



Enhancements for Food Benefits Replacement Requests

IMAC Presentation
August 2024

Overview

Beginning October 19, 2024, members who lose food purchased using FoodShare benefits because of a household misfortune or natural disaster will have two new ways to submit a request to replace food benefits: 1.) Online via ACCESS; and 2.) Calling the IM agency. Members will still be able to complete the paper form F-00330.

ACCESS will be updated to include a new module to complete the form.

CWW will be updated with a new Food Benefits Replacement Request page, and additional functionality to process the requests including an enhanced FoodShare Supplement Management page.

Changes in ACCESS

ACCESS – New Module

On the ACCESS Account Home page, members can select Food Benefits Replacement in the navigation menu.

In the new module, members complete required questions that match the F-00330 and electronically sign the form.

After successfully submitting the request, members can note the tracking number for reference.

They can see the pending request under “My Applications” on the Account Home page.

The screenshot displays a web form titled "Your Food Benefits Replacement Request". At the top, it states: "If food you purchased with FoodShare or Summer EBT benefits was lost due to a misfortune like a disaster or weather event, complete this page and click submit." Below this, a section titled "Please Tell Us How Your Food was Lost" contains several fields: "Did you get Summer EBT benefits this year?" with radio buttons for "Yes" and "No"; "What caused the food loss?" with a dropdown menu; "Describe what happened to your food" with a text area (current size 0 characters, max 250); "Estimated value of lost food" with a numeric input field; and "Date of food loss" with a date picker (format: mm/dd/yyyy). A "Submit" button is visible at the bottom right of this section. The bottom section, "Electronic Signature Acknowledgment", contains a checkbox for agreement and a signature line with fields for "First Name", "Middle Initial", and "Last Name".

CWW – Search for Requests

CWW – Search for Requests

IM workers can search for requests for replacement FoodShare, including those submitted through ACCESS.

In the “My Tasks” section on the CWW Home page, IM workers can see a count of pending requests submitted by members that are a part of the worker’s caseload.

They can select the magnifying glass icon to navigate to a list of the pending requests.

The screenshot displays the 'CARES Worker Web Home' interface. At the top, there is a section for 'Recent Cases/RFA/ACCESS Applications/Change Reports/PINs' with a table listing various cases and their access dates. Below this is a 'My Dashboard' section with a table showing 'Work Items' and 'Days Left To Complete' for categories like Applications, Renewals / Reviews, SMRFs, Potential Errors, Discrepancies, Documents, and Pre-cert Reviews. The 'Renewals / Reviews' row shows a count of 1. At the bottom, the 'My Tasks' section lists various task types with counts, and the 'Food Replacement Request' item is highlighted with a red box and has a magnifying glass icon next to it.

Type	Number	Primary Person/Individual	Accessed
Case	0000230201	ASH ABCL 59M PP	05/01/2024
Case	1003286218	FNS DAD 44M PP	05/01/2024
Case	9135344598	COURTNEY-MSK MARTINEZ-MSK 79F PP	05/01/2024
Case	2000241820	ROHNA SMITH 51F PP	05/01/2024
Case	5100432041	REGAN-MSK FRITZ-MSK 65F PP	05/01/2024
Case	2000288626	ANADA PIAZ 61F PP	04/26/2024
Case	1004490813	FB/BJQ QMURN 38M PP	04/22/2024
ACCESS #	4609046640	ERIC CLAPTON	04/09/2024
Case	9003770590	KYLE FIPPSTCFDES 40M PP	05/19/2023
PIN	9009579573	KYLE FIPPSTCFDES	05/19/2023

Work Items	Category	Total	Days Left To Complete				
			<3	3-7	8-14	15-30	>30
Applications		0					
Renewals / Reviews		1	1				
SMRFs		0					
Potential Errors		0					
Discrepancies		0					
Documents		0					
Pre-cert Reviews		0					

Type	Counts	
FoodShare Supplements	13	
Food Replacement Request	5	
Access Assigned to Me	0	
Cases with Unprocessed Documents	0	
Having Outstanding Verification Approaching	0	
Having Outstanding Verification Past Due	0	
Unlinked Document Batches	0	

CWW – Search for Requests

Workers can search on the FoodShare Issuance/Supplement/Replacement Request Search page to identify any pending food benefits replacement requests submitted within their agency/consortia.

They can search for requests submitted online or over the phone.

And they can search by case number or other criteria.

