



Date: June 1, 2016

DHCAA Operations Memo 16-16

To: Income Maintenance Supervisors  
Income Maintenance Lead Workers  
Income Maintenance Staff

**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: Michele Dickinson, Interim FoodShare Director  
Bureau of Enrollment Policy and Systems  
Division of Health Care Access and Accountability

**New Policy Regarding a QUEST Card Replacement Fee**

**CROSS REFERENCE**

7 C.F.R. § 274.6(b)(3)

**EFFECTIVE DATE**

July 1, 2016

**PURPOSE**

This Operations Memo announces new FoodShare policy to implement a fee that may be collected for the replacement of lost or stolen QUEST cards.

**BACKGROUND**

As a result of 2015 Wisconsin Act 55, the 2015-2017 biennial budget, a fee may be collected for the replacement of lost or stolen QUEST cards. The fee, per federal regulation, is based on the actual cost to replace an Electronic Benefits Transfer (EBT) card (referred to as a QUEST card in Wisconsin) and will be collected from the member's FoodShare benefits. The fee amount will be \$2.70.

**POLICY**

Starting July 1, 2016, FoodShare members may be charged a fee to replace their lost or stolen QUEST card. The goal of this new policy is to reduce fraud as well as the number of replacement QUEST cards being issued.

To assist FoodShare members who may be charged the replacement card fee, income maintenance (IM) workers should be familiar with the following policies:

- The fee applies to all types of cardholders on a FoodShare account, which are the primary person, authorized buyer, and alternate payee.
- Each type of cardholder will be eligible for one free replacement card each calendar year, from January 1 to December 31. For example, a primary person and an authorized buyer will each be eligible for one free replacement card each calendar year.
- Due to the policy being implemented mid-year in 2016, each type of cardholder will be eligible for one free replacement card from July 1, 2016, to December 31, 2016.
- The fee will automatically come out of the member's FoodShare account.
- Income maintenance workers may view the fee on the EBT Transaction Detail page in CARES Worker Web (CWW). If a member's account is charged the fee, the page will show a debit transaction of \$2.70.
- Members may view the replacement fee charge transaction online when they log in to their QUEST card account at [www.ebtedge.com](http://www.ebtedge.com).
- If there are insufficient funds in the FoodShare account, the fee will automatically be collected when the full amount becomes available.
- If there are insufficient funds for more than 90 days, the fee will not be collected.
- The fee will only apply to QUEST cards that are being replaced due to being lost or stolen after the one free replacement card each calendar year.
- The fee will not reset an account's 365-day expungement clock.
- The fee will not apply to an emergency replacement vault card or the permanent QUEST card generated by this vault card.

Starting on May 23, 2016, a [one-time informational letter](#) about the card replacement fee was sent to FoodShare households. The letter was sent to all open FoodShare cases, regardless of the balance on the QUEST card, and to closed cases with a balance on the QUEST card. All authorized buyers, as well as authorized representatives who have requested correspondence, received a copy of the letter. A copy of the letter was saved in the Electronic Case File. Duplicates of this letter will not be available.

## **CARES**

### ***VIEW TRANSACTION HISTORY***

The EBT Transaction Detail page in CWW will show a debit transaction of \$2.70 when a fee is collected.

The screenshot shows the 'EBT Transaction Detail' page. At the top, it indicates 'Status: Open Mode: Ongoing' and the date '03/09/2016'. A green banner states: 'The following events have occurred: GL 171: The transaction detail contains only the first 20 transactions between '09-09-2015' and '03-09-2016'. Please narrow your filter to view additional transactions.' Below this is a table of transactions. The first row is highlighted with a red box:

Date / Time	Card	Description	Merchant	Debit	Credit	Balance
07/05/2016 4:51 PM	4055-0415-1655-4984 JOHN DOE	LOST/STOLEN REPLACEMENT FEE		\$2.70		\$42.85
01/05/2016 1:18 PM	4055-0415-1655-4984 JOHN DOE	PURCHASE	ALDI 64016 06232750016 MILWAUKEE, WI	\$6.63		\$45.55
12/21/2015 12:58 PM	4055-0415-1655-4984 JOHN DOE	PURCHASE	PICK N SAVE MILWAUKEE, WI	\$19.30		\$52.18
12/15/2015 6:42 PM	4055-0415-1655-4984 JOHN DOE	PURCHASE	PICK N SAVE MILWAUKEE, WI	\$10.94		\$71.48
12/12/2015 3:50 PM	4055-0415-1655-4984 JOHN DOE	PURCHASE	WAL-MART #3496 MILWAUKEE, WI	\$27.02		\$82.42
12/08/2015 6:04 PM	4055-0415-1655-4984 JOHN DOE	PURCHASE	PICK N SAVE MILWAUKEE, WI	\$17.56		\$109.44
12/05/2015 12:01 AM	4055-0415-1655-4984 JOHN DOE	DEPOSIT			\$127.00	\$0.00

Figure 1 Example Debit Transaction for a Replacement Card Fee on the EBT Transaction Detail Page

### VIEW CLIENT CORRESPONDENCE HISTORY

The one-time informational letter will be available on the Correspondence History Search Results page in CWW. The page will show the mailing date, title of the letter, how the information was given to the member (mail or online), and the language in which the one-time letter was generated.

