

Report title: EBT HOTCARD REPORT  
Report aliases: LA/Clinic HotCard Report  
HOTCARD REPORT

Why should I run this report?

To identify when to schedule a Parent/Guardian for card and benefits replacement. This detail report identifies the:

- hotcard date
- clinic number
- PAN
- parent/guardian name
- parent/guardian DOB
- hotcard reason
- estimated benefit replacement date
- date of last issuance

When should I run this report?

On a daily basis after verifying your site had a good End-of-Day processing. This would typically be first thing in the morning as End-of-Day processing completes the evening before. Some clinics run a manual End-of-Day process at other times during the day. For these sites it is recommended they run the report once End-of-Day processing finishes.

How do I access the report?

Select →

Reports | System & Status | LA/Clinic HotCard Report | Date Range

Or

Reports | System & Status | LA/Clinic HotCard Report | PAN

(see Figure 1).

**Figure 1**



## Input fields for Date Range (see Figure 2)

### Start Date

- Required field.
- Can be any past date up to and including the current date. Cannot be past the End Date. Cannot be a future date.

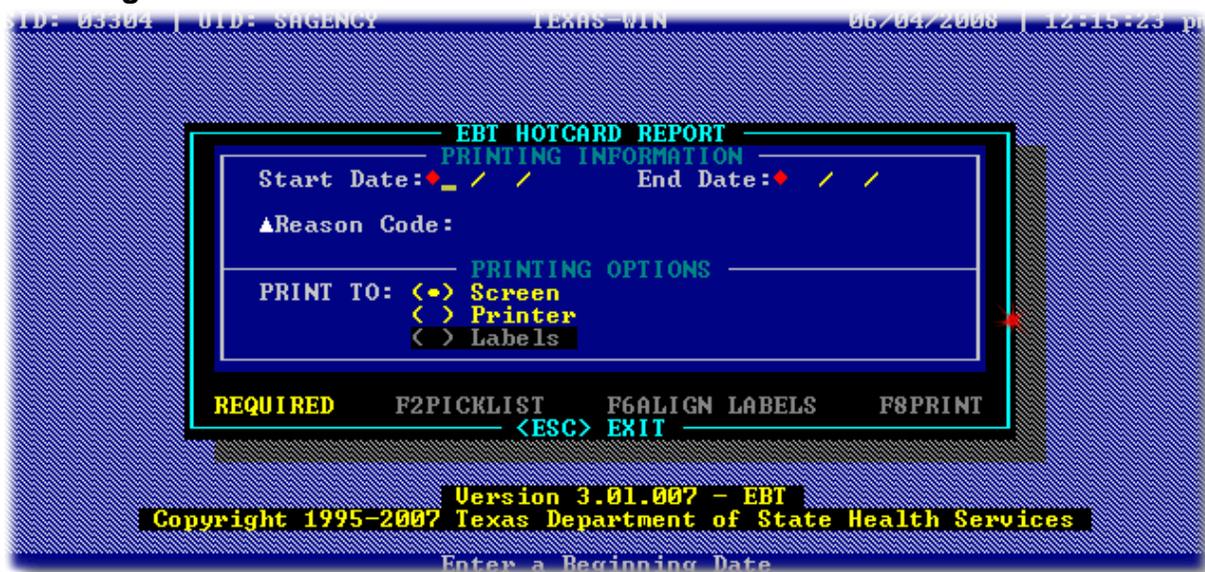
### End Date

- Required field.
- Can be any past date up to and including the current date. Cannot be before the Start Date. Cannot be a future date.

### PRINT TO

- Required field.
- Output can be sent to either the screen or to the printer.

**Figure 2**



Input fields for PAN (see Figure 3)

**Figure 3**



#### FID

- Optional field.
- If used, must be a valid 12-digit FID. If the FID begins with the digit, “1”, you need to enter the 13<sup>th</sup> check-digit. If the FID begins with a “0”, do not enter the 13<sup>th</sup> check-digit. The PAN and CONFIRM fields will automatically populate based upon the FID you entered.

#### PAN

- Required field.
- Must be a valid 19-digit PAN.

#### CONFIRM

- Required field.
- Must be the same 19-digit PAN that was entered in the PAN field.

#### PRINT TO

- Required field.
- Output can be sent to either the screen or to the printer.

