

**WISCONSIN DEPARTMENT OF HEALTH SERVICES**  
**Division of Health Care Access and Accountability**  
**1 W. Wilson St.**  
**Madison WI 53703**

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To: Process Help Users

From: Shawn Tessmann, Bureau Director  
Bureau of Enrollment Policy and Systems

Re: **Process Help Release 15-04**

Release Date: 12/21/2015

Effective Date: 12/21/2015

**EFFECTIVE DATE** The following policy additions or changes are **effective 12/21/2015** unless otherwise noted. **Grey highlighted text denotes new text. Text with a strike through it in the old policy section denotes deleted text.**

**POLICY UPDATES**  
**1.2.5 Withdraw an RFA**

**Note:** If a worker processes an application to an RFA and then withdraws it before it is associated to a case, the worker will not be able to find the application unless the worker has the tracking number. Best practice when processing an application to an RFA and then withdrawing the RFA is to make case comments referencing the application number and the reason it was withdrawn so it can be located at a later date.

**6.1.1 Transfer Out Agency/Office**

3. On Agency Transfer Page, change County/Tribe to the new county/tribe, type in the new office number, include new address if it is known or change to agency address, click RETURN.

**Note:** For case transfers to MilES (Milwaukee County) enter office number 5075.

**31.3.4 Determining Overpayment Period and Amount**

~~When information that causes a group to be ineligible is not reported at Application, use the unconverted income for the first 2 months, and converted amount to calculate the remaining months overpay.~~ If the information that is not reported results in a decrease in benefits, the difference between what was actually received and the correct benefits is the overpayment (beginning from the application).

~~For ongoing cases,~~ Overpayments differ by program.

**31.3.4.1 FoodShare**

Consider the FoodShare group's reporting requirements when calculating the overissuance. Do not use income or expenses, or changes in income and expenses that were not reported because they were not required to be reported. (FoodShare Handbook section 7.3.2.1)

**39 Long-term Care Insurance Policy Assignment of Benefits**

*This chapter is new.*

**50.3.2.1 Requesting Access**

**Step by Step Process:**

Open up an Internet Explorer Window. In the address bar, type in the following website ~~https://ecenter.hmsy.com~~ <https://intq.hms.com/>

### 50.3.9.2.1 Linking an Undisclosed Asset to an Existing Asset

5. IntegriMatch will sometimes find assets based only on a member's SSN when it cannot match on Name and SSN. As a result, a member's SSN may match with a business FEIN. When a case displays the icon shown in the screen shot (1), holding the cursor over the icon will display the message "Review Asset" (2). This means that further verification should be requested to determine if this asset belongs to the member.

*New image added.*

### 71.2 ABAWD Status

4. The ABAWD Relevant Individuals page

As described in Operations Memo (OM) 14-56 14-55, the ABAWD Relevant Individuals page should no longer be used to make individuals non-ABAWDs.

### 72.1 Institutional Divestment

MEH 17.5 Penalty Period: The divestment report does not register divestment penalty changes. If it is necessary to remove a divestment penalty or change an existing penalty period in iChange, update the Transfer/ Divestment of Assets page, run eligibility, and confirm. Then contact HP Enterprise Services (608) 224-6524 421-6340. Provide HP Enterprise Services with the date that the divestment penalty was removed or the new end date. The level of care will then be revised. Also contact the appropriate individual at the member's nursing home to submit bills for the period that is now covered by institutional Medicaid.

### 80.2.1 QUEST Card

- EBT accounts are set up on the eFunds system and benefits are available to the cardholder by 12:01 a.m. Central Time the day following confirmation in CARES.
- New EBT card holder information is sent to eFunds nightly.
- If the member is eligible for FoodShare in the current month, a card is mailed from the eFunds card issuance site the next business day following confirmation in CARES. (Note: Saturday and Sunday are not considered business days.) If the applicant is not eligible for FoodShare until the following month, a card will be issued at the end of the current month.
- The card will take approximately 3-5 business days to arrive in the mail.

### 80.2.3 Initial Card Issuance

EBT cards that have been delivered to the local agency and not picked up by the customer may be cut up and disposed of if it is "inactive/deactivated". If the card status is "active" or "inactive," mail it to:

Andrew Field EBT FoodShare  
P.O. Box 2057  
Madison, WI 53701-2057.

When mailing the any cards back, indicate the reason the cards is are being returned, your agency contact name, the date, and a contact the name and phone number of a contact at the agency. If the card is deactivated, you may cut it up and dispose of it. Send an itemized log with the returned cards, with the first and last name on the card, and the card number for each card.

