



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Transitional Assistance

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Online Guide Transmittal 2025-13
March 25, 2025

To: Department of Transitional Assistance Staff

From: Sarah Stuart, Associate Commissioner for Local Implementation and Special Populations

Re: Cross Programs: EBT Conversion from Conduent to Fidelity Information Services (FIS)

Overview

With an anticipated launch date of Sunday April 27, 2025, the Department's Electronic Benefits Transfer (EBT) vendor will be changing from Conduent to Fidelity Information Services (FIS). Effective Monday April 28, 2025, DTA staff will begin using FIS' systems.

The conversion to FIS as DTA's new EBT vendor is expected to bring some valuable changes for clients, contracted providers, and staff. Changes include, but are not limited to:

- a new EBT card design for increased discretion,
 - updated EBT card brochures and mailers that are easier to read and available in more languages,
 - the ability to have one card for individuals serving as both authorized payee and authorized representative on the same case, and
 - TAFDC and EAEDC clients will receive four (4) instead of the current three (3) free Automated Teller Machine (ATM) transactions per month.
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**Overview
(continued)**

In addition to the above features, the change to FIS also debuts a new EBT online platform for staff. The Department will no longer utilize Conduent's EPPIC system. The Department will switch to the FIS ebtEDGE system which offers:

- a modern and easier to use interface,
- enhanced reporting in one central location, and
- an investigation and management tool called Fraud Navigator (available for use by the Fraud Unit only).

Training will be provided for all staff on how to use the new ebtEDGE system prior to implementation. The training will be customized to focus on the job functions of each unit. The exact training dates will be announced in March.

The conversion to FIS will also help the Department move towards other improvements such as mobile payments and chipped EBT cards in the future.

Please note that tools such as DTA Connect and the DTA Assistance Line will remain in place to minimize the impact this transition will have on clients and staff.

During the official system conversion, **there will be a limited period when clients will be unable to use their EBT card to access their benefits** for food purchases, cash purchases, or cash withdrawals. DTA anticipates that this period of downtime will begin at approximately 11:00 PM on Saturday April 26, 2025, and will end midday on Sunday April 27, 2025. Clients will be notified once they are able to use their EBT cards again.

More details, including new and revised Online Guide pages, will be issued closer to the implementation date of this conversion. Please refer to the Questions and Answers (Q&A) sheet below for additional guidance.

Purpose

The purpose of this Online Guide transmittal is to inform staff of the upcoming conversion from Conduent to Fidelity Information Services (FIS).

Questions

If you have any policy or procedural questions, after conferring with the appropriate TAO personnel, please have your Systems Information Specialists or TAO management email them to [DTA.Procedural Issues](#).

Systems issues should be directed to the Systems Support Help Desk.

EBT Conversion Question and Answer (Q&A) Sheet

Guidance For DTA Staff:

Q. When will the system conversion from Conduent to Fidelity Information Services (FIS) take place?

A. The conversion from Conduent to FIS is expected to take place between approximately 11:00 p.m. on Saturday April 26, 2025, to midday Sunday April 27, 2025. DTA staff will start using the new EBT vendor's system on Monday April 28, 2025.

Q. What happens during the system conversion?

A. The conversion process involves moving EBT history from Conduent's EPPIC system into the FIS ebtEDGE system, connecting the new system, and routing EBT transactions to FIS. When the conversion is completed, staff will continue to use BEACON for EBT card issuance functions but will use ebtEDGE in place of EPPIC.

Q. Will staff receive training on how to use the new FIS ebtEDGE system?

A. Yes. All staff will receive training. Front-end staff and local operations managers will receive written training materials as well as hands-on formal training including a sandbox environment for ebtEDGE, provided by the DTA Training & Development Unit. All other local operations staff will be auto enrolled in a self-paced learning curriculum through Mass Achieve. Administrative office staff who interact with clients or facilitate EBT transactions will receive hands-on formal training from FIS and access to a sandbox environment. The exact training dates will be announced in March.

Q. Will clients be able to use their EBT cards during the conversion process?

A. No. Between approximately 11:00 p.m. on Saturday April 26, 2025, to midday Sunday April 27, 2025, clients will be unable to use their EBT card for food purchases, cash purchases, or cash withdrawals.

Q. What is the communication plan for clients?

A. DTA will send clients a notice informing them of the expected system conversion downtime. DTA will also notify clients via a banner on Mass.gov, a banner on DTA Connect, and social media platforms. In addition, DTA will provide informational posters to TAOs and retailers to display in public areas.

