

**DEPARTMENT OF HEALTH SERVICES
DIVISION OF HEALTH CARE ACCESS AND
ACCOUNTABILITY
ADMINISTRATOR'S MEMO SERIES**

NOTICE: 16-04

DATE: July 5, 2016

DISPOSAL DATE:
Ongoing

RE: QUEST/Vault Card
Process & Procedures

TO: County Department of Human Services Directors
County Department of Social Services Directors
Tribal Chairpersons/Human Services Facilitators
Tribal Economic Support Directors

FROM: Kevin E. Moore *KEM*
Wisconsin Medicaid Director/Administrator
Division of Health Care Access and Accountability

PURPOSE

This Admin Memo announces upcoming changes to process and procedures for Income Maintenance (IM) agencies related to QUEST card handling, issuance, destruction, and inventory control.

Process and procedures are related to:

- Storage and tracking of permanent QUEST cards delivered to local agency
- Destruction of unclaimed permanent QUEST cards
- Storage and security of vault cards
- Issuance of emergency replacement vault cards

The updated process for each of the above will be incorporated in Process Help (PH) Chapter 80, which will be available July 5, 2016. Agencies are expected to follow the updated procedures as of the date of the PH release.

BACKGROUND

The Division of Health Care Access and Accountability (DHCAA) met as a workgroup with representatives from IM agencies between January 2016 and March 2016 to discuss current process and procedures. Desired outcomes of the workgroup were to improve program integrity, provide clear and consistent process across IM agencies and reduce the number of emergency replacement vault cards issued.

Areas were identified in Process Help where additional process guidance or clarification is required in order to achieve these outcomes. The workgroup made recommendations in each of the areas noted above. These decisions will be reflected in the PH Chapter 80 updates.

ALLOCATION

No additional funding will be provided, as this will be an update to the current functions.

CENTRAL OFFICE CONTACTS

For questions or assistance regarding information contained in this memo, please contact Debbie Waite at (608) 261-9421 or by e-mail at Deborah.Waite@dhs.wi.gov.