



Date: June 6, 2025

DMS Operations Memo 25-09

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: Autumn Arnold, Bureau Director  
Bureau of Enrollment & Eligibility Policy  
Division of Medicaid Services

Jonelle Brom, Bureau Director  
Bureau of Eligibility Operations & Training  
Division of Medicaid Services

**Changes to FoodShare Break In Service Policies**

**CROSS REFERENCE**

- FoodShare Wisconsin Handbook, [Section 6.1.2 Six-Month Reporting Requirement](#)
- FoodShare Wisconsin Handbook, [Section 2.3.1 Break In Service](#)

**EFFECTIVE DATE**

June 23, 2025

**PURPOSE**

This operations memo announces changes to benefit proration when a member loses and gains eligibility after untimely completion of a six-month report form (SMRF) or untimely submission of verification that is required as part of the SMRF.

**BACKGROUND**

Food units certified for 12 months must submit a six-month report form (SMRF) in the sixth month of their certification period. Food units with a 36-month certification period may be required to complete a SMRF at month 6, 12, 18, 24, or 30 of their certification period.

Food units must submit a SMRF in the month it is due, as well as any outstanding verification by the verification due date. If they do not do so, FoodShare closes. If the food unit completes the SMRF and

all verification in the following month, FoodShare will reopen without requiring a new application. This period of not receiving benefits is referred to as a break in service.

Food units generally have 20 days from when the agency requests it to provide any required verification. SMRFs submitted in the month that the SMRF is due may have verification due in the following month. Under current policy, if the food unit submits verification on or before the verification due date, FoodShare will reopen without a break in service.

Under current policy, if a food unit submits a SMRF within the month after it is due, benefits are prorated from the SMRF submission date when required verification is submitted by the due date, or if the reason for closure is because of agency delay. If a food unit submits verification after the due date, benefits are prorated from the verification submission date.

These policies are changing to comply with federal requirements regarding proration of benefits at SMRF.

## **POLICY**

The following policy is effective starting June 23, 2025.

Food units must submit a SMRF and all required verification by the end of the month the SMRF is due to avoid a break in service.

If a SMRF is submitted in the month it is due and all required verification is submitted in the following month, benefits must be prorated from the date verification is submitted, irrespective of whether the verification is submitted before or after the due date.

If a SMRF is submitted in the month after it was due with changes that require verification, benefits are prorated from the date verification is submitted even if verification is submitted on or before the verification due date.

Note: Per current policy, when a SMRF is submitted in the month after it was due, the food unit may have less than 20 days to provide required verification because verification is due at 4:30 p.m. on the last business day of the month. If all SMRF materials are not submitted by this time, the food unit must reapply for FoodShare.

If FoodShare closes due to agency delay in processing a SMRF that was submitted in the month it is due with no outstanding verifications, or if it closes due to an agency delay in processing required verification that was submitted in the month the SMRF was due, benefits are restored back to the first of the month.

Example 1: Elio has a 36-month certification period and is required to complete SMRFs. He has a SMRF due in November. Elio submits the SMRF on November 25, with changes that require verification. Verification is requested from Elio with a due date of December 15. He provides the required verification on December 13. His benefits are prorated from December 13, the day the last required action was taken.

Example 2: Javier has a 12-month certification period. He has a SMRF due in October. He submits his SMRF on November 20, with changes that require verification. His verification is due by the end of the last business day of the month, November 29. Javier submits proof on November 25. His benefits are prorated from November 25, the day the last required action was taken.

Example 3: Betty has a 12-month FoodShare certification period, and her SMRF is due in July. Betty submits her SMRF on July 17, with changes that require verification. Verification is requested from Betty with a due date of August 6. If all verification is received by the last business day of July, and Betty remains eligible, there will not be a break in service. If verification is received August 1 or after, her benefits will be prorated from the date all verification is received.

### ***REPORTING REQUIREMENTS SCRIPT***

The attached updated [FoodShare reporting requirement script](#) includes the new SMRF break in service policy and must be used starting June 23, 2025.

### **CONTACTS**

DHS CARES Problem Resolution Team

DHS/DMS/BEEP/AG

DHS/DMS/BEOT/JN