Q. Are there going to be any updated client resources and materials available after the conversion?

A. Yes. The EBT brochure and client mailers will be updated to be easier to read and will be available in more languages.

Q. Will there be a mass replacement of current EBT cards?

A. No. There will not be a mass replacement of current EBT cards. All current EBT cards will continue to work after the conversion. Clients must be encouraged to keep their current EBT card if they are still working and in good condition. Clients can request a new card for a non-countable reason (accommodation, lost in mail, defective, name or SSN change) for free. Other card request reasons will result in a \$5.00 fee.

Q. Are the EBT cards being redesigned?

A. Yes. The EBT cards are being redesigned to look more like a traditional credit or debit card, which will offer clients a more discrete experience. EBT cards with the current and older design will continue to

work. Clients must be encouraged to keep their current EBT card if it is still working and in good condition.

Q. Will the EBT cards be chipped?

A. No. Chipped EBT cards are not part of this conversion. However, the conversion will help DTA move towards chipped cards in the future.

Q. Will there still be an EBT photo requirement?

A. Yes. There will be no changes to the current EBT photo requirement. However, the photo section on the EBT card will be smaller and located on the back of the new card for client discretion.

Q. Will there be any significant BEACON changes because of the EBT Conversion?

A. No. There will not be any significant changes in BEACON due to the EBT conversion. The look and function of EBT pages in BEACON will remain largely the same.

Q. Will the EBT reconciliation process change?

A. No. There will be no changes to the EBT reconciliation process.

Q. Will the EBT customer service phone number change?

A. No. The EBT customer service phone number found on the back of current EBT cards will remain the same on new EBT cards.

Q. Will clients still be able to lock and unlock their EBT cards?

A. Yes. Clients will still have access to the locking and unlocking feature on DTA Connect after the conversion. It is best practice to remind clients of the importance of utilizing the locking and unlocking feature at every point of contact. Clients must be reminded to periodically check on the locked status of their card by going into DTA Connect.

Q. How does the conversion affect authorized representatives and authorized payees?

A. All current EBT cards, including authorized representative cards, will continue to work after the conversion. Currently, if an authorized representative is also acting as an authorized payee for a client, they need two separate EBT cards. Current authorized representatives and authorized payees will continue using the two separate cards they have now. When DTA converts to FIS, *newly added* individuals serving in both roles will be issued one card with access to both programs.

Q. Will local offices get new pinning machines and card printers?

A. Local offices will receive new pinning machines, but the card printers will remain the same.

Q. After the conversion, if a client makes a request for a replacement EBT card through the EBT customer service line, where will their card ship from?

A. After the conversion, all EBT cards requested through the EBT customer service line will be shipped from Schrafft's Print Shop in Charlestown, Massachusetts.

Guidance For Clients and Contracted Providers:

Q. Will my current EBT card still work after the conversion?

A. All current EBT cards will still work after the conversion. There will be no need to replace your existing card unless it is lost, stolen, or defective.

Q. Why do some people have a new card and I still have the old one?

A. DTA is now producing cards with a new design for better discretion. If your card is still working and in good condition, there is no need to change it.

Q. Will I be charged a \$5.00 fee if I want to switch to the new EBT card?

A. You can request a new card for a non-countable reason (accommodation, lost in mail, defective, name or SSN change) for free. Other card request reasons will result in a \$5.00 fee.

Q. Will the EBT customer service phone number change?

A. No. The EBT customer service phone number found on the back of current EBT cards will remain the same on new EBT cards.

Q. Will the conversion affect DTA Connect?

A. No. DTA Connect will still be available for clients and contracted providers.

Q. Do I have to update my DTA Connect account if I get a new card?

A. No. You will not have to make any updates to your DTA Connect account if you get a new EBT card after the conversion.

Q. How does the conversion affect authorized representatives and authorized payees?

A. All current EBT cards, including authorized representative cards, will continue to work after the conversion. Currently, if an authorized representative is also acting as an authorized payee for a client, they need two separate EBT cards. Current authorized representatives and authorized payees will continue using the two separate cards they have now. When DTA converts to FIS, *newly added* individuals serving in both roles will be issued one card with access to both programs.

Q. Will my EBT card work if I attempt a transaction during the system conversion?

A. No. While transitioning to the new system there will be a limited period (between approximately 11:00 p.m. on Saturday April 26, 2025, to midday Sunday April 27, 2025) where you will be unable to use your EBT card for food purchases, cash purchases, or cash withdrawals.