

## Policy Clarifications – Medicaid – All

**Submitted:**

**Agency:** CAOs

**Subject:** Issuing Replacement ACCESS Card for Medical Assistance (MA) Recipients

**Question:** An individual is currently open for MA only. In the past, the individual received TANF and/or SNAP benefits and was last issued an Electronic Benefit Transfer (EBT) card. The individual is now requesting a replacement ACCESS card. Should the individual be issued an EBT card or an ACCESS card?

---

**Response By:** Division of Health Services

**Date:**

The CAO should issue a replacement EBT card. Currently, system functionality will only allow the issuance of a replacement EBT card if that was the last card issued. Since the individual has had a break in coverage for TANF and/or SNAP and is now receiving MA only, waive the replacement fee when issuing the new EBT card.

This Policy Clarification obsoletes PMS-12781-380.