

WISCONSIN DEPARTMENT OF HEALTH SERVICES
Division of Health Care Access and Accountability
1 W. Wilson St.
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To: Process Help Users

From: Becky David, CARES Call Center Section Chief,
Bureau of Enrollment Policy and Systems

Re: **Process Help Release 16-02**

Release Date: 07/05/2016

Effective Date: 07/05/2016

EFFECTIVE DATE The following policy additions or changes are **effective 07/05/2016** unless otherwise noted. **Grey highlighted text denotes new text. Text with a strike through it in the old policy section denotes deleted text.**

POLICY UPDATES
80.2.1.1 QUEST
Card Mailer

QUEST cards are mailed to FoodShare cardholders on the QUEST Card Mailer. The QUEST Card Mailer provides QUEST cardholders with information about benefit issuance dates, how to use the card, how to protect the card from being lost, stolen, or damaged, and the QUEST card customer service phone number.

QUEST Card Mailer/Wallet Card, PHG-16075 (~~English, Hmong, Russian, Spanish~~)

80.2.4 The ESC and
Vault Cards

(These changes are part of Administrative Memo 16-04)

~~80.2.4 The ESC and Vault Cards~~ **Permanent QUEST Cards Mailed to the Agency**

~~There have been situations where the member of an ESC case goes to the local agency to get his or her vault card and is turned away because the coordinator has not received an e-mail communication from the ESC about the case. When this happens, the vault card should be issued to the member even though the contact from the ESC has not yet been made.~~

~~The local agencies are also responsible for issuing replacement cards to members who live in their county.~~

Agencies may receive permanent QUEST cards for homeless or other individuals using the agency address for IM-related mail. Agencies must:

- Date stamp the outside of the envelope when a QUEST card is received.
- Store cards in a locked, secure area in their original unopened envelopes.
- Destroy unclaimed cards at the IM agency within 30-60 days of receipt. For security purposes, two employees must destroy unclaimed QUEST cards together.

Note: If a cardholder's QUEST card is mailed to the IM agency, the cardholder must pick it up from the IM agency. Permanent QUEST cards received by the IM agency must not be forwarded in the mail.

Agencies must use the Excel "Permanent QUEST Card Log" to track the receipt and

disposition of permanent QUEST cards received in the agency. Instructions for how to complete this log are included on the "Instructions" tab of the log. Each agency must submit only one completed log to DHS on either a monthly or quarterly basis. (For most agencies, quarterly will be sufficient. However, DHS requests that large agencies with higher volumes submit on a monthly basis).

Note: A template of the Permanent QUEST Card Log should be on file at each agency. If a copy of the template or other assistance is needed to complete the log, contact the DHS EBT Unit at DHSFSEBT@dhs.wisconsin.gov.

80.3.3 Emergency Expedited Processing

80.3.3 Emergency Expedited Processing

CARES will process emergency demographic and benefit files three times per business day (Monday through Friday):

80.3.6 Benefit Replacement

The EBT Card and PIN responsibility statement specifies that benefits will not be replaced. The client signs this statement prior to initial issuance of EBT benefits. Benefits will not be replaced if lost as a result of the loss or theft of the QUEST card and PIN up to the point in time that the cardholder reports the loss to QUEST card customer service. Benefits will not be replaced if lost due to fraud committed, in total or in part, by the cardholder.

Benefits will be replaced if lost after the cardholder or representative reports it to QUEST card customer service that the card has been lost or stolen. Benefits will also be replaced if lost due to system errors or malfunctions.

Auxiliary reason 954 must be used to issue replacement benefits. Do not generate replacement benefits using any other auxiliary reason.

If there is a situation where benefits need to be replaced, contact:

~~Bruce Kross, DHS, email: Bruce.Kross@dhs.wisconsin.gov~~ DHS EBT unit at DHSFSEBT@dhs.wisconsin.gov.

The DHS EBT unit staff listed above must request an auxiliary using reason 954 for EBT benefit replacement. The local agency must approve the request.

You may need to provide EBT transaction information for a fair hearing. If you need EBT transaction information that is older than 180 days, email ~~Andrew Fields~~ the DHS EBT unit at DHSFSEBT@dhs.wisconsin.gov to request this information. Provide the card number, cardholder name, the period of time needed and the reason for the request.