What does the report look like when generated by Date Range spanning one day? (see Figure 4)

Figure 4

| STATE OF TEXAS WIC PROGRAM<br>EBT HOTCARD REPORT<br>FROM: 06/04/2008 TO: 06/04/2008 |           |                         |                 | LOCAL AGENCY 033 |                     |                       |               |
|---|-----------|-------------------------|-----------------|------------------|---------------------|-----------------------|---------------|
| <u>HOTCARD DATE</u>   | <u>CL</u> | <u>PAN</u>              | <u>NAME</u>     | <u>DOB</u>       | <u>REASON</u>       | <u>BENE REPL DATE</u> | <u>L1DTSR</u> |
| 06/04/2008  | 04        | 5077 1710 0040 7573 027 | MARTINEZ, LYDIA | 07/08/1977       | LOST                | 06/12/2008            | 05/01/2008    |
| 06/04/2008  | 04        | 5077 1710 0050 0204 025 | RODRIGUEZ, OLGA | 06/03/1975       | LOST                | 06/12/2008            | 02/01/2006    |
| 06/04/2008  | 04        | 5077 1710 0060 8126 021 | PEREZ, LINDA    | 07/19/1982       | LOST                | 06/12/2008            | 10/01/2007    |
| 06/04/2008  | 04        | 5077 1710 0090 6002 023 | SMITH, DONNA    | 02/02/1986       | LOST                | 06/12/2008            | 08/01/2006    |
| 06/04/2008  | 04        | 5077 1710 0200 0735 029 | AVILA, CYNTHIA  | 12/29/1969       | DAMAGED AFTER ISSUE | 06/12/2008            | 05/01/2008    |
| 06/04/2008  | 04        | 5077 1710 0240 9535 020 | BONAHAW, JULIA  | 05/09/1980       | LOST                | 06/12/2008            | 04/01/2008    |
| 06/04/2008  | 04        | 5077 1710 0250 9932 028 | ROBERTS, SHARON | 08/22/1974       | LOST                | 06/12/2008            | 06/01/2008    |
| 06/04/2008  | 04        | 5077 1710 0060 9302 027 | WILLIAMS, JOANN | 04/20/1975       | LOST                | 06/12/2008            | 07/01/2007    |
| 06/04/2008  | 04        | 5077 1710 0100 0621 023 | BARRERA, NORMA  | 03/03/1970       | DAMAGED AFTER ISSUE | 06/12/2008            | 06/01/2008    |
| TOTAL FOR CLINIC 033-04 : 9   |           |                         |                 |                  |                     |                       |               |

What does the report look like when generated by Date Range spanning over more than one day? (see Figure 5)

