E-WIC Card Control Process

I. E-WIC cards are ordered from the contracted card supplier by the WIC State Office. Cards are personalized and shipped by the supplier to the State WIC Office. Cards are packaged and shipped as required in the contract. Upon receipt from the contracted card supplier, WIC State Office personnel will randomly select and test cards in order to ensure each shipment meets Utah WIC standards for card manufacture and personalization quality, accuracy and performance. A shipment found to meet Utah WIC standards for acceptance will be "received" into the Utah WIC card inventory following WIC State Office personnel entry of eWIC card Personal Account Number (PAN) "from- and to-" sequence numbers into VISION. A card shipment that fails to meet Utah WIC standards for acceptance and individual cards found to be defective prior to or after issuance will be returned to the Card Supplier for replacement.

II. Cards stored at the state office will be kept in a locked safe or cabinet in a locked room. Access to the locked room will be limited to authorized State WIC staff and building administrators. Access to the card safe will be limited only to WIC operations staff responsible for the shipment or delivery of cards to WIC clinics and the WIC program manager. Keys and combinations for the room and safe will be kept secure and will not be stored together in a single location.

III. E-WIC cards will be shipped or delivered to clinics by designated WIC state office staff within one week of an order being received. Cards will be shipped via trackable methods such as FedEx, USPS, or certified mail. The WIC program manager may approve cards being hand-delivered by WIC state office staff.

IV. Cards will be ordered, received and stored by WIC clinic staff according to policies found in State Plan Section II, IX. Food Benefit Accountability, Card Inventory.

V. Upon receipt at a clinic, cards will be "received" into the clinic card inventory by the entry of card (sequence) numbers into VISION.