FoodShare Supplement Approvals / Replacement Requests

Criteria

Assigned Supervisor ID: _____ Supervisor Unit: _____
Requested By: _____ Assigned Worker: _____
Agency: _____ Consortium: _____
Case Number: _____ Status: _____
Request Date: All Request Type: **Food Replacement**

Records

Case #	Benefit Month	Benefit Amount	Replacement?	Supplement Reason(s)	Last Updated	Worker	Approve	Hold	Cancel
0000230201	N/A	\$23.00	Yes	N/A	02/17/2024	XCTW72	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4169250443	N/A	\$293.00	Yes	N/A	01/31/2024	XDAC43	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
0000230201	N/A	\$23.00	Yes	N/A	02/17/2024	XCTW72	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4169250443	N/A	\$293.00	Yes	N/A	01/31/2024	XDAC43	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
0000230201	N/A	\$23.00	Yes	N/A	02/17/2024	XCTW72	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4169250443	N/A	\$293.00	Yes	N/A	01/31/2024	XDAC43	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1645190186	N/A	\$115.00	Yes	N/A	02/22/2024	XCTW72	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4169250443	N/A	\$293.00	Yes	N/A	01/31/2024	XDAC43	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1119016118	N/A	\$53.00	Yes	N/A	04/17/2024	XCTW72	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4169250443	N/A	\$103.00	Yes	N/A	01/31/2024	XCTD9B	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1119016118	N/A	\$23.00	Yes	N/A	04/02/2024	XCTC8U	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Cancel

CWW – Search for Requests

Once workers click on the magnifying glass icon from My Tasks or initiates a search the FoodShare Supplement Approvals / Replacement Requests page will show requests to process.

Note: The Approve, Hold, and Cancel columns will always be disabled as they are not a part of this process.

FoodShare Supplement Approvals / Replacement Requests

Cancel Reset

Criteria

Assigned Supervisor ID: _____ Supervisor Unit: _____
Requested By: _____ Assigned Worker: _____
Agency: _____ Consortium: _____
Case Number: _____ Status: _____
Request Date: All Request Type: **Food Replacement**

Records

Case #	Benefit Month	Benefit Amount	Replacement?	Supplement Reason(s)	Last Updated	Worker	Approve	Hold	Cancel
0000230201	N/A	\$23.00	Yes	N/A	02/17/2024	XCTW72	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4169250443	N/A	\$293.00	Yes	N/A	01/31/2024	XDAC43	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
0000230201	N/A	\$23.00	Yes	N/A	02/17/2024	XCTW72	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4169250443	N/A	\$293.00	Yes	N/A	01/31/2024	XDAC43	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
0000230201	N/A	\$23.00	Yes	N/A	02/17/2024	XCTW72	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4169250443	N/A	\$293.00	Yes	N/A	01/31/2024	XDAC43	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1645190186	N/A	\$115.00	Yes	N/A	02/22/2024	XCTW72	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4169250443	N/A	\$293.00	Yes	N/A	01/31/2024	XDAC43	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1119016118	N/A	\$53.00	Yes	N/A	04/17/2024	XCTW72	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4169250443	N/A	\$103.00	Yes	N/A	01/31/2024	XCTD9B	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1119016118	N/A	\$23.00	Yes	N/A	04/02/2024	XCTC8U	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Cancel Previous Save

CWW – Search for Requests

On the Case Summary page for the case related to the request, workers can select **Food Replacement Request** in the Navigation Menu to go to the request.

Navigation Menu

- Refer to FSET
- FoodShare Clock
- Override AG Renewal / Review Dates
- Health Care Continuous Eligibility Tracking
- W-2 Post Eligibility
- Deductible Period and Bill Tracking Information
- Post Confirmation
- Query
- WWMA Administration
- FS Benefit Issuance
 - EBT Summary
 - EBT Transaction Detail
 - EBT Expedited Card Issuance
 - Issuance History
 - Food Replacement Request**
 - Supplement Issuance
 - Supplement Approval
 - W-2 Payment Issuance
 - Overpayment Calculation
- Worker Tools
 - FSET Tool
 - IMQA 2nd Party

Case Summary Reset

Summary Information

Primary Person: **NATE WORTH 52M PP** W-2 Placed Participant:

Contact Information

County of Residence: **13 - DANE COUNTY**

Household Address: **534 E WASHINGTON AVE
MADISON WI 537032915** Alternate Address:

Phone: Phone:

