



# CONVERTING FROM ONE EBT PROCESSOR TO ANOTHER

Nevada Division of Public and Behavioral Health – WIC Program  
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# Overview



- ❑ Nevada implemented an offline smartcard EBT system Stored Value System (SVS) in 2002.
- ❑ SVS informed NV WIC that they were getting out of the EBT business.
- ❑ Nevada converted from offline to online EBT in 2010.
- ❑ JP Morgan informed NV that they were getting out of the EBT business. We began planning for a new EBT contractor with SNAP, WIC, ITCN and Summer EBT for Children (SEBTC).
- ❑ CDP assumed the contract through reassignment.
- ❑ From start to finish, we completed our conversion in a little less than 4 months. On May 16, 2016 we converted to our new contractor, FIS/CDP.
- ❑ NV EBT has completed EBT contractor transitions not once, but twice.

# Conversion Testing



- ❑ We completed UAT with Nevada WIC, ITCN WIC, CDP/FIS and a QA contractor.
- ❑ We ran regression testing three weeks after initial UAT (CDP/FIS were not on site for this testing but provided phone support).
- ❑ All testing scripts were provided to Nevada by CDP/FIS.
- ❑ We had system errors when testing, but all were corrected before we went live.

# Going LIVE



- ❑ Nevada WIC, ITCN WIC, SNAP and SEBTC all went live on May 16, 2016.
- ❑ Technical support was given to Nevada throughout this overnight conversion process to shutdown JP Morgan's services and transfer to CDP/FIS's services.
- ❑ NV WIC/ ITCN WIC staff were on hand to test at retailers immediately after conversion.
- ❑ NV WIC/ITCN WIC staff put in extra hours to assist clinic staff during the first couple days after conversion.

# Activities After Conversion



- NV WIC tracked problems that took place after conversion.
  - Card replacements
  - IVR line messaging
- NV WIC/ ITCN WIC worked with CDP/FIS to address participant, clinic and vendor complaints.
- We had to put together and implement “Plan B” on specific issues until CDP/FIS were able to modify their processes to meet the needs of WIC.
  - Card replacements

# Challenges to Changing EBT Contractors



- Does the new contractor understand the unique needs of our state?
  - ▣ For example: going from offline to online – did the contractor understand specific issues related to offline to online conversion?
- Does the contractor understand the current system?
  - ▣ Online or offline
- Will the new contractor provide all services needed?
- Do we have the staff available to complete the tasks needed for conversion?
  - ▣ For example: UAT, project meetings, document review, training
- Is the timeframe proposed appropriate for transition?

# Successes



- ❑ No participants went without benefits.
- ❑ There were not any issues that could not be fixed.
- ❑ Multiple agencies/departments, our MIS Contractor and FNS worked together to ensure as seamless of a transition as possible.
- ❑ We overcame the obstacle of the WIC vendors needing more support than originally thought.
- ❑ We worked through system problems, help desk issues and training concerns.

# Lessons Learned



- ❑ Conduct UAT and regression testing long enough to ensure that all aspects of the system are working correctly.
- ❑ Do not sign off on any deliverables until you are sure the system is functioning as it should.
- ❑ Expect the unexpected – If Plan A doesn't work, what is Plan B or Plan C?
- ❑ Have enough staff and ensure staff roles are clearly defined for support after conversion.

# Lessons Learned Cont.



- ❑ Train all EBT users... more than once.
- ❑ Always clearly define contractor expectations whenever possible.
- ❑ Track and report all errors to the state help desk and follow up.



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