



The Individual and Family Support Program

Important: Please save this email!

April 10, 2023

As of April 5th, 2023, the Individual and Family Support Program (IFSP) has begun issuing funds for applications that were approved. Your funds are issued via a debit card called **Way2Go Card**.

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 information that you provided on your application.

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 Lexington, KY.

ATTENTION: Cards are printed and issued using the name of one of the following:



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

1. The individual over the age of 18 who applied on their own behalf;
2. The custodial family member who applied on behalf of an individual who is under the age of 18, and
3. The custodial family member who applied on behalf of an individual who is over the age of 18.

Cards must be managed by someone over the age of 18 years old . If you applied as the custodial family member, you are responsible for the use of the funds issued on cards on behalf of the individual for whom you applied.

Your card will come with additional instructions on how to register and use it.

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

- **All cards have been mailed directly to the address that was provided for an individual or their custodial family member when the application was completed.** If you have not received the Way2Go Card by May 1st, please contact Conduent, the card vendor, by calling their customer service line: 800-961-8423.
- **If you have recently moved, you did not set up mail forwarding services, and you did not receive your Way2Go Card by May 1st,** please fill out this form: <https://forms.office.com/g/bHKvJSh4FX>
- **Each applicant will receive one pre-loaded Way2Go Card.** If you are the custodial family member for multiple applicants, please be on the lookout for one card for each applicant.
- **Please do not send receipts to IFSP or DBHDS by postal mail, email, or fax. They will not be accepted.** However, we ask that you please maintain receipts per Section V of the [IFSP-Funding Guidelines](#).

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. *If you applied on your own behalf, you will need to provide your Social Security number and date of birth when you call. If you are the custodial family member, you will need to provide your own information.*

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