



# IDAHO EBT FACT SHEET

<b>EBT Benefit Programs:</b>	SNAP (Supplemental Nutrition Assistance Program) TANF Cash Program Aid to Aged, Blind and Disabled (AABD) Cash Program
<b>Responsible State Agency:</b>	State of Idaho Department of Health and Welfare Division of Management Services
<b>Card Name:</b>	Idaho Quest Card
<b>Card Number Begins With:</b>	507692
<b>Recipient Customer Service Number:</b>	1-888-432-4328 TTY - 1-800-377-3529
<b>Retailer Help Desk Number</b> <b>EBT-Only (State-Provided) Equipment:</b> <b>Integrated Equipment:</b>	1 (800) 933-1754 Call your third-party processor
<b>Manual Voucher Authorization Number:</b>	1-888-432-1328
<b>Retailer General Information Number:</b> <b>(Contract Questions/Bank Changes/General questions)</b>	1-800-350-8533
<b>Terminal Close-out Time:</b>	12:00 AM (midnight) MST (11:00 p.m. PST)
<b>Recipient Card Issuance Process:</b>	By mail or over the counter. Authorized signature on the back of all cards.
<b>Number of PIN Tries Before "Lockout":</b>	Four (4)

## Benefit Issuance Schedule

**SNAP Benefits** - Day of issuance is based on last digit of the Primary Applicant's year of birth. Benefits are issued based on the following schedule.

Last digit of Birth Year	SNAP issued on this day of the month
1	1st
2	2nd
3	3rd
4	4th
5	5th
6	6th
7	7th
8	8th
9	9th
0	10th

**Cash benefits** are issued on the first day of each month.

Note: Retailers are authorized to accept EBT cards from other state EBT projects. Your processor can assist you in determining state-by-state interoperability. If you have any questions about EBT interoperability, call your processor.