80.4.1 PIN Selection

The cardholder must select a four-digit code or personal identification number (PIN) to be used with the card to access the EBT account. The primary method of PIN selection for a permanent card is by calling QUEST card customer service at 1-877-415-5164. The local agency should assist cardholders that have difficulty calling QUEST card customer service to select a PIN. However, local agency staff must not select a PIN for a cardholder or know a cardholder's PIN.

80.4.2 PIN Change

A cardholder may change a PIN at any time. The primary method for a cardholder to change a PIN is by calling QUEST card customer service at 1-877-415-5164. As a secondary option, the cardholder may change a PIN at the local office on the CAPS PIN selection device. The local agency should assist cardholders that have difficulty calling QUEST card customer service to select a PIN. However, local agency staff must not select a PIN for a cardholder or know a cardholder's PIN.

80.4.5 Requesting a Password to EBT

~~Sometimes a cardholder needs to put a password on their EBT account. This should not happen very often, but if it does, they will contact FIS with the request. The~~

Account

cardholder should contact Quest Customer Support at 1-877-415-5164 and they will assist them with setting up a password. The password prevents somebody from ordering or cancelling a card or changing the PIN through Quest customer service.

The cardholder may also go to their local IM agency and an IM worker can assist them with setting up a password. The IM worker must call State Support at (800) 848-6960 and will be assisted with setting up, changing or removing an EBT password. This telephone number should not be given to the cardholder.

Sometimes a cardholder needs to put a password on his or her EBT account. The password prevents somebody from ordering or cancelling a card or changing the PIN through QUEST Card Customer Service. This should not happen very often, but if it does, the cardholder may contact their local IM agency so an IM worker can assist them with setting up a password. The IM worker must call State Support at (800) 848-6960 and will be assisted with setting up, changing, or removing an EBT password. This telephone number should not be given to the cardholder.

80.5.3 Card Replacement Fee

QUEST cardholders must call QUEST Card Customer Service at 1-877-415-5164 to request replacement cards and to deactivate lost or stolen EBT cards.

- Each cardholder type is eligible for one free replacement card each calendar year.
- Cardholders requesting additional replacements for lost or stolen cards will be charged a replacement fee of \$2.70 for each additional card.
- If a fee is charged, it will automatically come out of the FoodShare account when the full fee amount is available.
- If the fee is not collected in 90 days, it will be forgiven. If funds are not available after 90 days, the fee will not be collected.
- IM workers may view the fee in the EBT Transaction Detail page in CWW. If a cardholder is charged a fee, it will show a debit transaction for \$2.70.
- Members may view the replacement fee charge transaction online when they login to their account at www.ebtedge.com.
- A fee will not be charged for vault cards or the subsequent permanent QUEST card.

80.6 CARES Demographic Changes

CARES will order a new QUEST card if the cardholder's first and/or last name is changed in CWW (this includes any name change updates to a middle initial or suffix do not generate a new card) or a cardholder changes. Advise the cardholder that a new card is coming in the mail and that he or she should select a PIN for the new card. The old card will have an expiration date set to 15 days after the date that the new card was ordered. The cardholder should call QUEST card customer service if s/he does not receive the new card in the new card is not received within five business days. The previous cardholder (either the same person with a name change or a different person) should not call customer service to change the PIN for the old card in his/her possession as this will cancel the new card.

80.7 Expunged Benefits

The EBT account begins aging at the point that the first benefit is issued. There is an aging clock that tracks the date of issuance for each benefit. Each time that the client completes a transaction, the account aging clock is reset to start anew, even if one or more benefits have been expunged. The EBT replacement card fee (see 80.5.3) is not considered a transaction and will not reset the account aging clock.

