

# EBT Replacement Fee Project

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Income Maintenance Advisory Committee (IMAC) Meeting



# Agenda

- Project background
- New policy
- Communication
- Client facing material
- Fidelity Investment Services (FIS) message to members
- Consortia materials
- Income Maintenance (IM) agency changes
- Expungement

# Project Background

- The 2015 Wisconsin Act 55 requires the Department of Health Services to charge for an electronic balance transfer (EBT) replacement card.
- A replacement for a lost or stolen EBT card will be assessed a fee.
- The fee will be deducted from the FoodShare member's monthly benefit.
- This will go into effect July 1, 2016.

# New Policy

- The fee is \$2.70.
- There will be one free replacement card in a calendar year; January 1 – December 31.
- In calendar year 2016, there will be one free replacement card between July 1, 2016 – December 31, 2016.

# Communication

- New Policy Implementation Correspondence will be sent to members regarding the fee that will be assessed for lost or stolen replacement EBT cards.
- Paperless option will be available for individuals who request paperless.
- Who will receive letters:
  - All open cases
  - All closed cases with a balance

# Client Facing Material

- Publications and notices will be updated to inform FoodShare members of the new policy. These publications and notices include:
  - Enrollment and Benefits Handbook
  - Card Mailer/Wallet Card
  - FoodShare Eligibility Notice of Decision-Approval
  - FoodShare Eligibility Notice of Decision-Change in Benefits

# FIS Message to Members

- FIS will inform members about the potential or applicable fee when members request a replacement.
- Members getting their first replacement card will be informed that any subsequent lost or stolen EBT card will incur a fee.
- Members getting their second replacement card will be informed they will incur a fee.

# Consortia Materials

- Materials that will be provided:
  - Call script
  - Operations Memo
  - Process Help update

# IM Agency Impact

- No changes to the IM process.
- Fee transaction will be displayed on the Transaction History page.
- New Policy Implementation Correspondence will be stored in Client Correspondence page.

# Transaction History Display

## EBT Transaction Detail

The following events have occurred:

 **GL171:** The transaction detail contains only the first 20 transactions between '09-09-2015' and '03-09-2016'. Please narrow your search to view additional transactions.

<u>Date / Time</u>	<u>Card</u>	<u>Description</u>	<u>Merchant</u>	<u>Debit</u>	<u>Credit</u>
7/10/2016 10:25 AM	4055-0415-1655-4984 JOHN DOE	LOST/STOLEN REPL FEE ADJ			\$2.70
7/05/2016 11:51 PM	4055-0415-1655-4984 JOHN DOE	LOST/STOLEN REPLACEMENT FEE		\$2.70	
1/05/2016 11:47 PM	4055-0415-1655-4984 JOHN DOE	PURCHASE	PICK N SAVE MILWAUKEE, W	\$14.54	
1/05/2016 11:18 PM	4055-0415-1655-4984 JOHN DOE	PURCHASE	ALDI 64016 06232750016 MILWAUKEE, W	\$6.63	
2/21/2015 2:58 PM	4055-0415-1655-4984 JOHN DOE	PURCHASE	PICK N SAVE MILWAUKEE, W	\$19.30	
2/15/2015 11:42 PM	4055-0415-1655-4984 JOHN DOE	PURCHASE	PICK N SAVE MILWAUKEE, W	\$10.94	

# Client Correspondence History Search

**Navigation Menu**

- Search
  - CARES Home
  - Search
  - Inbox Search
  - Unlinked Documents
- RFA / Case
  - Client Registration ( 0 )
  - Case Summary
  - Case Comments
  - Expected Changes
  - Application Entry ( 0 )
    - Case Information
    - Individual Demographics
    - Benefits/School
    - Individual Non Financial
    - Other Health Care Programs
    - Asset Information
    - Employment Queries
    - Employment
    - Unearned Income
    - BC+ Tax Deductions
    - Expenses

## Correspondence History Search Results

Correspondence History Search Criteria							
Case / RFA:	0000001830	Correspondence Mailing Date:	Last 120 Days				
Correspondence Programs:	All programs						
Correspondence Listing							
Mailing Date	Description	Distributed By	Duplicate	Language	Suppressed By	Send Duplicate	View
05/23/2016	05/2016: EBTF - FS EBT REPL CARD FEE	MAIL		English			
01/21/2016	03/2016: MAG E - BCP - EXTENSIONS - OPEN 03/2016: MAG M - BCP - EXTENSIONS (ADULTS) - OPEN 03/2016: MAG M - BCP - EXTENSIONS (ADULTS) - OPEN 02/2016: MAG E - BCP - EXTENSIONS - OPEN 02/2016: MAG M - BCP - EXTENSION S (ADULTS) - OPEN 02/2016: MAG M - BCP - EXTENSIONS (ADULTS) - OPEN	MAIL		English			
01/19/2016	02/2016: MAG E - BCP - EXTENSIONS - OPEN 02/2016: MAG M - BCP - EXTENSIONS (ADULTS) - OPEN 02/2016: MAG M - BCP - EXTENSIONS (ADULTS) - CLOSED	MAIL		English			
12/11/2015	01/2016: FS - FOODSHARE - CLOSED	MAIL	Yes	English			

# ACCESS Check My Benefits View My Letters

THIS WEBSITE SHOULD ONLY BE USED FOR TESTING AND TRAINING



# ACCESS

Hello, bsleeptestone | [Logout](#) | [Español](#) | [Home](#)

Your Connection to Programs for Health, Nutrition and Child Care

 Print  Help

(Case Number: 3002947938, Household Head: FOOOLOW UPPPP)

[MyACCESS](#) | [View My Letters](#) | [Manage My Letters](#)

## Letters About My Benefits

Letters about your benefits are listed below. Click on the View button next to any letter to read it.

To view your letters, [Adobe Acrobat Reader](#) is required.

Which letters would you like to view?

Read?	Date	Type of Letter	View Letter
Unread	2016-05-23	FS EBT Replacement Card Fee Letter	 View
Unread	2016-04-30	Your case has been transferred to another agency	 View
Unread	2016-03-29	Information about eligibility	 View
Unread	2016-02-20	Summary of the information you provided on your case	 View
Unread	2016-01-10	Proof needed for eligibility determination (Action Needed)	 View

[Go to MyACCESS](#) 

# Expungement

- The fee transaction will not reset the expungement clock.

# Questions