Case in Protective Placement: Safe at Home Program: **No**
Safe at Home Program PIN:

Office / Worker Information

Eligibility Office: **MILWAUKEE ENROLLMENT SERVICES (5605)** W-2 Work Program Office:

County / Tribe: **40 - MILWAUKEE COUNTY**

IM Consortium: **STATE CONSORTIUM** W-2 Geographical Area:

Assigned Worker: **GRACE ROZEMBAJGIER (XCTO60)** FEP:

Caseload: **6328** KBM Worker:

Case Information

Language: **E - ENGLISH** W-2 Placement:

Last Renewal / Review Date: **07/14/2024** Next Renewal / Review Date:

Diary Date:

Case Closed Date: **07/31/2024** Case Web Status: **WEB**

Case Archival Status: **Case does not have any archived information**

BRITS: [Create BRITS Referral](#)

Associated RFA Information / ACCESS Application Information

Number	Agency	Contact Method	RFA Status	Contact Date	ACCESS App	ACP Status	Summary
0004729005	40	Walk-in	INDIVIDUALS PROCESSED	07/12/2024			

What would you like to do?

Workflow Options	Case Maintenance
<input checked="" type="radio"/> Continue with Driver / Navigate Through Completed Pages	<input type="radio"/> Reactivate Case
<input type="radio"/> Add Person	<input type="radio"/> Transition Mainframe Case to Web Case
<input type="radio"/> Process Renewal / Review	<input type="radio"/> Initiate, Resume, or Terminate Simulation
<input type="radio"/> Record New Group Level Program Request	<input type="radio"/> Change Primary Person
<input type="radio"/> Process Group Level Program Request	<input type="radio"/> Make Case Confidential
<input type="radio"/> Process Six-Month Report Form	<input type="radio"/> Transfer Case
<input type="radio"/> Process linked ACCESS application	<input type="radio"/> Begin Intake Interview for Asset Assessment Case

Enter Begin Month for New Data:

Add Case Comment Next

**CWW – Requests Submitted
Through ACCESS**

CWW – Requests Submitted Through ACCESS

On the new Food Benefits Replacement Request page, information from the request submitted in ACCESS is displayed.

All the required fields marked with an * will be pre-populated because a request cannot be submitted without this information.

The screenshot shows the 'Food Replacement Request' form in the ACCESS system. The form is titled 'Food Replacement Request' and includes a 'Cancel' button and a 'Reset' button. The main section is 'Replacement Request Details'. The form contains the following fields and values:

- Inbox Item Number:** 9702613094 (with a 'View' button)
- Last Updated:** (empty)
- * Initial Request Date:** 05/02/2024 (with a calendar icon)
- Sequence:** 0
- * Date Food Was Destroyed:** 05/01/2024 (with a calendar icon)
- * Request Amount:** \$125
- * Type of Misfortune:** Flood (with a dropdown arrow)
- * Description of How Food Was Destroyed:** Flood due to storm (with a text area and 'Current Size = 0 characters (250 characters max.)')
- * Request Type:** Electronic (with a dropdown arrow)
- * Status:** Submitted (with a dropdown arrow)
- Issuance Month:** MM/YY (with a dropdown arrow)
- Denial Reason Code:** (with a dropdown arrow)
- Benefit Number:** (with a search icon)
- Date Signed:** 05/02/2024
- Comment:** (with a text area and 'Current Size = 0 characters (240 characters max.)')

At the bottom of the form, there is a search bar with 'Sequence' and 'Updated on or before' filters, and a 'Go' button. Below the search bar are buttons for 'Add Case Comment', 'Cancel', 'Previous', and 'Next'.

CWW – Processing Requests

CWW – Processing Requests

After reviewing or entering information in the required fields, workers can select the following statuses:

- Denied
- Pending
- Submitted
- Submitted for approval
- Withdrawn

The screenshot displays the 'Food Replacement Request' form. The title bar includes 'Cancel' and 'Reset' buttons. The form is titled 'Replacement Request Details' and contains the following fields:

- Inbox Item Number:** 9702613094 (with a 'View' button)
- Last Updated:** (empty)
- Initial Request Date:** 05/02/2024
- Sequence:** 0
- Date Food Was Destroyed:** 05/01/2024
- Request Amount:** \$125
- Type of Misfortune:** Flood
- Description of How Food Was Destroyed:** Flood due to storm (Current Size = 0 characters (250 characters max.))
- Request Type:** Electronic
- Status:** A dropdown menu is open, showing options: Denied, Pending, Submitted for Approval, Submitted, and Withdrawn.
- Denial Reason Code:** (empty)
- Issuance Month:** MM/YYYY
- Date Signed:** (empty)
- Benefit Number:** (empty)
- Comment:** (empty) (Current Size = 0 characters (240 characters max.))

