



Online Food Benefit Replacement for S-EBT

IMAC Presentation

April 2025

Overview

On October 19, 2024, CWW was enhanced to process benefit replacement requests for members who lost food purchased using FoodShare benefits because of a household misfortune or natural disaster.

ACCESS was also updated to include a new module to complete the request form online.

Additional Enhancements

On June 21, 2025, the following additional enhancements will be made:

- ACCESS Check My Benefits (CMB) will be enhanced so households who receive Summer EBT (S-EBT) benefits on their CARES case can also request replacement benefits through ACCESS.
- The CWW pages related to Online Food Benefit Replacement will be enhanced to allow IM workers to process replacements for S-EBT benefits issued to a CARES case.
 - Note: IM workers will not process Benefit Replacements for S-EBT only cases.

Changes in CWW

Online Food Benefit Replacement

The CWW pages related to Online Food Benefit Replacement will be enhanced to allow members who have received S-EBT benefits to request replacements as they currently do for FoodShare.

In CWW, IM workers will be able to:

- Process Food Benefit Replacements of S-EBT benefits that were requested electronically
- Process Food Benefit Replacements of S-EBT benefits requested by mail or by phone
- Collect a Telephonic Signature for Food Benefit Replacement Requests made by S-EBT households
- View a Telephonic Signature Summary PDF for Food Benefit Replacement Requests made by S-EBT households
- Trigger notices of Approval/Denial to be sent to members

FoodShare Benefit Issuance History Page

The FoodShare Benefit Issuance History page will be enhanced to display S-EBT issuance history.

YES will display in the Expunged column when some or all of the S-EBT benefits issued may have been expunged because more than 122 days has passed since they were issued.

FoodShare Benefit Issuance History

Cancel ☐ Reset

Criteria

Assistance Group: **FS - FOODSHARE** Sequence: **1** Yearly Summary:

Benefit Details

Benefits Available Date	Issued Amount	Issuance Method	Sent to EBT Vendor	Disposition Code	Disposition Reason	County	Benefit Number	
09/15/2025	\$705.00	EBT Issuance	08/19/2025	ISSUED		40	100416077	
08/15/2025	\$705.00	EBT Issuance	07/19/2025	ISSUED		40	100413932	
07/15/2025	\$705.00	EBT Issuance	06/18/2025	ISSUED		40	100411899	
06/15/2025	\$705.00	EBT Issuance	05/17/2025	ISSUED		40	100409944	
05/15/2025	\$705.00	EBT Issuance	04/18/2025	ISSUED		40	100408045	
04/11/2025	\$705.00	EBT Issuance	04/11/2025	ISSUED		40	100407627	

To Be Issued Benefits

Benefit Month	Benefit Amount	Benefit Type	Issuance Type	Last Updated	County	Cancel
No data found.						

Summer EBT Benefit Details

Benefits Available Date	Issued Amount	Sent to EBT Vendor	County	Benefit Number	Expunged
08/15/2025	\$120.00	08/14/2025	40	100416177	NO

Assistance Group: **FS - FOODSHARE** Sequence: Benefits Available on or before: MM DD YYYY

Cancel ☐

Food Benefits Replacement Request Page

A new Summer EBT Received? field on the Food Benefits Replacement Request page will allow workers to mark if the replacement request is related to S-EBT benefits.

Food Benefits Replacement Request

CancelReset

Replacement Request Details

Inbox Item Number:

View

Initial Request Date:

MMDDYYYY

Date of Food Loss:

MMDDYYYY

Cause of Food Loss

Description of What Happened to Food:

Current Size = 0 characters (250 characters max.)

Request Type:

View

Issuance Month:

MM

YYYY

Benefit Number:

Comment:

Current Size = 0 characters (240 characters max.)

Last Updated:

Sequence:

0

Estimated Value of Lost Food:

\$0

Summer EBT Received?

Status:

Submitted

Denial Reason Code:

Date Signed:

MMDDYYYY

Sequence

Updated on or before

MMDDYYYY

Go

Add Case Comment

Cancel

Previous

Next

FoodShare Benefit Issuance Payment Period Page

The FoodShare Benefit Issuance Payment Period page will display both FoodShare and S-EBT benefits.

Note: S-EBT benefits will only appear if they were issued within the last 182 days.

FoodShare Benefit Issuance Payment Period

Criteria

Assistance Group:

FS - FOODSHARE

Sequence:

1

Begin Period:

08/2025

End Period:

08/2025

Summary Totals

Total Benefit Amount:

\$820.00

Total Recoupment Amount:

\$0.00

Total Offset Amount:

\$0.00

Total Returned Amount:

\$0.00

Benefit Details

Benefit Period	Benefit Number	Issued Amount	Benefit Type	Benefit Reason	Recoupment Amount	Offset Amount	Returned Amount
08/09/2025	129574877	\$700.00	INITIAL	DAILY	\$0.00	\$0.00	\$0.00

Summer EBT Details

Benefit Period	Benefit Number	Issued Amount	Benefit Type	Benefit Reason
07/13/2025	399574890	\$120.00	MONTHLY	

Close

FoodShare Supplement Management Page

New reason codes will be added to the FoodShare Supplement Management page for S-EBT replacements.

