online Purchasing

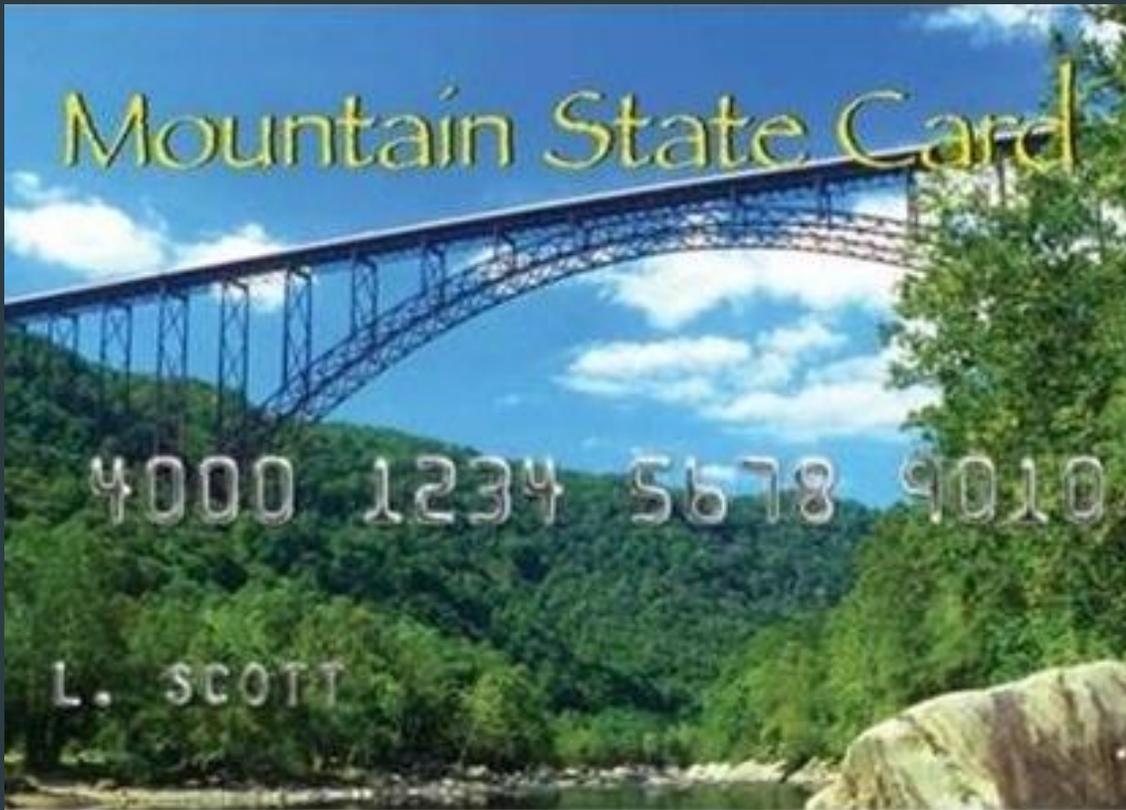
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West Virginia Department of Health and Human Resources



West Virginia Mountain State EBT Card



- ▶ SNAP benefits
- ▶ TANF benefits (WVWORKS)
- ▶ Pandemic EBT benefits
- ▶ School Clothing Allowance



Online Purchasing

Submitted waiver

Gained approval from FNS

Cooperative implementation effort
between WV, FNS and FIS

Testing with Walmart and
amazon.com



Go-live May 19, 2020 - two retailers

- ▶ Walmart
 - ▶ Accepts both SNAP and WV WORKS benefits
 - ▶ WV WORKS purchases are processed like SNAP - no expiration date or security number required
- ▶ amazon.com
 - ▶ Accepts SNAP only
 - ▶ Clients cannot make WV WORKS purchases on amazon.com
- ▶ Between May 19, 2020 and July 31, 2020
 - ▶ SNAP + WV WORKS issuance \$169,398,405
- ▶ Most significant complaint is delivery times unavailable



EBT Cash

- ▶ Due to COVID-19 School Clothing Allowance issued to EBT card
- ▶ Problems for cardholders
 - ▶ At POS
 - ▶ Online
 - ▶ Can access EBT Cash at ATMs - but not all ATMs
- ▶ Problems for retailers
 - ▶ 75+ had EBT Cash enabled
 - ▶ Major retailers were not prepared
- ▶ FNS does not certify merchants for EBT Cash
- ▶ Solution
 - ▶ Partnership with FIS and Fiserv
 - ▶ FIS removing the FNS number edit for EBT cash
- ▶ Risk is low for state
- ▶ Merchants will have costs



West Virginia/FIS/Fiserv EBT Cash project

The West Virginia Department of Health and Human Resources Department Central Finance/Office of EBT Banking Services is pleased to announce that this fall, the state will begin allowing EBT Cash, also known as Temporary Assistance for Needy Families (TANF) via online transactions, made either through a website or a cell phone. The Office of EBT is working with payment technology provider, Fiserv, and the state's EBT contractor, FIS, to enable the expansion from the physical point of sale to online for approved retailers. This move is in response to COVID-19 and the increased desire of EBT recipients to make purchases online or via cell phone without entering a store to transact via physical card.

More details will be forthcoming as we finalize the technological details; but interested retailers who would like to accept TANF on their websites should contact the Office of EBT directly ...

