

WIC Card Handling and Issuance

- I. One WIC card per family/economic unit can be issued. The Personal Account Number (PAN) will be assigned to the economic unit/family in VISION.
 - a. In cases where there is one or more foster child in the family, each foster child is their own economic unit. A separate WIC card is assigned to each economic unit. The family may have more than one card.
 - i. It is recommended to write initials on the back of the card in order to keep track of which card belongs to which child.
 - b. Instruct the client to store the card in their wallet or purse or another safe place.
 - c. Using the How to use your WIC card tips listed toward the front pages of Utah WIC Program Shopping Guide, train the client to use and care for their card.
- II. The Parent/Guardian needs to select a four-digit PIN number at the time the card is assigned. This is done by calling the WIC card customer service phone line, 1-855-784-5584, which is printed on the back of the card.
 - a. In order to prevent problems with participants attempting to shop without a PIN set, for all in-person card issuance, clinic staff should ask the client to call the card customer service line and activate the card by setting a PIN while they are in the clinic. They can do this while in the waiting area, and return to the counter to ask for help if they experience any difficulty.
 - b. For remote initial certification appointments, the participant should be verbally reminded to select their own PIN through the eWIC customer service phone line before shopping.
 - c. It is important to verify the address and zip code are accurate in VISION as well as the date of birth since this information is used by participants to set their PIN. When a mailing address exists for the family in VISION, the mailing address zip code is used for PIN setting on the customer service line. If the mailing address is no longer used by the family, it can be end dated using the button at the top of the mailing address field in VISION.
 - d. The PIN should be a number that the client can easily remember.
 - e. The PIN should not be written anywhere on the card.
 - f. The staff person issuing the card should tell the client not to share their PIN with anyone except for their additional parent/guardian or proxy that is authorized in VISION.

- ii. If the client refuses to sign for any reason, document the situation in the comments.
- iii. If a disability makes it difficult for the client to sign, this reason may be marked.
- iv. When a signature is missed because the staff person failed to get it before the person has left the building, clinic staff error should be marked and an explanation should be documented in the comments. Excessive missing signatures due to staff error will be considered a finding in management evaluations.
- v. If a signature is missed for some other reason, mark "other" and document the reason in comments.

VI. PIN changes and Card Errors

- a. PINs do not change even if new cards are assigned to the family.
- b. PINs can be changed by the participant when:
 - i. They forget the PIN,
 - ii. The card is locked (more than four incorrect PIN tries, card error, etc.)
 - iii. The participant wishes to change the PIN.
 - iv. The family has the capability to change their PIN at any time.
- c. Changing/resetting the PIN Process:
 - 1. Participants may change their PINs calling the WIC card customer service phone line or visiting the ebtEDGE website.
 - 2. PINs reset automatically at midnight after being locked for excessive PIN errors (over 4 tries).
- d. Participants can create an account on the FIS ebtEDGE website Cardholder Portal. On the website participants can
 - i. set or change a PIN,
 - ii. view their current benefit balance,
 - iii. view their transaction history,
 - iv. and report a lost or damaged card.
 - v. Date of Birth and Zip code are used to verify the account.
- e. On the WIC card customer service phone line, the following functions are available:
 - i. PINs can be set/reset,
 - ii. current benefit balances,
 - iii. transaction history,
 - iv. future benefits availability.

- f. Before replacement WIC cards are issued, the parent/guardian or proxy must show an acceptable form of identification. The parent/guardian/proxy name should already be listed in VISION and should match the form of ID presented.
- g. When current month's benefits on a participant's card are inaccurate due to a system error or other unusual circumstance, clinic staff may contact the state office to request an account balance correction (ABC).
 - i. Designated state staff will review the situation and correct the account balance if needed. Staff will use available information to avoid any over-issuance.