80.9.1 Support Resources

Fraud Reporting (USDA/FNS) & ; 608-662-3364 Report FoodShare fraud to the Wisconsin Public Assistance Fraud Hotline: 1-877-865-3432.

eFunds FIS (vendor contact information):

- **Recipient Help line**—QUEST Card Customer Service; 24 hours a day, 365 days a year.
 - 1-877-415-5164

- ~~1-800-947-3529~~ 711 (TTY)
- Agency Support
 - Help Desk: 1-800-831-5235
- IM Agency contact for EBT policy and procedures
 - CARES Information and Problem Resolution Center
- Retailer
 - Help Desk: 1-800-831-5235

80.10.1 PIN Selection/Activation

The PIN Select Terminal in the local agency will be primarily used for cardholders during the issuance of vault cards. The cardholder may use the PIN Select Terminal to activate a permanent, mailed card or change a PIN on an existing card at the local agency. This process will require the card issuance personnel to log-on to the PIN Select Terminal using a secure password that prevents unauthorized use of the equipment. When finished using the PIN Select Terminal, or when otherwise left unattended, users must log out of the PIN Select Terminal to prevent unauthorized use.

The card is swiped through the device, and the recipient will enter a unique PIN twice to confirm the PIN is selected properly. Agency staff must not enter the PIN for the cardholder or know a cardholder's PIN. After the recipient selects a PIN, the device will dial the EBT host and confirm that PIN connection was successful. For a permanent card that has been mailed to the recipient and the PIN is selected in the local office, using the PIN Select Terminal, or for a PIN change on an already existing card using the PIN Select Terminal, the cardholder will have immediate access to his or her benefits.

80.11 Summary of PIN Select Rules for QUEST Cards

3. Cards ordered through QUEST Card Customer Service (1-877-415-5164) do not require PIN selection if a PIN was selected for the previous card. The PIN carries over from the previous card. Exception: A conversion card was produced but it was not picked up and pinned. When a replacement card is ordered, a PIN must be selected.

The table was updated.

80.12.1 Vault Card Inventory Procedure And Security

(These changes are part of Administrative Memo 16-04)

Contact Andrew Field from the DHS EBT Unit to obtain additional vault cards by email: Andrew.Field@dhs.wisconsin.gov DHSFSEBT@dhs.wisconsin.gov or fax at 608-261-7793.

Order a three-month supply of cards in advance and allow two weeks for delivery.

Provide an the name of the individual name at the IM agency and street address (not P.O. Box) for card delivery. You IM agencies must send email a copy of the Emergency Vault EBT Card Log indicating the cards issued and remaining cards in inventory to Andrew Fields the DHS EBT Unit (DHSFSEBT@dhs.wisconsin.gov) before you will receive receiving a new supply of cards. This The Emergency Vault EBT Card Log must include the following:

- All pages rows from the current Excel log that are fully or partially completed at the time of the request.
- Any pages rows from previous logs that were not fully completed at the time of the previous request, and have not yet been sent back to the EBT Unit.

Upon delivery of the cards, the Cards must be counted and secured at a central location in a secure container stored in a locked, secured location that is accessible only to authorized card issuance personnel. You will receive a card log for the new supply of cards. When all of the cards have been issued on that log, send the card log to Andrew Field. The cards should be accessible only to authorized card issuance

personnel.

The DHS EBT Unit will email a new Emergency Vault EBT Card Log when they mail a new supply of cards.

The local office is responsible for updating ~~must update~~ card inventory information on this log whenever a card is removed from the central secure location and issued to a cardholder. Enter "I" for initial card or "R" for replacement card. Card inventory information should ~~must~~ also be updated when a non-working card is destroyed.

80.12.2 QUEST Card Inventory for Card Issuers (Daily QUEST Card Preparation)

~~To be prepared for the day, the Local Agency Administrator ensures that the inventory control clerk issues a working supply of Wisconsin QUEST cards to the issuance clerk for issuing emergency temporary cards to new recipients or to replace lost, damaged, or stolen cards. Other local agency employees and recipients should not have access to the bulk Wisconsin QUEST card inventory or the working supply in the issuance area. Each day, the inventory control clerk will provide card issuance staff access to a working supply of vault cards to issue throughout the day. The working, daily stock of vault cards must be kept in a secure area that only authorized card issuance staff may access.~~

The inventory control clerk takes a daily supply of vault-stock QUEST cards from the bulk supply and records the beginning and ending card numbers on a QUEST Card Inventory Control Form. Each agency should create a form that includes the following information. The inventory clerk will enter the:

- Date
- Beginning card number
- Sequential ending number
- Number of cards received
- Signature of staff person receiving the cards

At the end of the day, each card issuance staff member will return any unused cards to the inventory control clerk with the completed QUEST Card Inventory Control Form.

