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**State of Wisconsin
Governor Scott Walker**

**TO: Income Maintenance Supervisors
Income Maintenance Lead Workers
Income Maintenance Staff
W-2 Agencies
Workforce Development Boards
Job Center Leads and Managers
Training Staff
Child Care Coordinators**

**FROM: Shawn Smith, Director
Bureau of Enrollment Policy & Systems
Division of Health Care Access and Accountability**

BEPS/DFS OPERATIONS MEMO					
No: 12-38 Amended					
DATE: JULY 25, 2012					
FS	<input checked="" type="checkbox"/>	MA	<input type="checkbox"/>	BC+	<input type="checkbox"/>
SC	<input type="checkbox"/>	CTS	<input type="checkbox"/>	FSET	<input type="checkbox"/>
BC+ Basic	<input type="checkbox"/>	BC+ CORE	<input type="checkbox"/>		
CC	<input type="checkbox"/>	W-2	<input type="checkbox"/>	EA	<input type="checkbox"/>
CF	<input type="checkbox"/>	JAL	<input type="checkbox"/>	JC	<input type="checkbox"/>
RAP	<input type="checkbox"/>	WIA	<input type="checkbox"/>	Other	<input type="checkbox"/> *
EP					

SUBJECT: EBT Out-of State Usage Reports

CROSS REFERENCE: FoodShare Handbook [3.2.1](#) and [3.14.1](#)
Fraud Prevention and Investigation Program Guidelines

EFFECTIVE DATE: ONGOING

PURPOSE:

The purpose of this Operations Memo is to make all agencies aware of some electronic benefit transfer (EBT) Usage Reports available to help you prevent misuse of Wisconsin FoodShare benefits in your community. We are providing you with the information you need to access these reports, what to look for and how often to use them. Using these reports may also help ensure that ineligible individuals are not receiving Wisconsin Medicaid and BadgerCare Plus benefits.

BACKGROUND:

Federal law allows FoodShare (FS) recipients to spend their benefits anywhere in the United States, regardless of where they were issued. There are some valid reasons Wisconsin QUEST cardholders may make purchases outside of Wisconsin:

- Some FS recipients live in areas of Wisconsin bordering contiguous states (Illinois, Iowa, Michigan and Minnesota) and find it more convenient or economical to purchase food across the border.
- Some recipients travel to visit friends and relatives outside of Wisconsin and use their QUEST card at that time.
- Current FS rules allow a recipient who moves out of state to continue to receive benefits for up to six months before being required to report they have moved out of state.

However, it is clear that while the majority of out-of-state transactions take place within program rules, there are instances where FS recipients may have continued to receive benefits from Wisconsin to which they were not entitled or may have even received duplicate benefits in another state at the same time. Extensive out-of-state benefit expenditures are one indicator of potential FS fraud. This operations memo provides you with information about tools that are available to you to prevent improper FS benefits from being issued.

EBT USAGE REPORTS:

There are two useful reports available in the EBT Data Warehouse that agencies can access to help determine if FS recipients may have continued to receive benefits from Wisconsin to which they were not entitled.

Report #09 Out-of-State Transactions lists all out-of-state transactions by cases served by your agency for the current month and the previous twelve months. The report allows you to sort in a variety of ways (worker, retailer state or city, retailer), so you can prioritize your search. For example, you may want to focus on transactions that occur in non-contiguous states.

Report #25 Transactions by card or case # lists all transactions in state and out-of-state, which allows you to determine if there are trends that may explain why the benefits are being used out-of-state, or may indicate that the recipient no longer resides in Wisconsin. This report provides you with transactions for the current month as well as the previous twelve months.

POLICY AND PROCESSING TIPS:

1. These reports are updated daily, so the information is available to be reviewed at any time. DHS recommends you review the list at least monthly.
2. Before each recertification, workers should check the latest EBT transaction history in CWW for questionable transaction activity, like regular out-of-state purchases.
3. An individual can be considered temporarily absent from the assistance group **only if** the expected absence is no longer than two full consecutive calendar months past the month of departure.
4. Purchases by recipients in border counties are likely reasonable (i.e. Beloit resident shopping in Rockton, Illinois)
5. If an individual is consistently making purchases in another state and it does not seem reasonable (e.g. Beloit, WI address but all transactions occur in Minneapolis, MN), you should attempt to verify if the individual is receiving duplicate benefits in the other state(s) using this link to other state contacts from the Eligibility Management Homepage: <http://www.dhs.wisconsin.gov/em/pdf/public-assistance.pdf>.

- If the individual has an open case in the other state, you can assume they are a resident there and close the case here for not residing in Wisconsin.
- If the individual does not have an open case in the other state, you should establish that they are still a Wisconsin resident and why their transactions are occurring in another state.
- If you need assistance to investigate the case, you should refer it to your agency's Fraud Prevention and Investigation Program (FPIP) contact.

GENERAL RULES FOR ANY DISCREPANCY:

For **any** individual that you determine is ineligible for FS benefits (or BC+ and Wisconsin Medicaid), the following actions should be taken in accordance with existing policy for the programs impacted:

- Terminate eligibility for the individual or case according to program rules.
- Determine if an overpayment occurred according to program policy and if so, calculate the amount and establish a claim to recover the benefit.
- If appropriate, refer the case for investigation of fraud or an intentional program violation, which could result in the person being disqualified from the program.

OBTAINING ACCESS TO THE REPORTS:

To obtain access to these reports, you should use Department of Children and Families (DCF) form DCF-F-DWSW13916-E and instructions, which can be obtained from the DCF website at www.dcf.wi.gov.

- If this is a new request, check *Activate User ID* in Box 1. If you have access already but not to this report, check *Change*.
- Follow the instructions for boxes 2 and 3.
- In box 4 check *View* and then *CARES data*
- Complete boxes 5-10 and sign as the User (box 11)
- Your supervisor completes box 12
- Your agency Security Officer completes box 13
- FAX the completed form to the attention of DCF Security at (608) 327-6420

➤**NOTE:** The reports described in this memo are reports of out-of-state usage by a household open for FS in Wisconsin. Workers must also check out-of-state eligibility for SNAP benefits when a person reports moving from another state to Wisconsin at application. The worker processing the application must contact the other state to verify the individual or household is no longer receiving benefits in the other state before certifying in benefits in Wisconsin.

CONTACTS:

BEPS CARES Information & Problem Resolution Center

*Program Categories – FS – FoodShare, MA – Medicaid, BC+ – BadgerCare Plus, SC – Senior Care, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – FoodShare Employment and Training, BC+ Core – BadgerCare Plus Core, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC - Job Center Programs, RAP – Refugee Assistance Program, WIA – Workforce Investment Act, Other EP – Other Employment Programs.

DHS/DHCAA/BEPS/MM