

## **EWIC Card Handling and Issuance**

- I. One eWIC card per family 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 eWIC 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. The clinic should offer a Tyvek sleeve to the client to protect the card. Use of the Tyvek sleeve is the client's option but is recommended.
  - c. Instruct the client to store the card in their wallet or purse or another safe place.
  - d. Using the eWIC 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.
  - a. The PIN should be a number that the client can easily remember.
  - b. The PIN is entered directly into the card reader by the participant, they do not need to tell the staff member their PIN.
    - i. For remote initial certification appointments, the participant selects their own PIN and reports it to clinic staff who enter the PIN into the card reader for the client before mailing or delivering the card.
  - c. The PIN should not be written anywhere on the card or card sleeve.
  - d. 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.
- III. The Parent/Guardian should be encouraged to download the WIC Shopper app.
  - a. They should Select Utah as the WIC Provider and register their eWIC card's PAN number with the app.
- IV. Food Issuance:

- a. The maximum issuance of new food benefits will be for no more than a three-month period at any one time to any participant.
  - b. The clinic may issue one, two, or three months of benefits depending on the nutrition risk as determined by the clinic or state agency nutritionist.
    - i. If required anthropometric and/or bloodwork data has not been obtained for remote certification or midcertification appointments within the deferral periods, benefits should only be issued one month at a time while attempting to obtain this data.
  - c. When issuing benefits for subsequent periods, the card may hold the current month's remaining benefits plus the next three months benefits.
  - d. All categories of participants are eligible to receive food benefits until the last day of the month during which the infant/child reaches a specific age. All participants are eligible for a full month's food benefits for their final month of eligibility.
- V. The parent/guardian or authorized shopper (proxy) must sign for receipt of benefits on the electronic signature pad.
- a. Enter the proof of ID type shown by the parent/guardian/proxy to ensure benefits are issued to the correct person. The eWIC card is sufficient proof of identity.
  - b. If a signature is not obtained, then the clinic staff will choose one of the drop-down menu items to document why the signature was not obtained.
    - i. If the signature cannot be obtained due to signature pad malfunction, the clinic staff will print the screen that contains the participant name and obtain the signature on the printout. That hard copy with the signature will then need to be scanned into the participant's record.
    - 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. PIN numbers can be changed by the participant in the clinic when:
  - i. They forget the PIN,
  - ii. The card is locked (too many PIN tries, card error, etc.)
  - iii. The participant wishes to change the PIN.
  
- b. Changing/resetting the PIN Process:
  - i. If a participant card is brought to clinic due to an error in the store causing the card to not be allowed to shop (cashier saying the card is not allowed to shop, card is malfunctioning, too many PIN tries, etc.) Clinic staff will do a Card Diagnostic from the Card Activities menu in VISION.
    - 1. If the Status Change Reason is a 10, this indicates a broken card; the card must be replaced.
    - 2. If the Status Change Reason is not a 10, then use the Reset PIN function to assign a new PIN. The parent/guardian can enter a new PIN or may enter their old PIN.
  
- c. Before replacement eWIC cards are issued, and when forgotten PINs are reset, 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.
  
- d. When current month's benefits on a participant's card are inaccurate due to a card error or other unusual circumstance, clinic staff may contact the state office to request a card balance correction.
  - i. Designated state staff will review the situation and correct the card balance if needed. Staff will use available information to avoid any over-issuance.
  - ii. The reasons that would typically be approved are:
    - 1. Lost cards in the mail,
    - 2. Foster transfers where the card does not travel with the child to the new family, and
    - 3. System errors.
    - 4. Other situations may be considered with state management approval.