



Date: October 4, 2024

DMS Operations Memo 24-25

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

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Bureau of Enrollment & Eligibility Policy
Division of Medicaid Services

Electronic and Telephonic Food Benefits Replacement Requests

CROSS REFERENCE

- FoodShare Wisconsin Handbook, [Section 2.1.3.3 Signature](#) and [Section 7.1.1.5 Replacement Issuance for Destroyed Food](#)

EFFECTIVE DATE

October 19, 2024

PURPOSE

This operations memo announces a new policy that allows FoodShare households or Summer Electronic Benefit Transfer (EBT) recipients to submit telephonic and electronic signatures for food benefits replacement requests for food that was lost due to a household misfortune or natural disaster. The memo also announces new verification policy for household misfortune.

BACKGROUND

Households, who had food destroyed due to misfortune or natural disaster, can request to have lost food benefits replaced if the food was purchased with FoodShare or Summer EBT benefits. Currently, to get food benefits replacement, FoodShare households or Summer EBT recipients need to make an initial report of the loss verbally or in writing within 10 calendar days from the date the food loss occurred. If the 10th day falls on a weekend or a holiday, it is considered to have been received timely if the food unit reports the loss on the business day following the weekend or holiday. FoodShare households or Summer EBT recipients must submit the [Request for Replacement FoodShare and/or Summer EBT Benefits form, F-00330](#), to the agency within 10 calendar days from the date of the initial report. Summer EBT recipients who do not also get FoodShare benefits must submit the form via email to: dhssebtsupport@wi.gov.

FoodShare households or Summer EBT recipients can also submit the food benefits replacement request form without making an initial report of the food loss. In this case, they must submit the Request for Replacement FoodShare and/or Summer EBT Benefits form, F-00330, within 10 calendar days from the date the food loss occurred. If the 10th day falls on a weekend or a holiday, and the form is received the day after the weekend or holiday, it is considered to have been received timely.

Under current verification policy, if the agency cannot obtain verification of the misfortune or disaster, the food benefits replacement request should be issued unless it is believed to be fraudulent.

The policy for replacement of stolen benefits is not impacted by this change.

POLICY

Effective October 19, 2024, FoodShare members, including FoodShare members who are also receiving Summer EBT benefits, will be able to electronically or telephonically complete and sign a request for food benefits replacement due to household misfortune or natural disaster.

Members will have three options available for requesting food benefits replacement.

1. Complete the Request for Replacement FoodShare and/or Summer EBT form, F-00330, and return it to the agency via mail, fax, or in person, or upload the form in MyACCESS.
2. Request food benefits replacement through [ACCESS](#).
3. Call their agency to request food benefits replacement and sign the Replacement Request FoodShare and/or S-EBT form, F-00330, over the phone.

HOUSEHOLD MISFORTUNE VERIFICATION

Workers must attempt to verify the misfortune using a readily available source such as power company data. If the worker cannot verify the misfortune and the misfortune is not questionable, they must issue the food benefits replacement. If the worker cannot verify the misfortune and the misfortune is considered questionable, they must request verification from the household. The household will have 20 days from the verification request mailing date to provide verification. If the FoodShare household or Summer EBT recipient does not provide verification, the worker should not issue the food benefits replacement.

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Workers must not attempt to verify the loss of food, or the value of the food lost.

CONTACTS

DHS CARES Problem Resolution Team

DHS/DMS/BEEP/AG

DHS/DMS/BEOT/