### 80.3.6 Benefit Replacement

If there is a situation where benefits need to be replaced, contact:

- Andrew Field Bruce Kress, DHS, email: Andrew.Field  
[Bruce.Kress@dhs.wisconsin.gov](mailto:Bruce.Kress@dhs.wisconsin.gov)

### 80.4.1 PIN Selection

The cardholder must select a four-digit code or personal identification number (PIN) to be used with the card to access the EBT account. The primary method of PIN selection for a permanent card is through recipient customer service. The local agency should assist cardholders that have difficulty calling recipient customer service to select a PIN. If a vault card is issued, the cardholder must select a PIN at the local office using the PIN Select device.

If the cardholder is issued a vault card, a permanent replacement card will be produced and mailed to the cardholder. The cardholder should select a PIN for the permanent card via the speech activated voice response (SIVR ). This will deactivate the vault card. ~~If a PIN is selected on the PIN Select device for the permanent card, the vault card will not be deactivated.~~

#### 80.4.2 PIN Change

A cardholder may change a PIN at any time. The primary method for a cardholder to change a PIN is by calling recipient customer service. As a secondary option, the cardholder may change a PIN at the local office on the CAPS device. The local agency should assist cardholders that have difficulty calling eFunds Customer Service to select a PIN. ~~If a vault card was issued, the cardholder must change the PIN at the local office using the PIN Select device.~~

#### 80.10.1 PIN Selection/Activation

The PIN Select Terminal in the local agency will be primarily used for recipients during the issuance of emergency vault cards. The recipient may use the PIN Select Terminal to activate a permanent, mailed card or change a PIN on an existing card at the local agency. ~~The vault card must be Pinned on the PIN Select Terminal.~~ This process will require the card issuance personnel to log-on to the PIN Select Terminal using a secure password that prevents unauthorized use of the equipment.

#### 80.11 Summary Of PIN Select Rules For Quest Cards

~~1. A Vault Card PIN must be selected on the PIN Select Terminal device. A Vault Card PIN cannot be changed by calling customer service. If the PIN is forgotten and a new PIN must be selected, it must be done on a PIN Select Terminal device.~~

*The table was updated.*

#### 80.12.1 Vault Card Inventory Procedure And Security

Contact Andrew Field from DHS to obtain additional vault cards. ~~His mailing address is DHS, Division of Health Care Access and Accountability, 1 West Wilson, P.O. Box 2057, Madison, WI 53701-2057~~ by email at [Andrew.Field@dhs.wisconsin.gov](mailto:Andrew.Field@dhs.wisconsin.gov) or fax at 608-261-7793.

Order a 3-month supply of cards in advance and allow 2 weeks for delivery.

Provide an individual's name and street address (not P.O. Box) for card delivery. You must send a copy of the Emergency Vault EBT Card Log indicating the cards issued and remaining in inventory to Andrew Fields before you will receive a new supply of cards. **This must include the following:**

- All pages from the current log that are fully or partially completed at the time of the request.
- Any pages from previous logs that were not fully completed at the time of the previous request, and have not yet been sent back.

Upon delivery of the cards, the cards must be counted and secured at a central location in a secure container. You will receive a card log for the new supply of cards. When all of the cards have been issued on that log, ~~mail~~ **send** the card log to Andrew Field. The cards should be accessible only to authorized card issuance personnel.

#### 80.17.1 Access The EBT Card Details Page

*Image deleted.*

#### 80.17.2 Issue A Replacement EBT Card

3. These actions must be taken prior to having the recipient select a PIN. Once the recipient has selected a PIN for the replacement vault card, the permanent card will be canceled. A new permanent card will be mailed to the recipient.

**Note 1:** If a PIN is not selected for the vault card, the old permanent card will remain active for up to 15 days. Therefore, a PIN should be selected for the vault

card immediately to prevent any unauthorized use of the lost or stolen card.

**Note 2:** For expedited cases with a lost/stolen/destroyed permanent card, the address on the EBT Card Detail Page must be the customer's current address before a replacement card can be issued. If the address is not the customer's current address, you must wait until the next day to issue the replacement card. If a replacement card is issued before the address is update on the eFunds records, the replacement card will be mailed to the wrong address. Because you cannot PIN a card prior to entering it in CWW, replacement cards cannot be issued until eFunds has updated the address. Check the EBT Card Detail Page the next day to see that Funds has the correct current address.

**80.17.3 QUEST  
Replacement Card  
Count**

*This section is new.*

**80.18 EBT  
Transaction Detail  
Page**

- Records are available for up to six months prior to the current date. Data Warehouse report #25 can be used for transactions up to a year based on the months and case number entered. If you need to view information older than six months and the report doesn't have enough history, email [Bruce Kress](mailto:Bruce.Kress@dhs.wisconsin.gov) at the State of Wisconsin's EBT Unit at [Andrew Field](mailto:Andrew.Field@wisconsin.gov) [Bruce.Kress@dhs.wisconsin.gov](mailto:Bruce.Kress@dhs.wisconsin.gov).

**81.4 ForwardHealth  
iChange Contacts**

Eligibility Unit – ~~608-224-6524~~ 608-421-6340