Figure 5

| STATE OF TEXAS WIC PROGRAM<br>EBT HOTCARD REPORT<br>FROM: 06/01/2008 TO: 06/03/2008 |           |                         |                  | LOCAL AGENCY 033 |                     |                       |                |
|---|-----------|-------------------------|------------------|------------------|---------------------|-----------------------|----------------|
| <u>HOTCARD DATE</u>   | <u>CL</u> | <u>PAN</u>              | <u>NAME</u>      | <u>DOB</u>       | <u>REASON</u>       | <u>BENE REFL DATE</u> | <u>L1D12SP</u> |
| 06/01/2008  | 04        | 5077 1710 0040 7573 027 | VISCARRA, JILL   | 07/28/1987       | SPLIT FAMILY        | 06/06/2008            | 05/01/2008     |
| 06/01/2008  | 04        | 5077 1710 0050 0204 025 | DOMINGUEZ, OLGA  | 02/03/1985       | SPLIT FAMILY        | 06/06/2008            | 02/01/2006     |
| 06/01/2008  | 04        | 5077 1710 0060 8126 021 | CHENEAU, KAREN   | 07/11/1965       | SPLIT FAMILY        | 06/06/2008            | 10/01/2007     |
| 06/01/2008  | 04        | 5077 1710 0090 6002 023 | CAMACHO, JACLYN  | 06/13/1983       | TRANSFER TO NON-EBT | 06/06/2008            | 08/01/2006     |
| 06/01/2008  | 04        | 5077 1710 0200 0735 029 | AVILA, AMBER     | 12/29/1986       | SPLIT FAMILY        | 06/06/2008            | 05/01/2008     |
| 06/01/2008  | 04        | 5077 1710 0240 9535 020 | BENORTHAM, DARI  | 05/12/1960       | SPLIT FAMILY        | 06/06/2008            | 04/01/2008     |
| 06/01/2008  | 04        | 5077 1710 0250 9932 028 | RODRIGUEZ, ROSA  | 08/24/1974       | SPLIT FAMILY        | 06/06/2008            | 06/01/2008     |
| 06/02/2008  | 04        | 5077 1710 0060 9302 027 | SMITH, PRECIOUS  | 07/20/1985       | LOST                | 06/09/2008            | 07/01/2007     |
| 06/02/2008  | 04        | 5077 1710 0100 0621 023 | BRACKNELL, NORMA | 05/05/1970       | LOST                | 06/09/2008            | 06/01/2008     |
| 06/02/2008  | 04        | 5077 1710 0100 1322 027 | GUTIEREZ, MARY   | 07/29/1981       | LOST                | 06/09/2008            | 07/01/2008     |
| 06/02/2008  | 04        | 5077 1710 0010 6029 024 | GONZALEZ, OLGA   | 02/19/1972       | LOST                | 06/09/2008            | 03/01/2007     |
| 06/02/2008  | 04        | 5077 1710 0030 7554 028 | BARCNAS, JULI    | 01/27/1980       | LOST                | 06/09/2008            | 07/01/2005     |
| 06/03/2008  | 04        | 5077 1710 0010 7391 027 | TURREY, BETH     | 11/13/1984       | DAMAGED AFTER ISSUE | 06/11/2008            | 05/01/2008     |
| 06/03/2008  | 04        | 5077 1710 0040 7498 027 | RASCON, ARACELY  | 08/11/1983       | LOST                | 06/11/2008            | 11/01/2005     |
| 06/03/2008  | 04        | 5077 1710 0050 8344 021 | MAGALLANES, KIM  | 09/04/1985       | LOST                | 06/11/2008            | 05/01/2005     |
| 06/03/2008  | 04        | 5077 1710 0100 0698 021 | REYES, JOANNA    | 06/07/1985       | LOST                | 06/11/2008            | 06/01/2008     |
| 06/03/2008  | 04        | 5077 1710 0190 5960 021 | FERNANDEZ, JANE  | 06/13/1974       | LOST                | 06/11/2008            | 11/01/2007     |
| 06/03/2008  | 04        | 5077 1710 0240 9617 026 | GARCIA, LESLYE   | 03/24/1991       | LOST                | 06/11/2008            | 06/01/2008     |
| 06/03/2008  | 04        | 5077 1710 0250 7149 021 | MUNOZ, AMANDA    | 05/27/1994       | LOST                | 06/11/2008            | 06/01/2008     |

TOTAL FOR CLINIC 033-04: 19

What does the report look like when generated by PAN? (see Figure 6)

**Figure 6**

| <u>HOTCARD DATE</u> |    |      | <u>CL</u> | <u>PAN</u> | <u>NNAME</u> | <u>DOB</u> | <u>REASON</u>  | <u>BENE REPL DATE</u> | <u>L1DT2SP</u> |            |            |
|---------------------|----|------|-----------|------------|--------------|------------|----------------|-----------------------|----------------|------------|------------|
| 06/01/2008          | 04 | 5077 | 1710      | 0060       | 8126         | 021        | CHENEAU, KAREN | 07/11/1965            | SPLIT FAMILY   | 06/09/2008 | 10/01/2007 |

STATE OF TEXAS WIC PROGRAM  
EBT HOTCARD REPORT  
PAN 5077 1710 0060 8126 021

LOCAL AGENCY 033

How do I interpret these results?

**HOTCARD DATE**

This is the date the card was Hotcarded by the State Agency. Typically this is the date when the Parent/Guardian called the State Agency.

**CL**

Your clinic number.

**PAN**

Personal Account Number assigned to the family.

**NAME**

Parent/Guardian's name.

**DOB**

Parent/Guardian's date of birth.

**REASON**

Reasons why the card has been Hotcarded.

| <i>Reasons</i>           |
|--------------------------|
| DAMAGED AFTER ISSUE      |
| DAMAGED BEFORE ISSUE     |
| FAILED BEFORE ISSUE      |
| LOST                     |
| MISSING BEFORE ISSUE     |
| DUAL PARTICIPATION       |
| SPLIT FAMILY TRANSFER    |
| STOLEN                   |
| TRANSFER TO NON-EBT SITE |
| FAILED AFTER ISSUE       |

**BENE REPL DATE**

The estimated date when replacement benefits will become available.

