

## **Texas EBT Stand-In (Previously known as Floor Limits) Procedures**

### **Background**

- Federal regulations allow states an option to set up a manual purchase system for use when the Electronic Benefit Transfer (EBT) system is inoperative. Regulations specify that the state is liable for **100%** of the costs for stand-in transactions not covered by funds in the client account at the time the voucher is presented for payment.
- Texas EBT Lone Star Operating Rules:
  - (1) a stand-in Manual Voucher may not exceed \$25.
  - (2) HHSC pays the retailer for the amount of retailer's loss up to \$25 per voucher. HHSC reimburses a retailer for a maximum of \$25 per client per day.

### **Definition of Stand-In Manual Voucher**

The stand-in manual voucher transaction is processed in accordance with the Lone Star Operating Rules and the Retailer's agreement, except that the retailer:

- (1) does not have to obtain an authorization and a voucher authorization number from the EBT Call Center before processing the voucher;
- (2) must submit the voucher for payment to ACS within five calendar days after the date of the EBT outage; and
- (3) cannot knowingly process stand-in manual voucher transactions for the same client for more than \$25 per day.

### **Criteria to Invoke Stand-In**

If the Texas EBT Host system is unable to authorize transactions and is expected to be down for more than 30 minutes, HHSC may invoke stand-in procedures. HHSC will notify individuals on the outage notification distribution list. The notification will state the start and end times for the period during which the stand-in process will be active. If HHSC elects to extend the end time for a stand-in period, additional notifications will be sent out, as appropriate. Retailers will not be expected to obtain an authorization number for manual vouchers processed during the designated stand-in period, but will need an authorization number for any manual vouchers processed outside of the stand-in period.

### **Retailer Procedures**

During the authorized stand-in period, retailers may:

- Process a Manual Voucher transaction up to \$25 without first obtaining prior authorization from the EBT Call Center. This is a paper voucher that the retailer must fill out and the client must sign for each transaction.
- Process more than one Manual Voucher transaction for the same client but the cumulative amount may not exceed \$25 per day.
- Attempt to "settle" each Manual Voucher via the point of sale device once the system becomes available, if the retailer calls the EBT Call Center to obtain a Voucher Authorization number once the system becomes available. Vouchers rejected due to insufficient funds must be mailed to the EBT retailer management vendor for settlement.

### **Payment**

The retailer must submit Manual Vouchers that were processed during the stand-in period for payment to the EBT retailer management vendor as soon as possible, but no later than five calendar days after the date of the EBT outage. If the client has insufficient funds, HHSC will reimburse the retailer for the amount(s) of properly prepared and timely submitted stand-in manual voucher(s), up to the maximum of \$25 per client per day.