

**Policy Clarifications – SNAP
PFS-18833-580**

Submitted: 02/18

Agency: CAOs

Citations: SNAP

Subject: SNAP benefits taken offline due to inactivity

When a household's benefits are taken offline due to EBT inactivity how does the CAO reinstate benefits for the household when they make a request to the CAO?

Response By: Division of Federal Programs

Date: 02/22/18

If there is no activity on a household's EBT account for 180 days, the EBT account becomes inactive and the household's benefits are taken offline and inaccessible to the household. These SNAP benefits are inaccessible to the household until they make a request to the CAO to have their SNAP benefits replaced.

The CAO must replace the benefits that are due to the household including returned benefits that have been posted in the benefit history and any new benefits that the household is eligible for. The household must receive any benefits for their entire certification period if eligible for participation.

For example, a household's certification period is December 1, 2017 through November 30, 2018. The household never uses their SNAP benefits and their EBT card becomes inactive in May 2018. The household contacts the CAO in July 2018 to request their benefits back. The CAO must replace the benefits from December 2017-July 2018 to the household, and continue the original certification period.