The screenshot displays the FoodShare Supplement Management interface. On the left, there are fields for 'Supplement Reason 2:', 'Supplement Reason 3:', and 'Sequence:'. Below these is a table with columns 'Benefit Month' and 'Benefit Amount'. A red arrow points to the 'Add Case Comment' button. A dropdown menu is open, listing various reason codes. The last three codes are highlighted with a red box:

- 905 - Replace destroyed food
- 909 - System error
- 925 - Person add
- 928 - Back payment per fair hearing
- 929 - Restore prior to hearing
- 934 - Net income decrease
- 935 - Restore lost benefits; open
- 936 - Restore lost benefits; closed
- 938 - Manual issuance of benefit
- 960 - DSNAP New App - Issued
- 961 - DSNAP New App - Corrected
- 962 - DSNAP Ongoing - Issued
- 963 - DSNAP Ongoing - Corrected
- 964 - DSNAP Special Circumstance
- 990 - SEBT Full Approval**
- 991 - SEBT Partial – More than Originally Issued**
- 992 - SEBT Partial – More than Issued for Incident**

On the right side of the page, there are fields for 'Offset Indicator:' (set to N/A) and 'Status:' (set to Select). Below these are 'Reset' and 'Add' buttons. At the bottom right, there are 'Cancel', 'Previous', and 'Save' buttons. A table with columns 'Status', 'Seq', 'Issuance Type', 'Last Updated', and 'Worker' is also visible.

Changes in ACCESS

ACCESS – Check My Benefits (CMB)

ACCESS Check My Benefits (CMB) will be enhanced so households who receive S-EBT benefits on their CARES case can also request replacement benefits through ACCESS.

The Food Benefit Replacement Request link will be available until 30 days after the last S-EBT benefits issued are set to be expunged.

ACCESS For training use ONLY **Acceptance**

Account Home

Get your information:
You can get letters about your programs and benefits online. [Click here](#) to visit the Manage My Email page for more information. [\[X\] Dismiss](#)

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My Benefits

This information is current as of July 19, 2025.



Benefits	Status	Details
FoodShare	ISABELLE, IDA, IVAN and WILLOW are not getting FoodShare benefits in July 2025.	
Family Medicaid	ISABELLE, IDA, IVAN and WILLOW are not getting Family Medicaid benefits in July 2025.	
Child Care	In July 2025, ISABELLE, IDA, IVAN and WILLOW are eligible to receive Child Care.	
W-2	ISABELLE, IDA, IVAN and WILLOW are not eligible for W-2 in July 2025.	
Summer EBT	For Summer 2025, ISABELLE, IDA and IVAN got Summer EBT Benefits.	

Changes in Member Correspondence


Notice of Approval and Denial Letters


The existing Notice of Approval and Denial letters will be updated to show both Summer EBT and FoodShare replacements and reasons.


CDPU
CENTRALIZED DOCUMENT PROCESSING UNIT
PO BOX 5234
JANESVILLE WI 53547 5234

**State of Wisconsin**
Case #: 

Mailing Date: 09/09/2025




Milwaukee Enrollment Services
Phone: 888-947-6583
Fax: 414-438-4580
Online at access.wi.gov

The State of Wisconsin is an equal opportunity service provider. This letter contains information that affects your benefits. If you need this material in a different format because of a disability or if you need this letter translated or explained in your own language, please call 1-888-947-6583. These services are free.

You Are Getting One-Time Food Benefits

This letter is to let you know that you are getting one-time food benefits in the total amount of \$450. The amount of food benefits and the reason why you are getting them is explained below. These benefits have been added to the card on your account.


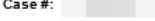
FoodShare Benefits

Month	Amount	Reason(s)
August 2025	\$300	- You have been approved for the full amount you requested.


Summer EBT Benefits


Summer EBT Program Months	Amount	Reason(s)
June, July, August 2025	\$150.00	- You have been approved for the full amount you requested.


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You Were Denied One-Time Food Benefits Replacement

This letter is to let you know that your request for one-time food replacement benefits was denied. The reason why you were denied is explained below.

FoodShare Benefits

Month	Amount	Reason(s)
August 2025	\$150	- We denied your request to replace your food benefits because your food was lost more than 10 days before you requested replacement benefits.

Summer Electronic Benefit Transfer (EBT) Benefits

Summer EBT Program Months	Amount	Reason(s)
June, July, August 2025	\$100.00	- We denied your request to replace your Summer EBT benefits because all your Summer EBT benefits were expunged before the loss. We cannot replace expunged benefits.

Questions?