At the bottom of the form, there is a search bar with 'Sequence' and 'Updated on or before' filters, and a 'Go' button. Below the search bar are 'Add Case Comment', 'Cancel', 'Previous', and 'Next' buttons.

CWW – Processing Requests

When workers select **Pending** as a status, because the loss seems questionable, they must also manually send a VCL.

Food Replacement Request Cancel Reset

Replacement Request Details

Inbox Item Number: **9702613094** Last Updated:

Initial Request Date: 05 / 02 / 2024 Sequence: 0

Date Food Was Destroyed: 05 / 01 / 2024 Request Amount: \$125

Type of Misfortune: Flood

Description of How Food Was Destroyed: Flood due to storm
Current Size = 0 characters (250 characters max.)

Request Type: Electronic Status: Pending

Issuance Month: MM / YYYY Denial Reason Code:

Benefit Number: Date Signed: 05/02/2024

Comment:
Current Size = 0 characters (240 characters max.)

Sequence Updated on or before
 MM / DD / YYYY

Add Case Comment

CWW – Processing Requests

When workers select **Denied** as a status, they must also select a Denial Reason Code:

- 976 – Initial Date Ineligibility
- 977 – Form Submission Date Ineligibility
- 978 – Misfortune Not Verified
- 979 – Not Getting Benefits

Food Replacement Request Cancel Reset

Replacement Request Details

Inbox Item Number: **9702613094** View Last Updated:

Initial Request Date: 05/02/2024 Sequence: 0

Date Food Was Destroyed: 05/01/2024 Request Amount: \$125

Type of Misfortune: Flood

Description of How Food Was Destroyed: Flood due to storm

Current Size = 0 characters (250 characters max.)

Request Type: Electronic Status: Denied

Denial Reason Code: 976 - Initial Date Ineligibility
977 - Form Submission Date Ineligibility
978 - Misfortune Unproven
979 - Not Getting Benefits

Issuance Month: MM/YYYY

Benefit Number:

Comment:

Current Size = 0 characters (240 characters max.)

Sequence Updated on or before
MM DD YYYY Go

Add Case Comment Cancel Previous Next

CWW – Processing Requests

Workers with a security level of 50 can select **Approved** as a status for a request up to \$999. Workers with a security level at 75 or above can select **Approved** for any request.

The screenshot displays the 'Food Replacement Request' form. The title bar includes 'Cancel' and 'Reset' buttons. The form is divided into several sections:

- Replacement Request Details:**
 - Inbox Item Number:** 9702613094 (with a 'View' button)
 - Last Updated:** (empty)
 - Initial Request Date:** 05/02/2024
 - Sequence:** 0
 - Date Food Was Destroyed:** 05/01/2024
 - Request Amount:** \$125
 - Type of Misfortune:** Flood
 - Description of How Food Was Destroyed:** Flood due to storm (Current Size = 0 characters (250 characters max.))
- Request Type:** Electronic
- Status:** A dropdown menu is open, showing options: Approved (highlighted), Denied, Pending, Submitted for Approval, Submitted, and Withdrawn.
- Denial Reason Code:** (empty)
- Date Signed:** (empty)
- Issuance Month:** MM/YYYY
- Benefit Number:** (empty)
- Comment:** (empty) (Current Size = 0 characters (240 characters max.))

At the bottom of the form, there is a search bar with 'Sequence' and 'Updated on or before' filters, and a 'Go' button. Below the search bar are buttons for 'Add Case Comment', 'Cancel', 'Previous', and 'Next'.

CWW – Processing Requests

When workers select a status, they must enter the Issuance Month (month and year), and Benefit Number in the enabled fields.

Note: Workers can use the magnifying glass icon to search for the benefit number.

They select **Next** to go to the FoodShare Supplement Management page.