Note: The first six digits of the card number can be pre-entered on the log since they will always be the same.

The process described in this section may or may not be required depending on agency size and setup as well as the volume of vault cards issued. It is the local agency's responsibility to ensure that vault cards are stored securely and are accounted for on a daily basis. The QUEST Card Inventory Control Form is intended to assist the local agency with internal tracking and inventory of vault cards. The QUEST Card Inventory Control Form does not need to be sent to DHS. It is separate from the Emergency Vault EBT Card Log that must be submitted to DHS on a monthly or quarterly basis.

80.12.3 Issuance Log For Vault-Stock Wisconsin QUEST Cards

(These changes are part of Administrative Memo 16-04)

The ~~Wisconsin QUEST Card Inventory Control Form~~ Emergency Vault EBT Card Log has several purposes. It is used to:

- Audit vault-stock QUEST cards.
- Record the numbers from the vault-stock QUEST cards to help ensure that no cards are missing from stock.
- Verify the cardholder name and CARES case number.

To complete the ~~Wisconsin QUEST Card Inventory Control Form~~ ~~electronic~~ Emergency Vault EBT Card Log, the issuance clerk:

1. Verifies the cardholder's identity and CARES case number to ensure he or she is the correct person to be issued the card.

2. ~~Enters the complete 16-digit number of the Wisconsin QUEST card being issued in the "Card #" column.~~
3. Enters the "Date" the card is being issued.
4. Enters the complete name in "Recipient Name." cardholder's full name in the "Issued to" columns.
5. Enters the "CARES case number."
6. Select the issuance "Reason" of "Initial" or "Replacement" as appropriate. Select "Card Error/Destroyed" if a defective vault card is destroyed.
7. Enters his or her initials in "Card Issuer Initials." name in the "Issued By" column.

Note: Emergency Vault EBT Card Logs should be kept on file for at least three years after the cards are issued.

FoodShare Report #D06 "Daily EBT Vault Card Issuance", available through the FoodShare DataWarehouse, is a daily report that lists all vault cards issued.

FoodShare Report #17 "Monthly EBT Vault Card Issuance" available through the FoodShare DataWarehouse, is a monthly report that lists all vault cards issued.

80.13 Emergency Vault EBT Card Log

(These changes are part of Administrative Memo 16-04)

The image was updated.

80.16.3 Designation of Alternate Payee or Authorized Buyer

1. The QUEST card is mailed to the FoodShare payee at the address appearing on the Representative Details page if the "FoodShare Payee?" field is "Yes" and the ~~"address same as primary person"~~ "Is the contact address different from Primary Person" field is "N" "Yes." A legal guardian (LG), authorized representative (AR), or alternate payee (AP Alternate Payee) may be designated as a FoodShare payee.

Image updated.

2. If ~~ACDP~~ the Representative Details page is not completed the QUEST card will be mailed to the primary person (PP) at either the home or ~~alternate~~ mailing address appearing on the General Case Information Page.
3. If ~~both ACDP~~ the Representative Details page has not been completed and there is no ~~alternate~~ mailing address on the General Case Information page the QUEST card will be mailed to the primary person at the home address appearing on the General Case Information Page.

80.16.5 Authorized Buyer/Secondary Cardholder

If an authorized buyer is designated on ~~ACDP~~ the Representative Details page and the "EBT form signed?" field is "Yes" (Designation of Authorized Buyer for EBT F 16004 has been signed by the primary cardholder); a card will be mailed to the AB at the primary cardholder's address. ~~ACDP~~ The Representative Details page does not collect address or other information on the AB. The AB receives a QUEST card in addition to the primary cardholder. An AB cannot also be designated as a FoodShare payee; this is to avoid the issuance of multiple cards for the same person on the same case. Since demographic information is not collected on either the AB or AP, customers will need to use the primary person's date of birth and SSN to PIN their cards. When the primary person does not have an SSN, the case number must be used.

Image updated.

80.16.6 Changing, Deleting or Adding an Authorized Buyer

To delete an existing Authorized Buyer, enter the "AE" delete code in the "DC" "Delete Reason" field on ~~ACDP~~ the Representative Details page for the individual being deleted and press the enter key.

