

TEMPORARY QUEST (Vault) CARD REMINDERS/NOTES

- ESS 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.
- Unless it's expedited, do not tell customers they are eligible or ineligible for vault cards via the phone. It's acceptable to say, "it appears you may be eligible/ineligible to receive a temporary card, but you will need to go to your local agency for determination."
- When a case qualifies for expedited benefits, use all caps when typing EXP or EXPEDITED in case comments.
- A rolling calendar year looks back at the past 12 months from the current date. It does not start over at the new year.
- A hardship cannot be approved by phone.
- When a temporary QUEST (vault) card is issued; a permanent card is automatically sent to the address on file.
- Confirm address with customers over the phone.
- Remind customers that they can request a new card at any time by calling QUEST at 877-415-5164.



Phone Screening

- ✓ Are benefits available now or within the next 7 days?
- ✓ Has a non-expedited card been issued in the last 12 months?
- ✓ Has a permanent card been requested in the last 7 days?

Remember to always check the Vault card process on the Capital IM website for the customer's local agency. Some counties have limited hours or may require appointments.

Permanent Card vs. Temporary (Vault) Card

FS Benefit Issuance > EBT Summary

Permanent QUEST Card: 5077-**085**X-XXXX-XXXX

Temporary (Vault) Card: 5077-**089**X-XXXX-XXXX

Determine if Benefits were issued as Expedited

FS Benefit Issuance > Issuance History

07/12/2023	\$281.00	EBT Issuance	06/20/2023	ISSUED
06/12/2023	\$281.00	EBT Issuance	05/19/2023	ISSUED
05/12/2023	\$181.00	EBT Emergency	05/12/2023	ISSUED
04/12/2023	\$281.00	EBT Issuance	03/17/2023	ISSUED