

## Section 8.5: Replacing WIC Cards

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**References:** CFR 246 (12), State Rule, State Policy

**Policy:** Replace WIC Cards in a timely manner when reported lost, stolen, damaged, or unusable.

**Purpose:** To assure WIC participants have a functioning WIC Card to access their benefits.

### Procedures

- Only the Authorized or Alternative representative(s) may report to the Local Agency that a Card is Lost/Stolen/Damaged or Unusable (L/S/D/U). [However, *anyone* who knows the Primary Card Holder's (PCH) date-of-birth and household zip code can report it through the Minnesota eWIC Customer Service Line.]
- WIC staff should respond as soon as possible to a participant's report to the clinic that their card is L/S/D/U. Local Agencies must replace the Card **within 5 business days of being notified**. See Guidance.
- Upon receiving a report of a L/S/D/U WIC Card, **verify the identity** of the person making the report to ensure they are authorized (i.e., either the Authorized Rep. or an Alternate Rep.) to request the card be changed.
  - If the person is known to staff or has a valid form of identification (e.g., driver's license, tribal ID, MN State Identity Card, etc.), a WIC Card may be issued (or reissued).
  - If they do not have identification, verify their identity **by requesting at least two of the following**:
    - The identity of the PCH, the Authorized or Alternate Rep/proxy listed in the participant's record
    - The PCH's date-of-birth
    - The zip code of the household's mailing address
    - The names of household members participating in WIC
- If you determine (or suspect) that they are not authorized to obtain a card replacement, tell them that you are unable to issue them a Card and ask them to have the Authorized Rep. or an Alternate Rep./proxy contact the WIC office so that a card can be issued.

## Deactivate the L/S/D/U WIC Card

- The L/S/D/U Card must be deactivated before the card can be replaced. Once a card is deactivated, it cannot be reactivated or used again, even if found.
- The card can be deactivated by:
  - WIC staff in the EBT Household Demographics Screen; or
  - If outside of clinic hours, by the Card holder calling the Minnesota eWIC Customer Service Line. WIC staff *will not be notified* by the eWIC service provider that the card was deactivated, but it is indicated in the participant's record.
  - The card *cannot* be deactivated through the Web Portal.

## Replace the WIC Card

- Replacement cards may be issued only to the Authorized or Alternate Rep/proxy designated in the Information System. Before replacing the Card, staff must verify the identity of the person requesting a replacement, whether they are in clinic or calling (see above for verifying identity).
- WIC Cards:
  - May be replaced *only by* WIC staff. Cards cannot be replaced by Minnesota eWIC Customer Service.
  - Must be replaced within 5 business days.
  - Must be replaced as many times as needed for the household to access their WIC benefits.
  - May be mailed, if preferred by the participant.
- **Set the person issued the Card as the PCH** in the WIC Information System. It can be changed later, if requested by the family.
- **Setting the PIN:** Their previous PIN automatically transfers to their replacement card. Let them know that they can continue using the original PIN, or that they can change it by calling the Minnesota eWIC Customer Service Line.

## If mailing the WIC Card

- Verify the mailing address.
- Inform the family that mailing the card might delay their access to food benefits.
- Inform the PCH that their PIN automatically transfers to the replacement Card, so they can access their food benefits as soon as they receive the Card in the mail.
- Staff issuing the card must provide their initials on the signature pad and indicate "mailed".
- Envelope must include:

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- Local Agency's return address.
- "Return Service Requested" in black ink directly below the return address.
- Mail first class with adequate postage.
- If the Card is returned undelivered, create an alert documenting that the card was returned. The Card may not be re-mailed until the address is verified. Contact the family to follow-up.

### Food benefits available with the new Card

- Any current month's unredeemed food benefits remain with the household and will be accessible with the new Card.
- If the current month's food benefits expire before a new card can be provided, the participant will be able to access only the next month's benefits.

### Guidance

**Replacing Cards within 5 business days:** For participants to access their benefits they need a functioning WIC Card. Local Agencies must establish policies and procedures, and staff accordingly, so that cards reported L/S/D/U are replaced as soon as possible. The expectation is that most Cards will be replaced within 5 business days of a Local Agency being notified. If a situation occurs such that the Card is not replaced within 5 business days, staff must document an explanation in a Note.

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