

Out-of-State Blocking Info

The State of Nebraska is adding a new safety feature to help protect Nebraskans' benefits from fraud!

Starting November 1, 2026, purchases made outside of Nebraska will automatically be blocked. If you need to make a purchase while you are outside of Nebraska, you can turn this feature off when needed. This feature will reset at the start of each benefit month and must be turned off manually.



Why is Nebraska making this change?



This new safety feature is designed to help prevent fraud before it happens. In some cases, scammers use stolen EBT card information to make purchases in other states. It can take time for these purchases to be identified as fraudulent.

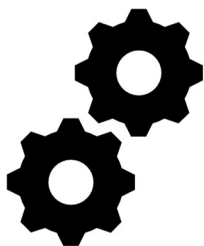
By automatically blocking out-of-state purchases, the Department of Health and Human Services can help protect your benefits and reduce the risk of fraudulent purchases.

How Does This Effect Online Ordering?

Online ordering remains available for Nebraska clients. Orders with a Nebraska delivery or pickup address will be accepted while orders with a non-Nebraska address will be blocked. Clients will have the ability to turn off online ordering at their discretion.



How Do I Change This Setting?



While this feature is in place to protect Nebraskans' benefits, DHHS recognizes that many clients living near the border have preferred shopping locations in neighboring states. As a result, the agency allows individuals to turn off out-of-state blocking when they need to shop outside Nebraska.

This feature will reset at the start of each benefit month and must be manually turned off each month the client receives benefits.

Steps to change this setting:

Changing the setting through the IVR phone system:

1. Call the number on the back of your card and type in the 16-digit card number.
2. Select 2 for the Main Menu.
3. Select 5 for Card Security.
4. Select 1 for Manage Restrictions.
5. Select 1 again to turn off Out of State Blocker.

To turn Out-of-State Purchase Blocking back on, follow steps 1 – 4 listed above. Then select 4.

Changing the setting through the ebtEDGE App:

1. Open the ebtEDGE app.
2. Select Wallet at the bottom of the screen.
3. Select active card.
4. Select Settings in the upper right corner.
5. Scroll down and select Transaction Restrictions.
6. Click the toggle button for Block Out of State Transactions. Blocking is off when the toggle is grey.

To turn Out-of-State Purchase Blocking back on, follow the steps listed above.

Changing the setting through the ebtEDGE Website:

1. Log in to your account at www.ebtedge.us.
2. Select the active card on the left-hand side of the screen.
3. Select settings in the upper right-hand corner.
4. Scroll down and select Transaction Restrictions.
5. Click the toggle button for Block Out of State Transactions. Blocking is off when the toggle is grey.

To turn Out-of-State Purchase Blocking back on, follow the steps listed above.

Please note, the cardholder may have to verify their date of birth and Social Security number to complete these changes.