



Date: October 3, 2025

DMS Operations Memo 25-18

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

**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           |  |

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Division of Medicaid Services

## FoodShare Late Renewal Processing Changes

### CROSS-REFERENCE

- FoodShare Wisconsin Handbook, [Section 2.2.1.5 Renewal Processing Timeframe](#)
- FoodShare Wisconsin Handbook, [Section 2.1.4 Expedited Service at Application](#)
- 7 CFR 273.14(e)

### EFFECTIVE DATE

October 18, 2025

### PURPOSE

This operations memo announces changes in policy for FoodShare renewals that are submitted and/or completed in the month after the renewal was due.

### BACKGROUND

Currently, FoodShare members must submit a renewal and complete an interview, if required, by the end of the renewal month, unless the agency is unable to complete a required interview in the renewal month. If the renewal and interview are not completed by the end of the renewal month, they must reapply for FoodShare.

FoodShare members have 20 days to provide verification when it is required. Because of this, verification can be due in the month after the renewal month. Under current policy, if the verification is received on or before the due date, their benefits are restored back to the first of the month. If the agency receives verification after the due date, the benefits are prorated to the date the required verifications were received.

## **POLICY**

Starting with October 2025 FoodShare renewals, the renewal, interview, if required, and all FoodShare required verifications must be received by 4:30 p.m. on the last business day of the renewal month. Otherwise, benefits will end the last day of the renewal month.

When a renewal is received timely, but all renewal steps are not completed by the end of the renewal month, benefits will be prorated from the date the last required FoodShare action was taken in the late renewal month. The last required action can be a required interview or required verification. If verification is due in the late renewal month, benefits are prorated to the date it is received.

Example 1: Kayleigh has a 12-month FoodShare certification period. Her next renewal is due in July. She calls to complete and sign her renewal on July 25. A verification checklist is sent with a due date of August 14. Kayleigh submits verification on August 4. Kayleigh's benefits are prorated from August 4.

If the required verification for FoodShare is received in the renewal month, but is not processed until the next month, benefits start on the first of the month. Additionally, if a renewal is received in the renewal month, the interview (if required) is completed, and no verification is required, but the renewal is not processed until the next month due to an agency delay, benefits will also start on the first of the month.

Example 2: Jamal has a 12-month FoodShare certification period. His next renewal is due in February. Jamal submits his renewal on February 25. The renewal is processed, and the interview is completed on March 4 due to an agency delay. Since the renewal was received in the renewal month and no verification was required, Jamal's benefits will start on March 1.

## ***LATE RENEWALS***

FoodShare members will now be able to submit late renewals in the month after the month the renewal was due, instead of having to reapply. Renewals are considered late if they are received after 4:30 p.m. on the last business day of the renewal month. Late renewals must be received no later than the last business day of the late renewal month by 4:30 p.m., or the household must reapply. Benefit proration for late renewals is different than it is for renewals received in the renewal month.

When an interview is required, at least two attempts must be made to contact the household to complete the interview. This must happen on the same business day the late renewal is received if the household is eligible for priority service, or within five business days if the household is not eligible for priority service.

If the household submits a late renewal that requires no interview or verification for FoodShare, the benefits are prorated from the late renewal receipt date.

If a FoodShare interview is required but no verification is required, benefits are prorated from the late renewal receipt date if the interview is completed before the due date.

If verification is required as part of the FoodShare renewal and the verification is received on or before the verification due date, benefits are prorated from the date the renewal was received.

If the required verification for FoodShare is received after the verification due date, benefits will begin on the date the verification is received, even if there is a delay by the agency in processing the verification.

Example 3: Fatima has a 12-month certification period. Her next renewal is due in October. The renewal is received on November 3. She completes her required interview the next day and receives a verification due date of November 24. She submits her verification on November 16. Her benefits are prorated from November 3, the date Fatima's late renewal was received.

Example 4: Sutton has a 36-month certification period. His next renewal is due in April. His renewal is received on May 2, and Sutton completes the required interview the same day. He receives a verification due date of May 22. Sutton submits his verification via ACCESS on May 27 at 8:30 p.m. Sutton's benefits are prorated starting May 28, which was the date the verification was received by the agency.

Households must be given 20 days to provide verification. For late renewals, the verification due date may fall into the month after the late renewal month. If the food unit's required verification is not received on or before the due date, and the due date falls in the month after the late renewal month, the food unit must reapply.

Example 5: Kitty has a 12-month certification period. Her next renewal is due in August. Kitty called to complete her late renewal on September 29. Kitty receives a verification due date of October 19. Kitty's verification is received on October 15. Her benefits are prorated from September 29, the date Kitty's late renewal was received.

### ***PRIORITY SERVICE FOR LATE RENEWALS***

Households submitting late renewals must be screened for priority service, which includes potential eligibility for expedited issuance of benefits and faster service from the agency. If eligible for expedited issuance, the household will receive their FoodShare benefits within seven days.

For late renewals that qualify for priority service, at least two attempts must be made to contact a member to complete the interview on the same business day the late renewal is received or by the end of the next business day. The household must complete their priority service interview within seven days, or they will lose their right to expedited issuance of benefits.

### **CONTACTS**

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