SESSION AGENDA

• eWIC terminology
• Steps of food benefit issuance
• Policies related to eWIC cards
  • Issuing, replacing, and deactivating
• Prepare for issuance in special situations
• eWIC card storage, security, and participant and local agency accountability

TERMINOLOGY & DEFINITIONS

- eWIC = electronic issuance of WIC food benefits
- EBT = Electronic Benefit Transfer
- PAN = Primary Account Number
- EBA = Electronic Benefit Account
- PIN = Personal Identification Number
- CVB = Cash Value Benefit

WIC Program Manual: Chapter 8
Primary Account Number (PAN) is linked to EBA. Card becomes active when food benefits are issued. WIC families may purchase food.

**ELECTRONIC BENEFIT TRANSFER (EBT)**

**STEPS TO FOOD BENEFIT ISSUANCE**

**Prior to issuance:**
1. Establish parent/guardian 1 & 2, caretaker, proxy
2. Certify participant

**Issuance:**
1. Issue eWIC card
2. Prescribe food package
3. Review family issuance day
4. Discuss issuance frequency
5. Review benefits
6. Issue benefits and print shopping list
7. Obtain signature
8. Explain how to:
   - Select a PIN
   - Use the eWIC card
   - Select WIC-approved foods
   - Use the Bnft® app
   - Use coupons, "valued customer" cards, and in-store specials
9. Review card security and replacement
10. Provide a list of vendors
11. Determine next appointment
Establish Parent/Guardians, Caretakers, and Proxies

- Parent/guardian 1, 2, and caretaker:
  - May bring infant/child to red-certification and subsequent certification appointments
  - Authorized to sign for food benefits
- Proxies:
  - May “pick-up” and transact food benefits on behalf of the family

Steps to Food Benefit Issuance

Prior to Issuance:
- Establish parent/guardian 1 & 2, caretaker, proxy
- Certify participant

Certify Participant
Includes the review of eligibility:
- Categorical
- Income
- Residential
- Nutritional

Step 1: Issue eWIC Card
- Issue eWIC card
- Review proof of identity
STEP 2: PRESCRIBE FOOD PACKAGE

STEP 3: REVIEW FAMILY ISSUANCE DAY
- Family issuance date: the assigned numerical day during the month when food benefits start for a family (first date to spend)
- Best practice: participant, parent/guardian, caretaker, proxy should return for next appointment on or near family issuance day.
  - No earlier than 7 days before
  - No later than 10 days after
STEP 3: REVIEW FAMILY ISSUANCE DAY

Proration of Benefits:
- If food benefits are issued after the family issuance day, Crossroads automatically prorates the food package.

<table>
<thead>
<tr>
<th>Days Remaining to Last Date to Spend</th>
<th>Food Package Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>20+</td>
<td>Full Package</td>
</tr>
<tr>
<td>11-19</td>
<td>2/3 Package</td>
</tr>
<tr>
<td>1-10</td>
<td>1/3 Package</td>
</tr>
</tbody>
</table>

- Some items are not prorated:
  - CVB
  - Whole grains (bread, rice, tortillas, pasta), eggs, cheese, yogurt, peanut butter and beans

STEP 4: DISCUSS ISSUANCE FREQUENCY

- Issuance Frequency: review how many months of benefits will be issued.

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</table>

STEP 5: REVIEW BENEFITS

Using the Shopping list:
- Review each month's aggregated food benefits
- Check that all selected family members have all items
- Review quantity and units of measure

Participant Food Benefits + Participant Food Benefits = Family's Food Benefits
STEP 6: ISSUE BENEFITS & PRINT SHOPPING LIST

16

STEP 6: ISSUE BENEFITS & PRINT SHOPPING LIST

17

STEP 6: ISSUE BENEFITS & PRINT SHOPPING LIST

18
STEP 6: ISSUE BENEFITS & PRINT SHOPPING LIST

- bananas
- carrots
- peanut butter
- brown rice

STEP 7: OBTAIN A SIGNATURE

STEP 8: EXPLAIN HOW TO...

Select a PIN

- Provide eWIC card brochure to all participants receiving an eWIC card
- PIN must be selected by the present participant, parent/guardian, or caretaker

Keep your Card and PIN safe

Card care:
- Keep your card and PIN safe.
- Follow card’s care and security instructions.

PIN safety:
- Keep a record of your PIN and PIN security information.
- Protect your PIN and PIN security information from theft or unauthorized use.

What happens if I forget my PIN or enter it wrong?
- If you forget or enter your PIN incorrectly, your eWIC card will be blocked. Contact the WIC Program immediately to have your card unblocked.

- If you lose your eWIC card, contact the WIC Program immediately.
STEP 8

Explain how to...
• use the eWIC card
• select WIC approved foods

STEP 8: EXPLAIN HOW TO...

Use the BNFT® App

STEP 8: EXPLAIN HOW TO...

USE COUPONS, "VALUED CUSTOMER" CARDS, AND "IN-STORE SPECIALS"
STEP 9: REVIEW CARD SECURITY AND REPLACEMENT

- eWIC card can only be replaced by mail:
  - if the primary cardholder calls IVR
  - by requesting replacement through the Bnft® app

- Document reason for replacement

- PIN remains the same

STEP 10: PROVIDE A LIST OF AUTHORIZED WIC VENDORS & PHARMACIES
STEP 11: DETERMINE NEXT APPOINTMENT

YOUR NEXT APPOINTMENT

Name:

Date:

Time:

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Reminder:
Exchanging the eWIC card, WIC foods and/or formula for cash, credit, non-food items, or non-WIC food is a violation subject to federal and state sanctions.

FOOD BENEFIT ISSUANCE IN SPECIAL SITUATIONS
Some situations may vary from standard issuance:
- Monthly issuance
- Prescription changes
- Primary caretaker changes
- Lack of physical presence
FOOD BENEFIT ISSUANCE IN SPECIAL SITUATIONS

- Issuance in the last month of:
  - Certification
  - Categorical eligibility

FOOD BENEFIT ISSUANCE WITHOUT PHYSICAL PRESENCE

- Issuance without physical presence may occur for:
  - Participant hardship
  - Coordination with other services
  - Local agency is experiencing a time limited hardship
  - Food package changes

- Steps:
  - Verify identity with name, date of birth, address
  - Staff sign their own name
  - Document reason for issuance without physical presence

ISSUANCE FROM INVENTORY

- Formula Wizard only works for the current month
- Do not issue product before the Family Issuance Day of the current month
- Do not issue more than a one-month supply of physical product
eWIC CARD STORAGE AND SECURITY

- Card shipment and verification of receipt
- eWIC card storage and security
- Additional eWIC card information

eWIC RESOURCES
QUESTIONS?

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   Washington, D.C. 20250-9410

2. Fax: (202) 690-7442

3. Email: program.intake@usda.gov

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