



Date: October 20, 2023

DMS Operations Memo 23-37

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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**Updated Policies for Issuing Temporary QUEST Cards**

**CROSS REFERENCE**

- FoodShare Policy Handbook Section [2.1.4 Expedited Service at Application](#)
- Process Help Sections [80.2.1 QUEST Card](#) and [80.2.2 Vault Cards](#)

**EFFECTIVE DATE**

December 1, 2023

**PURPOSE**

This operations memo announces updated policy requirements for Income Maintenance (IM) and Tribal IM agencies issuing temporary QUEST cards, also known as vault cards.

**BACKGROUND**

FoodShare benefits are deposited onto an Electronic Benefit Transfer (EBT) card, called a QUEST card. Newly approved FoodShare households who do not yet have a permanent QUEST card but need immediate access to their benefits or those who need a replacement for a lost, stolen, or damaged QUEST card may be eligible to receive a temporary QUEST card. The temporary QUEST card can be used to access benefits until the household receives a new permanent QUEST card in the mail.

Food and Nutrition Services (FNS) requires that FoodShare households determined eligible for expedited benefits must have an activated QUEST card that is ready to use by the seventh calendar day

after the application filing date. To ensure that all FoodShare households have access to benefits within the required period, revised policies for issuing temporary QUEST cards are being implemented. Additionally, all policies and processes around issuing temporary QUEST cards have been reviewed and updated to ensure that practices across all agencies are consistent and equitable.

## **POLICY**

Effective December 1, 2023, Income Maintenance and Tribal IM agencies must offer FoodShare households confirmed eligible for expedited benefits the opportunity to pick up a temporary QUEST card in person the day their application is approved or the next business day if there is no active QUEST card already associated with the case. For these expedited cases, the offering of the temporary card, whether it's on the same day or the next business day, must be documented in the case record. If there is an active QUEST card already associated with the expedited case and the household states that the existing permanent QUEST card has been lost, stolen, damaged, or is otherwise inaccessible, the agency must offer the opportunity to pick up a temporary QUEST card in person. When a household comes in for and is issued a temporary QUEST card, the agency must assist them with activating and setting up a PIN to ensure that the card is ready to use before they leave the agency.

Effective December 1, 2023, all IM and Tribal IM agencies must also adhere to the following issuance policies for temporary QUEST cards:

## **FORMS**

Two forms must be completed before issuing a temporary QUEST card. Completed forms must be stored in the Electronic Case File (ECF).

- [Form F-02260A Temporary QUEST Card Request](#) must be filled out and submitted to the IM agency by an individual when requesting a temporary QUEST card. This form collects information about the requester and why they are requesting a temporary QUEST card. The form also requires the requestor to attest that the information provided is accurate and that they agree to follow all rules associated with temporary QUEST cards.
- [Form F-02260 Temporary QUEST Card Issuance Worker Checklist](#) must be completed by the IM worker each time a temporary QUEST card request is received, regardless of whether or not a temporary QUEST card ends up being issued.

## **WHO CAN REQUEST TEMPORARY CARDS & WHO CAN PROCESS THE REQUESTS**

- Temporary QUEST cards may be requested by and issued to the primary person on a case, other adult food unit members, authorized buyers, alternate payees, authorized representatives, and other designated representatives that are listed in the case record.
- The worker who issues a temporary QUEST card must not be the same worker who most recently confirmed FoodShare eligibility for that case.

## **NEW TEMPORARY QUEST CARD LIMIT**

- Agencies can provide a maximum of one temporary QUEST card per case per rolling 12-month period unless the case meets the criteria for an exception to this limit. Exceptions include:
  - Expedited issuance: Temporary QUEST cards provided when a case has recently been approved for expedited benefits do not count toward the temporary card limit.

- Extenuating circumstances: When a case has already reached the limit for temporary QUEST cards, the agency can provide an additional temporary QUEST card if all other temporary card eligibility criteria are met, it is determined that due to unforeseen circumstances an individual no longer has access to their permanent QUEST card, and the individual cannot wait for a new permanent QUEST card to arrive in the mail. Examples of extenuating circumstances include but are not limited to: Requester's QUEST card was destroyed in a household misfortune; requester left their QUEST card behind when fleeing a domestic abuse situation; requester's QUEST card does not work and they need to purchase food to alleviate a medical condition.

Example 1: Marcus applies for and is determined eligible for FoodShare benefits in January. Marcus is confirmed eligible for expedited benefits and the IM worker explains to Marcus that he could receive a temporary QUEST card the same day or next business day if he needs to access benefits before his permanent card arrives in the mail. Marcus requests a temporary card by completing the Temporary QUEST Card Request form and is issued a temporary QUEST card the same day. The IM worker completes the Temporary QUEST Card Issuance Worker Checklist form.

Four months later, in May, Marcus requests another temporary QUEST card because he misplaced his permanent QUEST card. Marcus fills out the Temporary QUEST Card Request form and submits it to the IM agency. The IM worker reviews the request and determines that Marcus is eligible to receive a temporary QUEST card because the only temporary QUEST card Marcus has received in the past 12 months was issued due to Marcus receiving expedited FoodShare benefits, and therefore does not count toward the one card maximum. The IM worker completes the Temporary QUEST Card Issuance Worker Checklist form and issues Marcus a temporary QUEST card.

Two months later, in July, Marcus requests another temporary QUEST card because he again misplaced his permanent QUEST card. Marcus tells the IM worker that he does have access to food. Marcus' request is denied because he already reached the maximum of one temporary card in the past 12 months and the current request does not qualify for an exception. The IM worker completes the Temporary QUEST Card Issuance Worker Checklist form and does not issue a temporary QUEST card.

Example 2: Ashley is an authorized buyer for her sister, Nicole, who is open for FoodShare. Ashley comes to the IM agency and requests a temporary QUEST card by completing the Temporary QUEST Card Request form, indicating she accidentally threw away her QUEST card. The IM worker reviews the request and determines that no temporary QUEST cards have been issued for this case in the past 12 months. The IM worker completes the Temporary QUEST Card Issuance Worker Checklist form and issues Ashley a temporary QUEST card.

Three months later, Nicole comes to the IM agency and requests a temporary QUEST card for the same case by completing the Temporary QUEST Card Request form, indicating both her QUEST card and Ashley's QUEST card were destroyed in a house fire. Nicole states that all her food was also destroyed, and she cannot wait for a new permanent QUEST card to come in the mail. The IM worker determines that one temporary QUEST card was already issued in the past 12 months, however, due to unforeseen circumstances beyond Nicole's control and an urgent need to access benefits, another temporary QUEST card can be issued. The IM worker completes the Temporary QUEST Card Issuance Worker Checklist form and issues Nicole a temporary QUEST card.

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## **CONTACTS**

DHS CARES Problem Resolution Team

DHS/DMS/BEEP/JR

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