



Date: June 6, 2025

DMS Operations Memo 25-10

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 checked="" type="checkbox"/> FoodShare Employment and Training |
| <input type="checkbox"/> Medicaid             |   |
| <input type="checkbox"/> SeniorCare           |   |

From: Autumn Arnold, Bureau Director  
Bureau of Enrollment & Eligibility Policy  
Division of Medicaid Services

Jonelle Brom, Bureau Director  
Bureau of Eligibility Operations & Training  
Division of Medicaid Services

**FoodShare Unclear Information**

**CROSS REFERENCE**

- FoodShare Wisconsin Handbook, [Section 1.2.2.5 Request for Contact](#), [Section 1.2.3 Non-Financial Verification](#), [Section 6.1.1 Change Reporting for All Food Units \(Simplified\)](#), [Section 6.1.3 Timely Action on Reported Changes During the Certification Period](#), and [Section 7.3.1 Calculating Overpayment Claim Amounts](#)

**EFFECTIVE DATE**

June 23, 2025

**PURPOSE**

This memo announces the new Unclear Information policy. The policy defines how workers must respond to unclear information received during the FoodShare certification period. This policy is intended to reduce the chance of terminating eligibility for households based upon unclear changes that are not required to be reported.

**BACKGROUND**

During a certification period, changes may be reported by the household, an outside source, or a data exchange. Currently, workers act on all changes known to the agency, even if those changes were not required to be reported. For unclear information, workers typically send a letter requesting verification

and additional information. If the requested information is received from the member within the timeframe, the verified information is then used in eligibility and certification. Failure to respond to the request for verification can result in the loss of FoodShare benefits.

## **POLICY**

Effective June 23, 2025, reported information received during the certification period must be evaluated and determined to be either clear or unclear.

- Clear information is verified or not questionable and the impact on the case is known.
- Unclear information may be partially verified (verified but requires additional information to act on the change appropriately), unverified, or questionable.

Clear information is used for eligibility and the certification of FoodShare. With the exceptions described below, most unclear information is held until the next renewal, application, or six-month report form (SMRF). At these points, the unclear information is verified as needed and applied to the case using existing policy.

### ***INFORMATION VERIFIED FOR ANOTHER PROGRAM***

Information that is verified for another program is considered clear and verified for FoodShare. If reported information was originally unclear, and becomes clear through another program, it is used for FoodShare eligibility at that time.

Example 1: A household currently receives both FoodShare and BadgerCare Plus benefits. They report information about starting a job at Walmart, but do not provide information about the start date, hours or wage. The household does not provide any additional information about the change.

The information about the new job is considered unclear for FoodShare and is held. For BadgerCare Plus, the worker must obtain more detailed information for use in the eligibility determination. Therefore, verification is requested for healthcare.

The household returns 30 days' worth of current paystubs within the verification time period. The employment information is now clear for FoodShare. The information is used in the eligibility determination for health care and FoodShare, following existing policy.

### ***INFORMATION REQUIRED TO BE REPORTED***

Additional verification is requested by workers when unclear information is something the household is required to report and is current, which is defined as occurring within the last two calendar months.

### ***SIGNIFICANTLY CONFLICTING, PRISONER MATCH, AND DATE OF DEATH MATCH***

Additional verification is requested by workers when the unclear information is deemed to be significantly conflicting. Unclear information may be significantly conflicting when it was required at application or renewal but was omitted by the applicant, member, or by worker error. Significantly conflicting unclear information includes information that was mis-reported or misrepresented.

Agencies must continue to follow the existing policy and process for acting on information from the Nationwide Prisoner Match and Date of Death Matches.

### ***COURTESY LETTER***

In situations where unclear information could potentially increase FoodShare benefits, workers may inform members that clear information is needed to determine the benefit amount. To support this, a new courtesy letter ([English version](#), [Spanish version](#)) can be sent to encourage the household to provide information to resolve and verify the held unclear information.

Adverse action is not taken if the household does not respond to the courtesy letter, or if the response is unclear. When this happens, the information continues to be held and the unclear change is addressed at the next application, SMRF, or renewal.

Example 2: A FoodShare household reports a decrease in child support income but does not specify by how much or when the change happened. This information is considered unclear and is held. The unclear information could increase benefits.

A courtesy letter is sent to the household. The letter states that they can voluntarily provide additional information to verify that change, and if clear, this information may increase their FoodShare benefit.

The household responds to the courtesy letter with the clear, current information to verify the decrease in child support income. The information received from the member is applied to the case and used for eligibility and certification.

If the household responds, but the information supplied is still unclear or incomplete, the unclear child support information continues to be held in CWW, and it is not used for eligibility. It is resolved and verified, as needed, at the next certification point.

### **CONTACTS**

DHS CARES Problem Resolution Team

DHS/DMS/BEEP/MA

DHS/DMS/BEOT/JN