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Date: October 9, 2020

DMS, DECE, and DFES Operations Memo 20-J3

To: Income Maintenance Supervisors  
Income Maintenance Lead Workers  
Income Maintenance Staff  
W-2 Agencies  
Child Care Eligibility and  
Authorization Supervisors and Workers

From: Rebecca McAtee, Bureau Director  
Bureau of Enrollment Policy and Systems  
Division of Medicaid Services  
Department of Health Services

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**Affected Programs:**

- BadgerCare Plus
- Caretaker Supplement
- Children First
- Emergency Assistance
- FoodShare
- FoodShare Employment and Training
- Job Access Loan
- Job Center Programs
- Medicaid
- Other Employment Programs
- Refugee Assistance Program
- SeniorCare
- Wisconsin Shares Child Care
- Wisconsin Works
- Workforce Innovation and Opportunity Act

**Changes to Wisconsin Residency**

**CROSS REFERENCE**

- FoodShare Wisconsin Handbook, [Section 1.2.3.5 Wisconsin Residency Verification](#), [Section 1.2.3.6 Address Verification](#), [Section 1.2.6 Suggested Verification Sources](#), [Section 2.1.4 Expedited Service at Application](#), and [Section 3.2.1 Residence](#)
- Medicaid Eligibility Handbook, [Section 6.1 Residency Eligibility](#), [Section 12.1 Change Reporting Introduction](#)
- BadgerCare Plus Eligibility Handbook, [Section 3.1 Residence](#), [Section 27.2 Nonfinancial Change Reporting Requirements](#)
- Wisconsin Shares Child Care Policy and Process Handbook, [Section 1.5.10 Non-Financial Eligibility Verification](#)

- Wisconsin Works Policy Manual, [Section 4.1.2 Information Requiring Eligibility Verification](#)
- Process Help, [Section 3.16 Process Return Mail](#)

## **EFFECTIVE DATE**

10/24/20

## **PURPOSE**

This operations memo announces changes regarding the closure of FoodShare and health care benefits when mail is returned as undeliverable with no forwarding address. It also provides clarification regarding out-of-state electronic benefit transfer (EBT) transactions.

## **BACKGROUND**

Currently, when member correspondence is returned as undeliverable with no forwarding address and the agency cannot obtain the member's new address, workers pend FoodShare cases for Wisconsin residency verification. If verification is not received from the household by the due date, FoodShare benefits are closed. Additionally, Wisconsin residency may have been deemed questionable based on out-of-state EBT transactions.

The U.S. Department of Agriculture Food and Nutrition Service (FNS) recently issued guidance that impacts these two policies.

Health care policy requires members to report a change of address within 10 days of the change. When member correspondence is returned as undeliverable with no forwarding address and the agency cannot obtain the member's new address, health care policy does not consider Wisconsin residency to be questionable. However, because of current system functionality, Income Maintenance (IM) workers must pend the case for Wisconsin residency in order to request the member's new address.

## **POLICY**

### ***FOODSHARE***

During the FoodShare certification period, FoodShare benefits cannot be pended or closed for Wisconsin residency.

FoodShare benefits cannot pend or close when a mailing to a member is returned to the agency as undeliverable with no forwarding address. A member's address can only be changed when the member reports a change to the address or the agency receives mail from the United States Postal Service with the new address.

- Members are not required to report a change in Wisconsin residency during the certification period. They must report changes at renewal.
- Members are required to report a change of address (which is not the same as a change in Wisconsin residency) on the Six Month Report Form (SMRF).
- Members are not required to report a change of address at any other time during the certification.

Out-of-state EBT transactions must not be used to question a member's eligibility, residency, or used as a reason to close FoodShare benefits.

**Note:** Fraud investigators (DHS, OIG, or Income Maintenance benefit recovery and fraud specialists) may use out-of-state EBT transactions as supporting information or as a jumping-off point for pursuing a fraud investigation. However, out-of-state EBT transactions may not be used as the sole basis of a fraud claim.

## **HEALTH CARE**

Health Care policy requires members to report any change of address to the IM agency within 10 days of the address change. In a situation where a mailing to a member is returned as undeliverable with no forwarding address and the agency cannot obtain the member's new address, members will be notified and given the opportunity to contact the IM agency by telephone, mail, FAX, walk-in, or by other means to provide the new address. The member is not required to provide written proof or other verification of address, nor are they required to provide proof of Wisconsin residency. If the member does not contact the IM agency by the due date provided, the member's health care will close and the member will be sent a notice that health care closed because they did not provide an address to the agency.

## **WISCONSIN SHARES CHILD CARE OR WISCONSIN WORKS (W-2)**

There are no changes to Wisconsin Shares Child Care or W-2 policy.

Wisconsin Shares Child Care will continue to pend or close if the address is pended or not verified.

Wisconsin Works (W-2) policy does not require verification of address as an eligibility requirement. W-2 policy requires that Wisconsin residency be verified for the primary person at application and thereafter only if questionable. W-2 will continue to pend or close if residency is pended or not verified.

## **CONTACTS**

BEPS CARES Information and Problem Resolution Center

For Wisconsin Shares Child Care policy questions outside of Milwaukee County: Bureau of Regional Operations (BRO), Child Care Coordinators at [broccpolicyhelpdesk@wisconsin.gov](mailto:broccpolicyhelpdesk@wisconsin.gov)

For Child Care CARES/CWW and CSAW processing questions statewide and policy questions in Milwaukee County: Child Care Subsidy and Technical Assistance line at [childcare@wisconsin.gov](mailto:childcare@wisconsin.gov) or 608-422-7200

For Child Care investigation, overpayment, and program integrity internal procedure development questions; written resource and subject matter expert requests; and VPAs and Retractions, please contact the Bureau of Program Integrity (BPI) at: [DCFBPITArequest@wisconsin.gov](mailto:DCFBPITArequest@wisconsin.gov) or the [Technical Assistance Request Page](#) on the DCF website.

For referrals regarding alleged client or provider child care fraud or other program integrity concerns, please submit a referral to the Child Care Fraud Mailbox at [DCFMBCHILDCAREFRAUD@wisconsin.gov](mailto:DCFMBCHILDCAREFRAUD@wisconsin.gov).

DMS, DECE, DFES Operations Memo 20-J3

October 9, 2020

Page 4 of 4

For W-2 Policy Questions: [DCF2PolicyQuestions@wisconsin.gov](mailto:DCF2PolicyQuestions@wisconsin.gov)

For W-2 CARES or WWP Functionality Questions: [BWF Work Programs Help Desk](#)

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