



State of Wisconsin
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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, Bureau Director
Bureau of Enrollment Policy & Systems
Division of Health Care Access and Accountability

DHS OPERATIONS MEMO

No: DHS 14-48

DATE: 11/14/2014

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"/>

SUBJECT: FoodShare: 60 Days Verification at Application

CROSS REFERENCE: FoodShare Handbook [2.1.3](#), [2.2.1.3](#)

EFFECTIVE DATE: December 20, 2014

PURPOSE:

The purpose of this memo is to announce a change in FoodShare (FS) policy to allow a household additional time to provide the requested verifications at application.

BACKGROUND:

Federal Regulation 273.2(h)(2)(i)(A) states that if the agency cannot process the application in the first 30 days due to the household's delay in providing the requested verifications, the agency must provide the household notification on the Notice of Decision (NOD) that if the requested verification is submitted within 30 days of the denial, the household eligibility can be determined from the date the verification is submitted without requiring a new application. FS benefits would be prorated from the date the verification requirements are met.

POLICY:

When a FS household fails to turn in the required verifications within 30 days following the application filing date, an “NV” or “QV” should be entered in the verification field, and the application should be denied. The household would then have an additional 30 days from the date of denial, or 60 days from the filing date, to submit the required verifications to open the FoodShare benefits without requiring a new application.

Benefits are prorated from the date all required verifications are submitted.

When verifications are submitted within 30 days following the denial date, the Income Maintenance worker must update the FoodShare request date to the date the verification was submitted and determine eligibility from that date forward using the information and signature provided on the original application.

Workers must then answer “Yes” to the FS signature question on the “General Case Information” page and update the “Application/Review Interview” page with the interview type completed for the original application. Benefits will be prorated from the new request date, and the certification period will begin with the month the benefits started. The initial month of application will continue to be denied for failure to submit requested verifications.

➤**NOTE:** FS cases that have been issued expedited benefits and denied ongoing benefits due to failure to submit requested verifications can reopen under the break-in-service policy if the verification is submitted within a calendar month following the closure.

CARES:

When an application is denied for failure to submit the requested verifications, the NOD will contain additional language to inform the household that they have an additional 30 days to submit the verifications.

The following language will be added to the FS application denial notice:

“You applied on MM/DD/YYYY. Your application was denied. If your FoodShare application was denied for failing to turn in required verifications, you may still be eligible for FoodShare benefits if you turn in the verification that was requested on the “Notice of Proof Needed” within 60 days of your application date. A new application will not be required. Please see your FoodShare Benefits page to learn more.”

CONTACTS:

BEPS CARES Information & Problem Resolution Center

*Program Categories – FS – FoodShare, MA – Medicaid, BC+ – BadgerCare Plus, SC – SeniorCare, CTS – Caretaker Supplement, FSET – FoodShare Employment and Training.

DHS/DHCAA/BEPS/LA