



Virginia Department of Behavioral Health  
and Developmental Services

## Important: Please save this email!

**December 5, 2023**

As of December 5, 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**.

You can use your card 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. *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 Social Security number and date of birth.*

### **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; or
3. The custodial family member who applied on behalf of an individual who is over the age of 18.

**Cards must be managed by an individual over the age of 18 years old .** If you are a custodial family member who applied on behalf of someone else, you are accountable for the funds.

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**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 would like 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 your Way2Go Card by January 15th, 2024, please contact Conduent, the card vendor, by calling their automated toll-free 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 January 15th, 2024,** please email IFSP at [IFSPSupport@dbhds.virginia.gov](mailto:IFSPSupport@dbhds.virginia.gov). Please include your Application ID number and correct mailing address. (Your Application ID is the nine-digit character sequence beginning with "FY24", e.g. FY2400000).
- **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. Your name will be printed on each card.
- **Please do not send receipts to IFSP or DBHDS by postal mail, email, or fax.** However, we ask that you please maintain receipts per Section V of the [IFSP-Funding Program 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](http://www.goprogram.com) or call customer service's automated toll-free number at 800-961-8243. When you call Conduent, you will be asked to provide your Social Security number and date of birth.

### Reminder for April 2023 IFSP-Funding Recipients

**If you were approved for IFSP-Funding and received a card in April 2023, this information is for you!** IFSP-Funding recipients must register, use, and/or withdraw the funds from their Way2Go debit cards upon receiving the cards. Per Section VII of the [IFSP-Funding Program Guidelines](#), failure to register these cards may impact an applicant's eligibility for future funds. Cardholders who have not registered their cards will receive a reminder email from IFSP soon.

To register a card, please call the Conduent customer service toll-free number at 800-961-8423, or call the My Life, My Community toll-free helpline at 844-603-9248.

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