

Managing the WIC Card 1C - WINNIE Online Training Module

AUGUST 2023

Introduction

Intro

This online training module is provided by the Minnesota (MN) Department of Health WIC Program. It provides an overview of deactivating and replacing WIC Cards, and Card History in WINNIE, the MN WIC Information System.

Date

All dates in this module are based on today's date being August 31, 2023.

Overview 1

We can deactivate WIC cards if lost, stolen, damaged, or rendered unusable.

We do **not** deactivate cards if participants are moving out-of-state per MN policy.

Only the representatives listed in the eWIC Household Demographics page can request that we deactivate a card.

We should always verify their identity (if they're not known to staff).

If they can't provide appropriate identification or are on the phone, we must ask that they provide two of the following: the names of the Representatives or Primary Cardholder, the Primary Cardholder's date of birth, the household's mail zip code, and/or the names of the members participating in WIC.

Overview 2

Participants can also cancel their cards using the Customer Service Line.

If this occurs, we are not notified, but the deactivation and the reason why that they select in their system displays in WINNIE on the Card History page.

However, only WIC local agencies and their staff can replace the WIC Card.

<Transition Slide>

<screen description – no audio> Slide transitions from topic page to Search page.

Scenario 1

Ana Horse has called the WIC Clinic.

Her kids Charlie and Rhoda are on WIC and she's calling because she lost her WIC Card; she thinks it fell out of her pocket after the last time she went shopping.

PARTICIPANT: "Hi! My name is Ana Horse, my kids Charlie and Rhoda are on WIC, and I lost my WIC Card. I think it fell out of my pocket after the last time we went shopping."

WIC STAFF: Oh no! Well, we can deactivate that card and get a new one for you...

Verify Identity 1

Since she's on the phone, we need to verify identity, and she's already provided that by telling us her name, which displays as the Authorized Rep, as well as the names of the two household members on WIC.

Benefit Cycle 1

Before we deactivate a card, it's best practice to review their current issuance status.

If Ana chooses to have the new WIC Card mailed, we want to make sure there is enough time left for her to finish shopping for this month's benefits.

Their new cycle just started 4 days ago, on the 27th, so we should be good, whatever she decides.

Benefit Cycle 2

If it were a tighter timeline, we would also want to check the Account Balance to see if there are still foods available to purchase, and if so, let them know that by mailing the card, they may lose out on the rest of this month's foods.

WIC STAFF: Your card might not arrive in time for you to buy the rest of your foods for this month...

Go ahead and double-click on Charlie's card to open his folder.

<Waiting>

<screen description – no audio> Spin icon and "Working...please wait" display.

Demographics 1

Where do we go to deactivate a card? Go ahead. Click anywhere for a hint.

<audio – hint> Select Manage eWIC Account on the sidebar.

<Waiting>

<screen description – no audio> Spin icon and “Working...please wait” display.

Card Number 1

Before we do anything, we’re going to jot down the card number.

We’re going to use it in a minute.

Deactivate 1

What do you think we need to do to enable the Deactivate Card button? Go ahead. Click for a hint.

<audio – hint> We must select the Primary Cardholder’s row. Click the Authorized Rep’s row.

Deactivate 2

Now that it’s enabled, click the Deactivate Card button.

Deactivate 3

Deactivation is immediately and automatically communicated by the system to the WIC Processor and a green banner displays indicating this.

Deactivate Card is the only change on this page that does **not** require us to click the Send eWIC Data button to save.

Deactivate 4

If the deactivated card is physically in-hand, we should use a permanent marker to render the household ID on its back illegible then just throw it away.

Deactivate 5

Once a card is deactivated, the number can no longer be used to access the household’s food benefits at the WIC Processor.

However, it is still associated with the household records in WINNIE.

We’re going to grab that sticky with the card number and let’s go back to the Search page for a minute.

<no audio> Click Search on the sidebar.

Card Number 2

Go ahead and clear the Search page.

Card Number 3-5

Now search by the Card Number.

Card Number 6

Since the card number is still a historical record in WINNIE, we can still use it to search for a household if we needed to.

Card Number 7

We might wonder why we would need to look up a deactivated card...?

Well, here's a scenario.

Let's say, a card was lost, and we deactivated it, then a store found it and sent it to us.

We'd still be able to see who it belonged to and verify its current status.

Go ahead and double-click Charlie's card to open his folder and re-open the Manage eWIC Account page.

<Waiting>

<screen description – no audio> Spin icon and "Working...please wait" display.

Demographics 2

<no audio> Double-click on Charlie's card to open his folder and re-open the Manage eWIC Account page.

<Waiting>

<screen description – no audio> Spin icon and "Working...please wait" display.

Deactivate 8

Once deactivated, that card number cannot be reassigned, and the card cannot be reactivated.

Deactivate 9

Remember, nothing is stored on the actual card. <RED X>

Food benefits are stored at the WIC Processor <FOODS MOVE TO RED BOX> and the card is just the tool they use to access them.