The screenshot shows the 'Correspondence History Search Results' page. It displays search criteria: 'Case / RFA: 000001830' and 'Correspondence Mailing Date: Last 120 Days'. Below this is a table of correspondence listings. The first row is highlighted with a red box:

Mailing Date	Description	Distributed By	Duplicate	Language	Suppressed By	Send Duplicate	View
05/23/2016	05/2016: EBTF - FS EBT REPL CARD FEE	MAIL		English			
01/21/2016	03/2016: MAG E - BCP - EXTENSIONS - OPEN 03/2016: MAG M - BCP - EXTENSIONS (ADULTS) - OPEN 03/2016: MAG M - BCP - EXTENSIONS (ADULTS) - OPEN 02/2016: MAG E - BCP - EXTENSIONS - OPEN 02/2016: MAG M - BCP - EXTENSIONS (ADULTS) - OPEN 02/2016: MAG M - BCP - EXTENSIONS (ADULTS) - OPEN	MAIL		English			
01/19/2016	02/2016: MAG E - BCP - EXTENSIONS - OPEN 02/2016: MAG M - BCP - EXTENSIONS (ADULTS) - OPEN 02/2016: MAG M - BCP - EXTENSIONS (ADULTS) - CLOSED	MAIL		English			
12/11/2015	01/2016: FS - FOODSHARE - CLOSED	MAIL	Yes	English			

Figure 2 Example of the One-Time Informational Letter on the Correspondence History Search Results Page

## ACCESS

### HOW MEMBERS VIEW THE ONE-TIME INFORMATIONAL LETTER

For members who have chosen to receive paperless correspondences, ACCESS will display the one-time informational letter in their Check My Benefit: View My Letters page.

Case Number: 3002947938, Household Head: FOOOLOW UPPPP)

MyACCESS View My Letters Manage My Letters

**Letters About My Benefits**

Letters about your benefits are listed below. Click on the View button next to any letter to read it.

To view your letters, [Adobe Acrobat Reader](#) is required.

Which letters would you like to view? Letters from 2016

Read?	Date	Type of Letter	View Letter
Unread	2016-05-23	FS EBT Replacement Card Fee Letter	View
Unread	2016-04-30	Your case has been transferred to another agency	View
Unread	2016-03-29	Information about eligibility	View
Unread	2016-02-20	Summary of the information you provided on your case	View
Unread	2016-01-10	Proof needed for eligibility determination (Action Needed)	View

Go to MyACCESS

Figure 3 Example of the One-Time Informational Letter on the Check My Benefit: View My Letters Page

## ebtEDGE<sup>SM</sup>

### HOW MEMBERS VIEW QUEST CARD TRANSACTIONS

Members can log in to their QUEST card account at [www.ebtedge.com](http://www.ebtedge.com) to view their account transactions, including the replacement card fee.

The screenshot shows the FIS ebtCardholder website interface. At the top, there are navigation links for 'Español', 'ebtedge.com', and 'Log Off'. The main header includes the FIS logo and the text 'ebtCardholder'. Below the header, there are three tabs: 'Home', 'Help Topics', and 'News'. The 'Home' tab is active, displaying a 'Welcome' message and an 'Account Balance' section. The account balance is as of 4:50 PM CDT on Apr 12, 2016, with a card number of XXXXXXXXXXXX and an available balance of \$1.54. The account also shows a cash balance of \$1.54 and a food balance of \$122.25. There are sections for 'News' and 'EBT Resources'. Below these, there is a 'Help Topics' section with links to 'Benefit Availability Date', 'County and Local Offices', 'Frequently Used Terms', 'How to change your PIN', and 'How to use your EBT card at a POS device'. A 'Review Your Transactions' section is also present, with a link to 'Print List of Transactions'. The transaction list shows three transactions: a Cash Benefit Authorization for \$111.33 on 03/17/2016, a Lost/Stolen Replacement Fee for \$2.70 on 03/15/2016 (highlighted with a red box), and a Food Benefit Authorization for \$194.00 on 03/09/2016.

Date	Time	Description	Amount	Rev/Reg Code
03/17/2016	10:00 AM	Cash Benefit Authorization	\$111.33	
03/15/2016	6:27 PM	Lost/Stolen Replacement Fee	\$2.70 -	
03/09/2016	12:01 AM	Food Benefit Authorization	\$194.00	

Figure 4 Example Transaction for a Replacement Card Fee in a Member's QUEST Card Account

## ATTACHMENTS

- [One-time informational letter](#)
- [Notice of Decision letter for approvals](#)
- [Notice of Decision letter for changes](#)

## CONTACTS

BEPS CARES Information and Problem Resolution Center

DHS/DHCAA/BEPS/RG