The screenshot shows a web application window titled "Food Replacement Request" with a "Cancel" button and a "Reset" button. The main content area is titled "Replacement Request Details" and contains the following fields:

- Inbox Item Number: 9702613094 (with a "View" button)
- Last Updated: (empty)
- Initial Request Date: 05/02/2024 (with a magnifying glass icon)
- Sequence: 0
- Date Food Was Destroyed: 05/01/2024 (with a magnifying glass icon)
- Request Amount: \$125
- Type of Misfortune: Flood (dropdown menu)
- Description of How Food Was Destroyed: Flood due to storm (text area, 250 characters max)
- Request Type: Electronic (dropdown menu)
- Status: Approved (dropdown menu)
- Issuance Month: (empty)
- Denial Reason Code: (empty)
- Benefit Number: (empty, with a magnifying glass icon)
- Date Signed: 05/02/2024
- Comment: (empty, 240 characters max)

At the bottom of the form, there is a navigation bar with a "Sequence" field, an "Updated on or before" date field (MM/DD/YYYY), a "Go" button, and a "Next" button. There is also an "Add Case Comment" button and a "Cancel" button.

CWW – Processing Requests

On the FoodShare Supplement Management page, workers enter information in the “Issuance Information” section and select **Add**.

Workers with a security level below 50 must select **Pending** as the status.

After confirming the request, workers select **Save**.

Supervisors/workers with the appropriate security level can approve the request added by the worker.

FoodShare Supplement Management Cancel Reset

Issuance Information

• Begin Month:

• Benefit Amount: \$

• Is this a benefit replacement?

Benefit Number:

• Supplement Reason 1:

Benefit Date:

Supplement Reason 2:

Offset Indicator:

Supplement Reason 3:

Status:

• Sequence:

Reset Add

Benefit Month	Benefit Amount	Supplement Reason(s)	Benefit Number	Benefit Date	Offset Indicator	Status	Seq	Issuance Type	Last Updated	Worker
04/2024	\$25.00	905	68953	04/24/2024	NO	Pending	1	DAILY	05/02/2024	XCTE3V
04/2024	\$100.00	905	68954	04/24/2024	YES	Pending	1	DAILY	05/02/2024	XCTT42

Add Case Comment Cancel Previous Save

CWW – Processing Requests

After approving the request on the FoodShare Supplement Management page, supervisors/workers with the appropriate security level must go back to the Food Benefits Replacement Request page to change the status to **Approved**.

The screenshot displays the 'Food Replacement Request' form. The title bar includes 'Cancel' and 'Reset' buttons. The form is titled 'Replacement Request Details' and contains the following fields:

- Inbox Item Number:** [View]
- Initial Request Date:** 05/02/2024
- Date Food Was Destroyed:** 05/01/2024
- Type of Misfortune:** Flood
- Description of How Food Was Destroyed:** Flood due to storm
- Request Type:** Telephonic
- Status:** Approved
- Request Amount:** \$ 125
- Sequence:** 0
- Denial Reason Code:** [Empty]
- Date Signed:** 05/02/2024
- Issuance Month:** [Empty]
- Benefit Number:** [Empty]
- Comment:** [Empty]

At the bottom of the form, there is a search bar with 'Sequence' and 'Updated on or before' filters, and a 'Go' button. Below the search bar are 'Add Case Comment', 'Cancel', 'Previous', and 'Next' buttons.

CWW – Requests Submitted Telephonically

CWW – Requests Submitted Telephonically

When a member calls their local agency to request food benefits replacement, workers will identify their case in CWW.

On the Case Summary page, workers select **Food Replacement Request** in the Navigation Menu.

Workers must complete the required fields marked with an * - Including selecting Telephonic for Request Type.

Then, they select **Next**.

The screenshot shows a web application interface for a 'Food Replacement Request'. The form is titled 'Food Replacement Request' and has a 'Cancel' button and a 'Reset' button in the top right corner. The form is divided into several sections:

- Replacement Request Details:** This section contains the following fields:
 - Inbox Item Number:** A text input field with a 'View' button next to it.
 - Last Updated:** A text input field.
 - Initial Request Date:** A date picker with fields for MM, DD, and YYYY.
 - Sequence:** A text input field with the value '0'.
 - Date Food Was Destroyed:** A date picker with fields for MM, DD, and YYYY.
 - Request Amount:** A text input field with the value '0'.
 - Type of Misfortune:** A dropdown menu with 'Flood' selected.
 - Description of How Food Was Destroyed:** A large text area with a character count of 'Current Size = 0 characters (250 characters max.)'.
 - Request Type:** A dropdown menu with 'Telephonic' selected, highlighted by a red box.
 - Status:** A dropdown menu with 'Submitted' selected.
 - Denial Reason Code:** A dropdown menu.
 - Issuance Month:** A date picker with fields for MM and YYYY.
 - Date Signed:** A date picker with fields for MM, DD, and YYYY.
 - Benefit Number:** A text input field with a magnifying glass icon.
 - Comment:** A large text area with a character count of 'Current Size = 0 characters (240 characters max.)'.

