



Date: September 1, 2023

DMS Operations Memo 23-29

To: Income Maintenance Supervisors
Income Maintenance Lead Workers
Income Maintenance Staff

Affected Programs:

- | | |
|---|--|
| <input type="checkbox"/> BadgerCare Plus | <input type="checkbox"/> Caretaker Supplement |
| <input checked="" type="checkbox"/> FoodShare | <input type="checkbox"/> FoodShare Employment and Training |
| <input type="checkbox"/> Medicaid | |
| <input type="checkbox"/> SeniorCare | |

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Division of Medicaid Services

FoodShare Fraud Replacement Benefits

EFFECTIVE DATE

July 31, 2023

PURPOSE

This memo introduces new policy that allows for the replacement of qualified stolen FoodShare benefits issued between October 1, 2022, and September 30, 2024.

BACKGROUND

The Consolidated Appropriations Act, 2023 included a new provision that allows FoodShare benefits that were stolen via third party theft to be replaced. Previous policy stated that all stolen FoodShare benefits and food that has been purchased with those stolen benefits is a legal matter to be resolved by the FoodShare member and law enforcement and not eligible for replacement.

POLICY

As of September 1, 2023, FoodShare benefits that have been stolen may be eligible for replacement if they have been stolen via third party theft such as: card skimming, card cloning, scamming, identity theft or other similar methods. In order for the member to qualify, the following conditions must be met:

- The theft must have occurred between October 1, 2022, and September 30, 2024.
 - To qualify, members must report fraud that occurred between October 1, 2022, and August 31, 2023, to their local agency by October 2, 2023.
 - For any fraud that occurs on or after September 1, 2023, members must submit a request replacement benefits form within 30 days. Members may access the request form online and email it to Office of the Inspector General (OIG). If this is not possible, members may contact their local agency or OIG for assistance in completing the form.
- The theft occurred up to 30 calendar days prior to the date of discovery, within the eligibility timeframe. The date of discovery is the date a member, household, or agency discovers that the benefits were stolen. Exceptions beyond 30 days may be granted on a case-by-case basis.
- The household has not already received replacements for stolen benefits two times in the current federal fiscal year.
- The theft resulted in unauthorized purchases in or outside of the state of Wisconsin or resulted in unauthorized online purchases for a delivery at an address the member has not authorized.

The replacement amount is the total amount of benefits stolen or the amount equal to two months of the households calculated monthly allotment for the date immediately prior to the date in which the theft occurred, whichever is less. The monthly allotment includes the Disaster Supplemental Nutrition Allocation Program (D-SNAP) and Emergency Allotments if they were issued.

CONTACTS

DHS CARES Problem Resolution Team

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