**80.17.2 Issue A
Replacement EBT
Card**

(These changes are part of Administrative Memo 16-04)

The Issue Replacement section allows authorized IM workers to issue a new vault card to replace a permanent card that has been lost, damaged or stolen.

Procedural steps to take before issuing an emergency replacement vault card:

- Check the member's address in CARES. Update the mailing address if appropriate.
- Ask if the member can wait for a card to arrive in the mail. Recommend that they call QUEST Card Customer Service to request a new permanent replacement card instead of issuing an emergency replacement vault card.
- If the member is homeless, check the agency's Permanent QUEST Card Log (PH 80.2.4) to determine if the member has an unclaimed permanent card available for pick-up at the location.

Factors to consider before issuing an emergency replacement vault card:

- What is the available balance on the member's account?
- When will a new deposit be added to the account?
- Has the member recently spent a large amount of his or her benefits? A large recent transaction may indicate that it is possible for the member to wait for his or her permanent replacement card.
- Are there any upcoming postal holidays that would delay the receipt of a member's permanent replacement card?
- Are there any other emergency circumstances that affect this request? The local agency defines emergency situations on a case by case basis.

It is NOT appropriate to issue an emergency replacement vault card in the following situations:

- There are currently no benefits available in the member's account and a new balance will not be added in the next 7 days.
- The member has requested a permanent replacement card within the last 7 days. In this instance, instruct the member to wait for the permanent card to arrive in the mail.
- Two vault cards have been issued on the case in the last 12 months.
- A vault card was issued on the case in the last 30 days.

Tip: You can distinguish a permanent card from a vault card in the Issued Cards section on the EBT Summary Page by looking at the first eight digits of the card number.

- A permanent card number will display as: 5077-085X-XXXX-XXXX
- A vault card number will display as: 5077-089X-XXXX-XXXX

To issue an emergency replacement vault card, perform the following steps:

1. Enter the vault card number in the New Vault Card Number field.
2. Click Submit.
3. These actions must be taken prior to having the recipient select a PIN. Once the recipient has selected a PIN for the replacement vault card, the permanent card will be canceled. A new permanent card will be mailed to the recipient.

Note 4: If a PIN is not selected for the vault card, the old permanent card will remain active for up to 15 days. Therefore, a PIN should be selected for the vault card immediately to prevent any unauthorized use of the lost or stolen card.

~~**Note 2:** For expedited cases with a lost/stolen/destroyed permanent card, the~~

~~address on the EBT Card Detail Page must be the customer's current address before a replacement card can be issued. If the address is not the customer's current address, you must wait until the next day to issue the replacement card. If a replacement card is issued before the address is update on the eFunds records, the replacement card will be mailed to the wrong address. Because you cannot PIN a card prior to entering it in CWW, replacement cards can not be issued until eFunds has updated the address. Check the EBT Card Detail Page the next day to see that Funds has the correct current address.—~~

4. Navigate to the Case Comments link to add comments to the case file.

80.18 EBT Transaction Detail Page

1. Date/time of transaction,
2. Card number and first and last name of the card holder,
3. Description of successful and failed transactions,
4. Merchant name and address,
5. Amount of transaction (credit or debit) and
6. Point-in-time account balance amount.

Note: If a fee has been charged for a lost or stolen card replacement, it will display on this page.

80.19 EBT Expedited Card Issuance Page

Note 2: Before issuing a vault card, you must check to ensure that the CWW mailing address on file is correct and update to the correct address if necessary. If an incorrect address is on file, then the new permanent card will be mailed to the incorrect address.

80.19.1 Issue an Expedited EBT Card

Note: ~~For expedited cases with a lost/stolen/destroyed permanent card, the address on the EBT Card Detail Page must be the customer's current address before a replacement card can be issued. If the address is not the customer's current address, you must wait until the next day to issue the replacement card. If a replacement card is issued before the address is update on the eFunds records, the replacement card will be mailed to the wrong address. Because you cannot PIN a card prior to entering it in CWW, replacement cards can not be issued until eFunds has updated the address. Check the EBT Card Detail Page the next day to see that Funds has the correct current address.—~~