**L1DT2SP**

This is the last first day to spend of the family's benefits. Example: Family received June, July, and August '08 benefits. The L1DT2SP field would reflect 08/01/2008.

## FAQ

#1 Will we continue to receive a faxed copy of the Hotcard Report daily from the State Agency? No, as this feature is now available locally at each site, the State Agency will discontinue faxing the report as of August 1, 2008.

#2 In what order is the report sorted? When run by Date Range it is sorted in chronological order by HOTCARD DATE. Only one record is returned when the report is run by FID or PAN.

#3 Can I run this report at my admin office? Yes. By default, the report will display Hotcard data for all of your clinics. Use the <F12> Change Site key to filter for a specific clinic.

#4 I have a multi-site laptop. Will all my sites be reflected in this report? By default, the report will only display data for your parent site. Use the <F12> Change Site key to see data for each of the child sites.

#5 How is the benefit replacement date calculated? The rule is six business days after the card is reported to the State Agency.

### Example

Card is reported as lost on Monday, June 2<sup>nd</sup>, 2008  
Replacement benefits should be available on Tuesday, June 10<sup>th</sup>

|       |                                 |
|-------|---------------------------------|
| Day 1 | Tuesday, June 3 <sup>rd</sup>   |
| Day 2 | Wednesday, June 4 <sup>th</sup> |
| Day 3 | Thursday, June 5 <sup>th</sup>  |
| Day 4 | Friday, June 6 <sup>th</sup>    |
|       | Saturday, June 7 <sup>th</sup>  |
|       | Sunday, June 8 <sup>th</sup>    |
| Day 5 | Monday, June 9 <sup>th</sup>    |
| Day 6 | Tuesday, June 10 <sup>th</sup>  |

#6 Why is there a six-day wait for benefits replacement? Some vendors take a few days to submit WIC client transactions. The State waits to ensure all current month transactions have made it to the State. Without this wait, the State could possibly issue current month replacement benefits for benefits that have already been redeemed.

#7 Can benefits replacement take longer than six business days? Yes. State holidays are not counted even if they fall within Monday through Friday. Texas-WIN keeps track of weekend days and State holidays. To review this list, select [Utils | View Look-Up Tables | Nowrkdz](#). It is also important to have good End-of-Day processing as this data enters your computer system via the End-of-Day process.

With this in mind, if a client calls on Saturday, July 7, 2008 to report their card as lost, you may expect to see the PAN on your Monday morning report. As this report is updated via End-of-Day processing, if you were not open on Saturday your next End-of-Day Processing will not take place until Monday Evening. You will see the PAN listed on the report Tuesday morning. You can always call the Help Desk to verify if and when the card was reported to the State.

#8 Who is eligible to receive replacement benefits? Any client that has current month benefits remaining; and/or advance, triple, or fourth month benefits issuance. If it's late in the month, the client may not receive current month replacement benefits. This is due to the six business day rule. As an example: Card is reported as lost on Thursday, June 26<sup>th</sup>, 2008. There are only two business days left in the month, Friday and Monday. As such, the client would not receive current month replacement benefits.

#9 What affects, if any, would a transfer have on the losing site or the gaining site?

- EBT to Voucher – The client would be listed on the Hotcard Report as a Transfer to Non-EBT site. The gaining site? Would not be a concern as this report does not exist in the Voucher system.
- Split Family Transfer to either an EBT or Voucher site – The client would be listed on the Hotcard Report as a Split-Family Transfer. The gaining site? This would not affect the gaining site, as a record for this family member does not actually transfer to the gaining site. The participant that has split-off is provided with a new EBT card or added to an existing record.

#10 Will all the clients under the associated PAN be displayed or only the Parent/Guardian? Only the Parent/Guardian.

#11 How will I know if replacement benefits have arrived? You may find that going through the replacement process and reviewing the shopping list may work better for you. However, this entails having the Parent/Guardian present. If replacement benefits have not arrived, then the Parent/Guardian must make a second trip. The proof positive method is to create a FoxFire report. You will need the family's 'lost' PAN number. If necessary, perform a Client or Parent/Guardian search to obtain the number.

