

TEMPORARY QUEST CARD ISSUANCE CHECKLIST

INSTRUCTIONS: When a member requests a temporary QUEST card, follow the checklist below.

1. Have you confirmed the identity of the member? Yes No
2. Is the member's mailing address correct in CARES?
If no, update the address. Yes No
3. Are benefits available now or within the next seven days?
If no, **do not** issue a replacement. Yes No
4. Has a vault card been issued in the last 30 days or two vault cards issued in the last 12 months?
If yes, **do not** issue a replacement. Yes No
5. Did the member request a permanent card in the last seven days?
If yes, **do not** issue a replacement. Tell the member to wait for the permanent card to arrive in the mail. Yes No
6. Has the member recently spent a large amount of benefits?
If yes, **do not** issue a replacement. Yes No
7. Does an emergency situation exist that makes the member unable to wait for a permanent card to arrive in the mail?
If no, **do not** issue a replacement. Tell the member to wait for the permanent card to arrive in the mail. Yes No