

**DEPARTMENT OF HEALTH AND FAMILY SERVICES
DIVISION OF HEALTH CARE FINANCING
ADMINISTRATOR'S MEMO SERIES**

NOTICE: 07-07

DATE: 7-23-07

DISPOSAL DATE: Ongoing

**RE: FoodShare Electronic
Benefit Transfer (EBT) Vendor
Change**

To: County Departments of Human Services Directors
County Departments of Social Services Directors
Tribal Chairpersons/Human Services Facilitators
Tribal Economic Support Directors

From: Jason Helgerson
Administrator
Division of Health Care Financing

PURPOSE

This memo describes the changes that will occur as a result of the FoodShare Electronic Benefit Transfer (EBT) vendor contract change from JP Morgan Chase EFS (JPM) to eFunds.

BACKGROUND

Wisconsin's EBT vendor contract with JPM will expire on October 31, 2007. DHFS released a Request for Proposal (RFP) in May 2006 for FoodShare EBT services. In September 2006, eFunds was selected as the new vendor. DHFS and eFunds, with cooperation from JPM, have been working to transition Wisconsin's FoodShare EBT services in a manner that will provide our customers and users with a seamless transition from the JPM system.

WORKER IMPACT

As part of this transition to the new vendor, FoodShare QUEST card information and functions previously located in a separate EBT mainframe system will now be available on four web pages in CARES Worker Web (CWW). This will provide workers with easier access to card and benefit information.

Workers currently access EBT card and benefit information on the EBT administrative ("admin") terminal. Beginning Monday, August 20, 2007, workers will use CWW to access real time EBT information using four new simplified, web-based EBT pages. All eligibility workers will have query access to the new EBT pages in CWW. Workers who currently issue replacement and vault cards will have update access to those functions in CWW. This means:

- Workers who already have access to CWW and who have been performing EBT-related functions will now use CWW to perform those functions.
- Workers who have access to CWW but who have not been using the EBT admin terminal will have query access to view EBT information using the four new CWW pages.
- Staff with EBT responsibilities who previously used only the EBT admin terminal and/or the CARES mainframe and who have not had CWW access will need to complete and submit DWD's standard security forms (DSWS – 10E and DWSW – 11E) by Friday, August 3, 2007. This will allow them to utilize the four new EBT web pages for viewing and processing EBT related functions. DHFS has drafted a letter that will be sent to agency EBT and CARES Coordinators to inform this staff of what they will need to do in order to be granted access to EBT information in CWW.

Because the EBT admin terminal will no longer be accessible as of Monday, August 20, 2007; all staff are strongly encouraged to verify they have access to CWW prior to August 20th. Beginning August 13th, users will be able to log-in to CWW; however, no EBT information can be queried until after August 20th.

Local Income Maintenance agencies are not expected to answer additional calls or perform additional functions during or after this transition. (See "Recipient Impact" later in this memo for more information.)

The normal daily EBT data process schedule will continue to be the same, running at 11 PM. Emergency batch processes will still be run three times daily: 12:30 PM, 3:30 PM, and 6:30 PM.

PIN select devices (currently referred to as CAPS devices) will be replaced by eFunds. Each individual agency will be contacted by eFunds to implement the equipment change. If your EBT coordinator has recently changed, please contact Annette Duffey at duffeam@dhfs.state.wi.us

INSTRUCTIONAL RESOURCES

CWW Process Help will be updated with information about how to use the new CWW pages. Process information currently located in the EBT Guide will be incorporated into Process Help and will contain images of each new EBT page along with "How To" instructions for query and update transactions. Also note that policy from the EBT Process Guide will move to the FoodShare Handbook. We expect these resources to be available by early August of 2007.

It is expected that the new CWW EBT pages will be intuitive and easy to use. For that reason, workers who are familiar with CWW and with EBT functions should be able to get the instructional information they need by reviewing Process Help.

If those using the new EBT pages are not experienced with basics in CWW, e.g., navigation, local agencies will be responsible for training them. DHFS is providing a resource to assist in this training if desired: there will be a presentation called "CARES Worker Web Instructions for Query Users" which will be available on the DHFS Economic Maintenance web page in late summer 2007.

RECIPIENT IMPACT

This transition should be seamless to the customer. For example, the existing customer service hotline number will remain the same even though the vendor will have changed.

FoodShare customers will continue to call 1-877-415-5164 for account balances, reporting lost or stolen cards, and requesting a replacement card.

The change in EBT vendor will result in a new QUEST card design. Current FoodShare recipients will not be issued new cards. However, new FoodShare recipient QUEST cards, replacement QUEST cards, and vault cards will have the new design. The EBT system will accept both current and new cards. If a recipient is issued a new card, his/her previous card will be cancelled and no longer usable after the new card is pinned. Vault cards in each local agency will be replaced with new cards. The QUEST logo will continue to appear on the card.



Additional detailed information for workers will be provided in a future Operations Memo.

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