STD: 01001 | STD: AGENCY TEXAS-WIN 06/09/2008 | 2:28:49 pm

**FAMILY BROWSE WINDOW**

| PARENT/GUARDIAN NAM | SSN         | DOB        | SITEID | FID/PAN             |
|---------------------|-------------|------------|--------|---------------------|
| JONES, JENNIFER D   | 555-55-5555 | 03/12/1982 | 010-01 | 5077171000803170022 |

Sample FoxFire report configuration

Request Editor

Name **REMBENE** Descrip **Are replacement benefits available**

---

<Data Items>

| Old PAN             | New PAN             | LA  | CL | Category/<br>Sub Category | YMMM | QTY  |
|---------------------|---------------------|-----|----|---------------------------|------|------|
| 5077171000109769022 | 5077171000200113021 | 033 | 06 | 01-000                    | 0407 | 4.50 |

---

<Filter> < Special >  
Remain Bene Old PAN Is Like <ask at runtime>

<Sort/Group> < Options >  
↑ Remain Bene Year and M

---

<Output> Request Type: Detail, Layout Style: Character  
Columnar Report To Screen

---

< Run > < Preview > < Count > << Save >> <Save as...> < Cancel >

Sample output – Family has June and July '08 replacement benefits available.  
Note – If the New PAN column was populated, that would indicate that replacement benefits have already been placed on the new card.

Request: REMBENE  
Are replacement benefits available?

Page 1 Filters: Remain Bene Old PAN Is Like 5077171000803170022

| Old PAN             | New PAN | LA  | CL | Category/<br>Sub Category | YMMM | QTY           |
|---------------------|---------|-----|----|---------------------------|------|---------------|
| 5077171000803170022 |         | 010 | 01 | 01-000                    | 0806 | 4.50          |
| 5077171000803170022 |         | 010 | 01 | 02-012                    | 0806 | 2.00          |
| 5077171000803170022 |         | 010 | 01 | 03-000                    | 0806 | 2.00          |
| 5077171000803170022 |         | 010 | 01 | 04-003                    | 0806 | 4.00          |
| 5077171000803170022 |         | 010 | 01 | 05-000                    | 0806 | 36.00         |
| 5077171000803170022 |         | 010 | 01 | 11-450                    | 0806 | 24.00         |
| 5077171000803170022 |         | 010 | 01 | 01-000                    | 0807 | 4.50          |
| 5077171000803170022 |         | 010 | 01 | 02-012                    | 0807 | 2.00          |
| 5077171000803170022 |         | 010 | 01 | 03-000                    | 0807 | 2.00          |
| 5077171000803170022 |         | 010 | 01 | 04-003                    | 0807 | 4.00          |
| 5077171000803170022 |         | 010 | 01 | 05-000                    | 0807 | 36.00         |
| GRAND TOTALS:       |         |     |    |                           |      | <u>121.00</u> |

11 Records Selected

#12 Must I wait for six business days before I bring the Parent/Guardian for a replacement card? No. Policy CS: 26.0E states, if a PAN does not have current benefits a replacement card can be issued as soon as the hotcard record arrives. If there are remaining benefits the policy states to schedule the client within six business days for card and benefit replacement.

Our goal is to minimize the number trips the client needs to make to the clinic.

#13 Is everybody that shows up on this report eligible for replacement benefits? No. A family who has lost their card may have redeemed all of their current month's benefits and never received advance and triple benefits. Use the L1DT2SP field to determine if replacement benefits will be available. If the L1DT2SP field contains a date of 05/01/2008 but today is 06/11/2008, you know there are no benefits to replace. In order to receive replacement benefits the L1DT2SP field must contain today's date or any date in the future. Split-family transfers will also show up on this report because of their Hotcard status. These families would require a removal of benefits, not benefit replacement.

#14 What is the difference between this report and the Hotcard Notifications report? The Hotcard Notifications report is designed to alert staff of all administratively locked cards due to split-family transfers and transfers from EBT to Voucher sites. The EBT Hotcard report is designed to identify when to schedule a Parent/Guardian for card and benefits replacement.

#15 I was expecting to see a specific PAN listed on this report as a split-family transfer. It is not there. Why? The EBT Hotcard report is not intended to report on these types of Hotcards. Split-family transfers, and transfers from EBT to Voucher sites, have what is called a Hotcard effective date. This date is different than the Hotcard Date. For these transfers, the Hotcard effective date is the first of the following month. Depending upon the EBT Hotcard report's date range, the split-family transfers may or may not be displayed on the EBT Hotcard report. Use the Hotcard Notifications report to identify split-family transfers and transfers from EBT to Voucher sites.