CWW – Requests Submitted Telephonically

A new telephonic script specifically for the food benefits replacement request will be displayed with food benefits replacement request-specific language. Workers must do the following:

1. Enter the Telephonic Signature ID and view the summary PDF.
2. Read the script to the member.
3. Record the date the signature was taken.
4. Select **Next** to return to the Food Benefits Replacement Request page and update the status.



The screenshot shows a web form titled "Telephonic Food Benefits Replacement Request" with a "Cancel" button and a "Next" button. The form contains the following sections:

- Telephonic Signature ID:** A text input field containing the number "78576465345364655".
- View Summary:** A dropdown menu with options "S - Spanish", "E - English", and "L - Spanish". A "View" button is located to the right of the dropdown.
- As a record of your request for replacement of food benefits, we will record this call and keep it on file.**
- Signing Your Request:** A section with the text: "I will now read a summary of the information you have provided. Please tell me if any information is incorrect and should be changed."
- Agreements Introduction:** A section with the text: "Next, I will read a list of statements. After that, I will ask if you understand each statement and agree to it. If you have any questions or concerns, please tell me at any time. To submit your request for replacement food benefits, you have to agree to all of these statements."
- Statements:** A section with a decorative border at the bottom.

CWW – Requests Submitted in Written Form

CWW – Requests Submitted in Written Form

If the request was submitted by completing the form and either mailed or faxed or dropped off at the IM agency, workers can use the form to complete all the required information (marked with an *). That includes the request type: Written.

Note: If there are any discrepancies in the paper form, such as a missing signature, workers must contact the member to process the request telephonically.

The screenshot displays the 'Food Replacement Request' form. The title bar includes 'Cancel' and 'Reset' buttons. The form is divided into sections, with the main content area titled 'Replacement Request Details'. Fields include:

- Inbox Item Number: [View]
- Last Updated: []
- *Initial Request Date: 05/02/2024
- Sequence: 0
- *Date Food Was Destroyed: 05/01/2024
- *Request Amount: \$125
- *Type of Misfortune: Flood
- *Description of How Food Was Destroyed: Flood due to storm
- *Request Type: Written (highlighted with a red box)
- Status: Submitted
- Issuance Month: MM/YYYY
- Denial Reason Code: []
- Benefit Number: []
- Date Signed: 05/02/2024
- Comment: []

At the bottom, there is a navigation bar with 'Add Case Comment', 'Sequence', 'Updated on or before' (MM/DD/YYYY), 'Go', 'Previous', and 'Next' buttons. A 'Cancel' button is also present.

Changes in Correspondence

Changes in Correspondence

Correspondence will be updated for food benefits replacement requests:


- Telephonic Summary Notice (sent after workers approve or deny the telephonic request on the Food Benefits Replacement Request page)
- Notice of Denial (sent when “Denied” was selected as the status and a Denial Reason Code provided)
- Supplement Approval (sent when “Approved” was selected as a status).

Document last modified: Yesterday at 1:27 PM


CDPU
CENTRALIZED DOCUMENT PROCESSING UNIT
PO BOX 5234
JANESVILLE WI 53547 5234

Mailing Date: 06/06/2024

000001

 **State of Wisconsin**
Case #: [REDACTED]

Milwaukee Enrollment Services
Phone: [REDACTED]
Fax: [REDACTED]
Online at access.wi.gov

 The State of Wisconsin is an equal opportunity service provider. This letter contains information that affects your benefits. If you need this material in a different format because of a disability or if you need this letter translated or explained in your own language, please call 1-888-947-6583. These services are free.

You Were Denied One-Time Benefits

This letter is to let you know that your request for one-time benefits was denied. The reason why you were denied is explained below.

Month	Amount	Reason
June 2024	\$11.00	- We denied your request to replace your food benefits because we did not get your request form within 10 days of the reported loss of your food.

If you do not agree with this decision, you can request a fair hearing. Fair hearing information is included with this letter.

Case : 1003290311 Date : 06/06/2024 Page 02 of 06

Questions?