WIC BASIC TRAINING:
FOOD BENEFIT ISSUANCE
MODULE 6

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

WIC Program Manual: Chapter 8

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
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)

6/1/2020

STEPS TO FOOD BENEFIT ISSUANCE

Prior to issuance:
1. Establish parent/guardian & 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 mid-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:

<table>
<thead>
<tr>
<th>Categorical</th>
<th>Income</th>
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<tbody>
<tr>
<td>Residential</td>
<td>Nutritional</td>
</tr>
</tbody>
</table>

### 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>
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<tbody>
<tr>
<td>20+</td>
<td>Full Package</td>
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<tr>
<td>11-19</td>
<td>2/3 Package</td>
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<tr>
<td>1-10</td>
<td>1/3 Package</td>
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</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.

**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
STEP 6: ISSUE BENEFITS & PRINT SHOPPING LIST

Status Message
EBT Benefits were sent successfully.

Print Shopping List

STEP 6: ISSUE BENEFITS & PRINT SHOPPING LIST

<table>
<thead>
<tr>
<th>Item Name</th>
<th>Item Description</th>
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<tbody>
<tr>
<td>Item 1</td>
<td>Item 1 Description</td>
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<td>Item 2</td>
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</tbody>
</table>
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 caregiver

Keep your Card and PIN Safe
Card care
- Treat card like a credit card
- Keep in a safe place
- Do not put card in a wallet

PIN safety
- Protect your PIN from others
- Keep your PIN separate from your eWIC card

What happens if I forget my PIN or order is wrong?
Check your eWIC card and your eWIC card brochure to see your PIN. If you do not receive your PIN, you can go online to receive your PIN or call 1-877-8WIC-USA to get it.
STEP 8

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

Use the BNFT® App

STEP 8: EXPLAIN HOW TO...

Use coupons, "Value 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

Steps:
- 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.
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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