

## Division of Community Nutrition

<i>Subject:</i> <b>Replacing eWIC Cards</b>		<i>Policy:</i> <b>FDS 04.7</b>
<i>Reference:</i> <b>N/A</b>	<i>Effective:</i> <b>November 1, 2014</b>	<i>Supersedes:</i> <b>FDS 04.8 and FDS 04.8.1</b>

### **Policy:**

Replacement eWIC Cards may be issued when the participant, parent / legal guardian, or caretaker informs the WIC clinic that the card has been lost, stolen, damaged or destroyed.

### **II. Procedure(s):**

- A. WIC personnel shall refer the participant, parent / legal guardian, or caretaker at initial certification to the eWIC Cardholder Booklet instructions on what to do if their eWIC Card has been lost, stolen, damaged or destroyed.
- B. WIC personnel shall refer the participant, parent / legal guardian, or caretaker at initial certification to the eWIC Cardholder Booklet instructions on safeguarding their PIN at all times.
- C. WIC personnel shall inform the participant, parent / legal guardian, or caretaker at initial and subsequent certifications that when an eWIC Card is replaced it is possible that food benefits may be prorated.
- D. WIC personnel shall inform the participant, parent / legal guardian, or caretaker at initial and subsequent certifications that a replacement eWIC Card is not able to be reissued until 24 hours after it has been deactivated with Xerox and the clinic is notified.
- E. Upon issuance of a third lost card replacement within a year, not including cards reissued due to the documented circumstances specified in Procedure F, the participant shall be placed on recurring replacement card list, placed on a one month issuance cycle, and have their eWIC card usage monitored for the next year.
- F. Food benefits reported as lost shall be replaced under the following circumstances with the specified documentation:
  - 1) Food benefits that are lost due to a participant leaving home because of family violence. This shall be documented by self-declaration.
  - 2) Food benefits are lost due to a change in full legal custody, including when infants / children are removed from home and placed in foster care or parental custody is changed. Documentation of a change in full legal custody shall be required from the Department of Social Services, a court order, or a military change of custody form. A copy of the documentation shall be scanned into Crossroads.

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- 3) eWIC Cards damaged, destroyed, or lost due to an event out of the control of the participant, such as a fire or natural disaster. Documentation from news reports, insurance claims, fire/police reports, or any public document shall be accepted and scanned into Crossroads.
- G. eWIC Cards reported as stolen shall only be replaced when a police report is provided which states that WIC food benefits were stolen.
- 1) The police report requirement for stolen food benefits may be waived if the police department charges a fee that the participant cannot pay. This waiver shall only be granted once.
  - 2) WIC personnel shall cancel the eWIC Card, scan the police report into Crossroads, and arrange for issuance of a replacement eWIC Card.
- H. If food benefits cannot be replaced to meet infant needs, then the local agency shall refer the participant to a Food Bank or other resources for assistance.
- 1) Documentation of all such referrals shall be made in Crossroads.