



Date: November 20, 2015

DHCAA Operations Memo 15-44

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

Affected Programs:

- | | |
|---|--|
| <input type="checkbox"/> BadgerCare Plus | <input type="checkbox"/> Caretaker Supplement |
| <input checked="" type="checkbox"/> FoodShare | <input type="checkbox"/> FoodShare Employment and Training |
| <input type="checkbox"/> Medicaid | |
| <input type="checkbox"/> SeniorCare | |

From: Shawn Tessmann, Bureau Director
Bureau of Enrollment Policy and Systems
Division of Health Care Access and Accountability

Monitoring of Replacement QUEST Cards

CROSS REFERENCE

Excessive Replacement Card Notice, 7 C.F.R. § 274.6(b)(6)
Process Help, [Section 80.17 EBT Card Detail Page—Issue a Replacement Card](#)

EFFECTIVE DATE

October 26, 2015

PURPOSE

The purpose of this Operations Memo is to communicate new policy regarding the monitoring of the number of replacement QUEST cards issued to FoodShare households.

BACKGROUND

Federal regulation requires states to monitor the number of replacement Electronic Benefits Transfer cards (referred to as QUEST cards in Wisconsin) issued to households. Written notice is to be sent to households who have been issued four or more replacement cards in a rolling 12-month period informing them that their case is being monitored. The case must be referred for investigation if a fifth replacement card is issued within the rolling 12-month period and trafficking is suspected.

POLICY

On and after December 1, 2015, households issued four replacement QUEST cards in a rolling 12-month period will receive the [Information about Your QUEST Card for FoodShare Benefits letter](#). This letter will provide information about proper QUEST card usage and will also indicate that the QUEST card account may be reviewed by the Office of Inspector General (OIG) for possible misuse of FoodShare benefits if a fifth replacement QUEST card is issued.

When five or more replacement QUEST cards are issued to a household in a rolling 12-month period, the [Important Message from the Office of the Inspector General about Possible Misuse of FoodShare Benefits letter](#) will be sent stating the number of cards that have been requested and that the QUEST card account is being reviewed by the OIG for possible misuse of FoodShare benefits.

The number of replacement QUEST cards includes replacement cards and vault cards issued to anyone in the FoodShare assistance group, including the primary person, authorized representative, alternate payee, authorized buyer, and legal guardian.

A one-time conversion will calculate the number of replacement QUEST cards issued to FoodShare households from January 1, 2013, through November 30, 2015. The conversion will result in a [one-time letter](#) being sent to households who have had four or more replacement QUEST cards issued during that time frame.

To assist members who may call about one of the above letters, income maintenance (IM) workers should review the following concerning the QUEST card:

- The QUEST card does not expire.
- The QUEST card should not be thrown away. The same QUEST card can be used every month for as long as benefits are received.
- If FoodShare benefits stop, the QUEST card should be saved. If FoodShare benefits are received again, they can be put on the last active QUEST card.
- The QUEST card should be kept in a safe place, and the PIN should not be given to anyone.
- Members are responsible for all purchases made with their QUEST card.
- Benefits that are misused or used for fraud may need to be paid back. Some examples of misuse or fraud with the QUEST card include the following:
 - Using the QUEST card to get cash, drugs, alcohol, tobacco, or any other items that are not allowed to be paid for with FoodShare benefits.
 - Buying nonfood items with the QUEST card.
 - Trading or trying to trade or sell FoodShare benefits.
 - Letting someone who is not an authorized buyer use the QUEST card to buy groceries for people outside a FoodShare assistance group.
 - Buying food items not intended for the people in a FoodShare assistance group.
 - Using the QUEST card of a person who has passed away.
 - Using the QUEST card of a person who is in jail or prison if that person is not part of the same FoodShare assistance group.
 - Returning items purchased with the QUEST card to get cash or a gift card.

CARES

The process for an IM worker to help a member obtain a replacement QUEST card will remain the same.

On October 26, 2015, CARES was modified to no longer automatically issue a new QUEST card when a member's middle initial or suffix changes.

Starting December 1, 2015, CARES will automatically generate the letters issued to members regarding their replacement QUEST cards. CARES will automatically generate a case comment when a letter is mailed. Additionally, CARES Worker Web will be enhanced to track replacement QUEST cards to assist OIG in its investigations; however, the enhancements will not be visible to IM workers.

CONTACTS

BEPS CARES Information and Problem Resolution Center

DHS/DHCAA/BEPS/MYX