

**NEWS from the North Dakota Department of Human Services
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Human Services switches to new debit cards for some programs

BISMARCK, N.D. – Beginning June 1, the North Dakota Department of Human Services will be using new Way2Go Card® Debit Mastercard® cards to issue electronic payments to Temporary Assistance for Needy Families (TANF) clients, child care providers who participate in the Child Care Assistance Program, and parents who choose not to receive electronic child support payments through direct deposit.

The new Way2Go Card® Debit Mastercard® replaces the ReliaCard® Visa® card. The electronic debit card has changed because the department, along with other North Dakota state agencies, signed a multi-state contract with a new vendor to process electronic payment transactions.

The new card works like any other prepaid debit card. Each card will have a unique graphical design depending on the program.

Once individuals receive the new debit card, they need to call the toll-free number listed on the card and follow the Interactive Voice Response system instructions to activate the card. After the card is activated and funds are placed on the card starting June 1, it can be used wherever Mastercard® is accepted. A mobile app is also available so individuals can monitor their transactions and account balance.

Funds on an individual's ReliaCard® Visa® card will not be transferred to their new debit card. Individuals should keep their ReliaCard® Visa® card until there is a zero balance. Funds on the ReliaCard® Visa® card will not expire, but will be subject to an inactivity fee if the card is not used after 365 days.

The Department of Human Services provided its cardholders with written notification about the switch to the Way2Go Card® Debit Mastercard® in May.

Individuals with general questions on the transition to the new debit cards should call the Way2Go Card® Debit Mastercard® vendor toll-free at 1-844-893-3118. Individuals with specific questions about their benefits on the card should call their county social service office. Child Support customers with questions about their electronic child support payments on the new debit card should call the North Dakota Child Support program at 701-328-3582 or toll-free 800-231-4255.

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