

Subject: WIC Card and Food Benefits**Item: WIC Card and Food Benefits Issuance**

PURPOSE:

To provide guidance on the proper issuance of the California WIC Card (WIC Card) and food benefits to eligible WIC participants in the WIC Web Information System Exchange (WIC WISE).

POLICY:

- I. Each WIC Card can only be issued once. Local agency (LA) staff must:
 - A. Issue one WIC Card per WIC eligible family after an Electronic Benefit Transfer (EBT) account is set up in WIC WISE.
 - B. Enter the family representative's name, date of birth, and mailing zip into WIC WISE for issuance and replacement of a WIC Card.
- II. Families with both non-foster participants and foster participants must have two separate WIC family accounts in WIC WISE, along with separate EBT accounts and WIC Cards.
- III. LAs must establish the process and procedures to ensure proper handling and issuance of WIC Cards by LA staff to minimize errors and discrepancies. Refer to WPPM 310-10.
- IV. LA staff must replace a lost/stolen/damaged WIC Card upon notification by the family representative/caretaker. Refer to WPPM 330-20.

PROCEDURES:

- I. WIC Card Issuance
 - A. Issue a WIC Card to the family representative at the initial certification of the family.
 1. Set up an EBT Account in WIC WISE.
 2. Issue a WIC Card from the LA WIC Card stock inventory.
 - B. Instruct the family representative to enter a four-digit PIN on the pin pad or call 1-844-4MY-FAMILY (or 1-844-469-3264).
 - C. Educate the family representative on the correct use and security of the WIC Card as part of Program Orientation. Refer to WPPM 270-40.
 - D. LA staff must not issue WIC Cards to themselves, their relatives, friends, or co-workers. Refer to WPPM 140-10.
- II. Food Benefits Issuance
 - A. Prior to issuing food benefits at initial certification and recertification, LA staff must:
 1. Complete the certification.

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2. Set up an EBT Account and issue a WIC Card in WIC WISE, if not already completed.
 3. Inform the family representative/caretaker of their rights and responsibilities and have the family representative/caretaker electronically sign the *Know Your Rights and Responsibilities* form and other required forms.
 4. Assign the food package after making any necessary changes to the food items.
 5. Preview the food package and benefits with the family representative/caretaker.
 6. Issue benefits for the appropriate number of months. Refer to WPPM 330-10.
- B. Prior to issuing food benefits at all other appointments, LA staff must verify that the previously assigned food package is still appropriate, make any necessary changes, and complete steps II. A. 5-6.
- III. Voiding and Reissuance of Current and Future Food Benefits
- A. Use the Benefits Void screen in WIC WISE to void current and future month benefits for a participant or family when a change has occurred, such as food package changes after food benefits are issued.
 - B. Redeemed or expired benefits cannot be voided or reissued.
 - C. No retroactive issuance or reissuance of past month's benefits is ever allowed.
 - D. Changes or substitutions in food package due to dietary restrictions or preferences do not require medical documentation, except when requesting therapeutic formula or WIC-eligible nutritionals. Refer to WPPM 390-10.
 - E. Prior to reissuing food benefits, LA staff must:
 1. Void food benefits in WIC WISE; and
 2. Update the food prescription, if applicable.

EXCEPTION:

This policy does not apply during system downtime. For procedures on downtime, refer to the *WIC WISE Downtime Form* and instructions on the Local Agency SharePoint Site (LASS).

AUTHORITY:

[7 CFR §246.12\(l\)](#)

[7 CFR §246.12\(r\)](#)

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CROSS REFERENCE:

WPPM 140-10 WIC Services for Employees and Relatives

WPPM 270-40 Program Orientation

WPPM 310-10 Cardstock Security and Inventory

WPPM 330-20 Lost, Stolen, or Damaged WIC Card Replacement

WPPM 330-30 Remote Issuance of Food Benefits

WPPM 390-10 Provision of Therapeutic Formula and WIC-Eligible Nutritionals