



Date: February 23, 2026

DMS Operations Memo 26-08

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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FoodShare Benefits and Out-of-State QUEST Card Usage

CROSS REFERENCE

- FoodShare Policy Handbook, [Section 7.2.1 Wisconsin Quest Card](#)

PURPOSE

This operations memo announces new default security settings for QUEST cards to reduce FoodShare fraud and theft. QUEST cards will be restricted to purchases in Wisconsin and bordering states, though members can temporarily adjust their settings to allow purchases elsewhere.

BACKGROUND

Currently, FoodShare members can use their QUEST card to make purchases in any state, and they have the option to block out-of-state transactions for increased security. The Department of Health Services (DHS) has noted a recent rise in cases of FoodShare theft and fraud taking place outside of Wisconsin.

POLICY

Effective March 1, 2026, all QUEST cards will default to only allow spending in Wisconsin, Illinois, Iowa, Michigan, and Minnesota (referred to in this memo as ‘Wisconsin and bordering states’). To use QUEST cards in any other state, members will need to take prior action to change the security settings on their QUEST card.

For online purchases made with a QUEST card, the delivery or pickup address will be used to determine whether a transaction will be blocked or not. Online purchases with a delivery or pickup address in Wisconsin and bordering states will be allowed, but online purchases with a delivery or pickup address in any other state will be blocked under the default settings.

To use a QUEST card outside of Wisconsin and bordering states, a member will need to change their card settings to unblock out-of-state transactions. To do so, they can:

- Call QUEST Card Service at 877-415-5164, and use the Interactive Voice Response (IVR) to:
 - Navigate to the Main Menu.
 - Select the “Card Security” option.
 - Follow the prompts, then:
 - Press 1 to allow shopping in other states,
 - Press 1 to confirm they want the card unblocked.
- Use the [ebtEDGE website](#) or [ebtEDGE mobile app](#)

By unblocking out-of-state transactions, members are allowing their QUEST card to be used at stores outside of Wisconsin and bordering states. Members are also allowing their QUEST card to be used to complete transactions online and have their FoodShare purchases delivered to or picked up from an address outside of Wisconsin and bordering states.

Once a change in card settings is made, a member can only use their QUEST card for purchases outside of Wisconsin and bordering states until the end of the calendar month in which the change was initiated. At midnight on the first day of the subsequent month, the card settings will automatically revert to blocking all transactions taking place outside of Wisconsin and bordering states. There is no limit to the number of times a member can make this change.

Each time a member orders a replacement QUEST card, out-of-state transactions will be blocked again by the default settings described. This is true even if the member changed their card settings earlier in the same month before requesting the replacement card.

In special circumstances, DHS can override cardholder settings and implement state-level blocks for certain states where fraud is particularly high. A state-level block means that QUEST card transactions will be blocked in a given state, regardless of any unblocking a member may have previously initiated for that state. These state-level blocks remain in place until DHS removes them. However, a member can contact their local agency to make a request for a state-level block to be removed for their transactions if needed.

Example 1: Leon is enrolled in FoodShare. He is traveling to Florida to visit family from February 20 through February 27. When he arrives in Florida, he calls QUEST Card Service to request that out-of-state transactions in Florida be unblocked temporarily. This means he can use his QUEST card to make purchases in Florida during his entire visit. At midnight on March 1, his card settings revert back, and he can no longer make purchases in Florida or in any other state besides Wisconsin and bordering states.

Example 2: Marisol is enrolled in FoodShare. On April 30, she attempts to purchase food online using her QUEST card to be delivered to her son's home, where she is staying temporarily, in Colorado. She has not changed her QUEST card settings, so the transaction is blocked because the delivery address is outside of Wisconsin and bordering states. That same day, Marisol logs onto ebtEDGE.com and updates her QUEST card settings to unblock out-of-state online transactions. She tries to complete the online transaction again, and it is successful. At midnight on May 1, her card settings revert back, and she can no longer make online purchases with a delivery address in Colorado or in any other state besides Wisconsin and bordering states.

Example 3: Antonia is enrolled in FoodShare. From August 30 through September 3, she plans to travel to Ohio and wishes to use her QUEST card to make food purchases while there. On August 29, she uses the ebtEDGE mobile app to unblock transactions in Ohio. She is successfully able to make food purchases when she first arrives in Ohio. However, on September 1, she tries to make a food purchase at an Ohio grocery store, but the transaction is blocked. She calls QUEST Card Service and is reminded that the settings she had changed reverted back at midnight on September 1. She requests that transactions be unblocked in Ohio again. She can now successfully make purchases in Ohio with her QUEST card, and these settings will remain in place until the end of September unless Antonia chooses to make further changes.

CONTACTS

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