Deactivating the card has no impact on their food benefits, nor does it affect their PIN, which is also stored at the Processor.

Deactivate + PIN

When a new card is assigned, they can just use that same PIN with their new card.

Replace 1

To replace a WIC card, we simply assign<HEARTBEAT> a new one.

However, there are some policy requirements around replacing cards that we need to be aware of.

We must replace WIC cards within 5 business days of being notified that a household's current card has been lost, stolen, damaged, or rendered unusable.

If a situation occurs, whereby it is not replaced within 5 days, we need to explain why in a General Note with the Subject of WIC Card.

We do not have any requirements around how many times a card can be replaced.

If a household's WIC Card needs to be replaced, we replace it.

Our requirement is that the household is able to access their WIC benefits and they need a card to do that.

Replace 2

As we mentioned before, we can mail the card if that is the representative's preference.

PARTICIPANT: "Can you mail the card to me?"

WIC STAFF: For sure! I noticed that you still have lots of time left to use your card for this month's benefits, so you should receive it in plenty of time.

Let's replace the Horse household's WIC Card, which Ana would like us to mail to her.

Go ahead. Click anywhere for hints.

<no audio> Replace the card. Click anywhere for hints.

<audio – hint> We must select the Primary Cardholder's row. Click the Authorized Rep's row.

Replace 2B

<no audio> Replace the card. Click anywhere for hints.

<audio – hint> Click the Assign Card button.

Replace 3

We'll swipe the card since that's what we should do whenever we have the card.

<no audio> Replace the card. Click anywhere for hints.

Replace 4

<no audio> Replace the card. Click anywhere for hints.

<audio – hint> Click the Save button.

<Waiting>

<screen description – no audio> Spin icon displays.

Replace 5

<no audio> Replace the card. Click anywhere for hints.

<audio – hint> Click the Send eWIC Data button.

<Waiting>

<screen description – no audio> Spin icon and “Working...please wait” display.

Replace 6

<no audio> Replace the card. Click anywhere for hints.

<audio – hint> Click the Capture Electronic Signature button or press the Enter key.

Replace 7

OK. We are required to capture a signature when assigning a card, but if mailing it, and the Primary Cardholder or representative is not available to sign, in these circumstances, we can write our Initials and the word “mailed” on the sig pad.

We would tap Next on the sig pad...

<no audio> Replace the card. Click anywhere for hints.

Replace 8

Sign our initials and add the word “mailed”...

<no audio> Replace the card. Click anywhere for hints.

Replace 9

And tap OK on the sig pad.

Continue replacing the card.

<no audio> Replace the card. Click anywhere for hints.

Replace 10

<no audio> Replace the card. Click anywhere for hints.

<audio – hint> Click the Save Signature button or press the Enter key.

Replace 11

We should reference MOM, Section 8.5 Replacing WIC Cards for more information about requirements when mailing the WIC Card.

WIC card actions are recorded and display in Card History.

Let's take a look at that next. Click Card History in the left panel.

<Waiting>

<screen description – no audio> Spin icon and "Working...please wait" display.

Card History 1

The Card History is a read-only record of card activity, which includes the date and time an activity occurred for a specific card number, the general activity, and a definition of the general activity.

The PIN Activity column displays if a PIN was set or changed (both will read "PIN change"), or if reset by Customer Service.

The Primary column should always be toggled on because MN only provides one card, the Primary card.

Card History 2

We can see when the initial card was assigned, and the signature obtained for it.

We can view the signature by clicking the icon.

Go ahead and do that.

<no audio> Click the View Signature icon.

Card History 3

Click the Close button.

Card History 4

We can see when the PIN was originally set.

And we can see when the card was deactivated.

The next row up is our assignment of the new card.

The first row is the last activity, which is when we signed for the card.

Click that signature icon.

Card History 5

Click the Close button.

Card History 6

The last page in the Manage eWIC Account panel, is the Transaction History, which we'll look at in a different module along with Benefits History.

<Transition Slide>

<screen description – no audio> Slide transitions from Card History to Test Your Knowledge page.

Test Your Knowledge

True/False Q#1

The representative does not have to reset the PIN when we replace a WIC Card.

Answer #1

The answer is True.

Just like food benefits, the PIN is stored at the WIC Processor, not on the actual card. When we replace a card, the representative or participant can simply continue using the same PIN.

True/False Q#2

We must always click the Send eWIC Data button after deactivating a WIC Card to communicate the deactivation to the WIC Processor.

Answer #2

The answer is False.

Deactivating a card is the one change on the eWIC Household Demographics page that is automatically communicated to the WIC Processor and does not require us to click the Send eWIC Data button.

End

End Slide

Thank you for reviewing this WINNIE online training module presented by the Minnesota Department of Health WIC Program.

If you have any feedback, comments, or questions about the information provided, please submit the [WINNIE Questions for the State WIC Office](#) form.

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