

TRANSFERRING CHILD CARE BENEFITS WITH INTERACTIVE VOICE RESPONSE (IVR)

To pay your Child Care Provider, you will need:

1. Your Provider's ID number
2. Your Horizon Card number
3. Your PIN number to transfer funds

EBT Card Helpdesk: 1-800-997-4444

(located on the back of your Horizon Card)

Greeting and Account Verification

"Welcome to the Customer Service Help Line"
"Please enter your card number"
"For assistance in Spanish, press 2"

Balance Inquiry and Information

"Your Food Stamp balance is \$___"
"Your Cash Account balance is \$___"
"Your Total Child Care benefit balance is ___"

1

"To hear your account balance again, press 1"

2

"For information on your scheduled monthly deposit date, press 2"

"For your monthly food stamp deposit date, press 1"
"For your monthly cash account deposit date, press 2"
"Or to return to the main menu, press *"

3

"To report your card lost, stolen or damaged, press 3"

4

"To create or change a PIN, press 4"

5

"To hear your last 10 transactions, press 5"

"For food stamp transactions, press 1"
"For cash/child care transactions, press 2"

6

"To process a child care benefit transfer, press 6"

7

"For additional options, press 7"

"For inquiries on benefit amount, press 1"
"For instructions on card usage, press 2"
"Or to return to the main menu, press *"

"Please enter the 4-digit PIN for your Utah Horizon Card"

For example: 1 2 3 4

"We now need the ID number for the child care provider you would like to transfer funds to. This ID is 7 digits long and begins with a letter. Please enter only the 6 numbers of the provider ID now."

For example: The provider ID C123456 would be 1 2 3 4 5 6

"Thank you. You may transfer up to \$0000.00 to this child care provider. Please enter the amount of child care benefits to be transferred in dollars and cents."

For example: \$678.00 would be 6 7 8 0 0

"You have requested an amount of \$678.00. If this is correct, press 1. If not, press 2."

1

"You have requested a transfer amount of \$678.00 to child care provider ID 123456. To approve this transaction, press 1
To enter a different amount, press 2
To cancel this transaction and return to the customer service main menu, press *"

1

"Your approval number for this transaction is XXXXX"

NOTE: You should give this approval number to your provider as confirmation of payment .

"To repeat this approval number, press 1"
"To transfer benefits to another provider, press 2"
"Or to return to the customer service main menu, press *"