



IMPORTANT: PLEASE SAVE THIS EMAIL

Dear Approved Applicant,

The Individual and Family Support Program (IFSP) has begun issuing funds for Applications Approved as of October 22, 2021. Your funds will be issued via debit card called **Go Card**.

You can use your card immediately. Your card can be used just like any debit card, or if you prefer, you can withdraw the funds from your card at an ATM. You will need to register the card before you use it. **Please register your card as soon as you get it.** You will register the card using the APPLICANT's information that was provided on your Application. The Applicant is the person on the Waiver Waiting List.

DO NOT THROW AWAY YOUR MAIL!

For security purposes, the letter and card will arrive by U.S. postal mail in an unmarked plain envelope with a return address from Austin, TX.

This is what the Way2Go Card will look like:



The Virginia Way2Go Card® Debit MasterCard® Card is issued by Comerica Bank pursuant to a license by MasterCard International Incorporated.

NEW: Cards issued for individuals under the age of 18 years old are printed with the letters *RP*. These letters are an abbreviation for *Responsible Party (RP)*, since the card needs to be managed by someone over the age of 18 years old. As the Responsible Party, you are responsible for the use of the funds issued on cards on behalf of the minor whose name appears on the card. The card is to be used for the person(s) whose name appear

Your card will come with additional instructions on how to authorize it.

Before you use your Way2Go Card, there are a few things IFSP staff would like for you to know:

- All cards will be mailed directly to the address that was provided for the Applicant when the application was completed. **If you have recently moved, please contact Conduent's customer service line at 800-961-8423 to get a card reissued to your new address.** IFSP is not able to update address information once the award has been issued. Please do not contact IFSP or My Life, My Community with address updates. All updates must be made with Conduent.
- Each applicant will receive one pre-loaded Way2Go Card. If you are the Responsible Party for multiple Applicants, please be on the lookout for one card for each Applicant.
- If you have not received the Way2Go Card by December 1st, please contact Conduent, the card vendor, by calling their customer service line: 800-961-8423. **You will need the information for the Applicant(s) when you call.**
- **Receipts will not be needed for this year's funding awards. Please do not send IFSP receipts by postal mail or by email since they will not be accepted.**

Still have questions?

If you have specific questions about your Way2Go Card, Conduent is the vendor that has been selected by DBHDS to provide customer service for the Way2Go Card. For all questions related to the Way2Go MasterCard, customers should visit www.goprogram.com or call customer service's toll free number at 800-961-8423. **You will need the information for the Applicant(s) when you call.**

As always, if you need general assistance regarding the IFSP Funding Program, please contact My Life, My Community (operated by SeniorNavigator) by phone at 844-603-9248.

This email is limited to providing information about IFSP-Funding approvals.

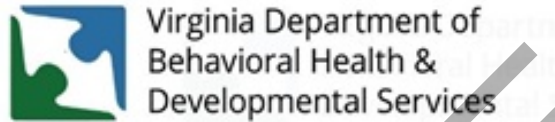
The content of this email is intended for the recipient of this message only.

For information regarding the October 7, 2021 Portal Incident, please send your comments to the DBHDS Privacy and FOIA Officer at lisa.m.johnson@dbhds.virginia.gov.

If you have general questions about IFSP, please contact My Life, My Community (operated by SeniorNavigator) by phone at (844) 603-9248.

[Sign up for our email list!](#)

To learn more about the IFSP, visit us online at **[Virginia Department of Behavioral Health and Developmental Services- IFSP](#)**



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