

## E-WIC 201 Training

Presentation to Local Agency Staff



**eWIC (EBT) is coming for  
New Hampshire WIC families**

## Video for Participants to View



<https://youtu.be/HM18lSozmO0>

## Agenda

- Getting Started with eWIC
- eWIC Screens in StarLINC
- eWIC Overview
- Clinic Flow
- Teaching Participants About eWIC
- eWIC in the Store
- Questions



## Objectives

- Successfully navigate the StarLINC screens related to eWIC.
- Identify new processes in clinic with issuing cards.
- Name three or more things participants need to know about using eWIC at the grocery store.

## Set the Expectation

**Remember that eWIC is new to everyone:**

- Staff
- Participants
- Store Clerks



**Be Patient. Be Kind.**

## New Hampshire eWIC Card



## Getting Started



- eWIC is a family benefit.
- Only one card will be issued per family.
- Cards are kept throughout the family's time on WIC unless it is lost, damaged or stolen.
- The Primary Caregiver / Alternate Caregiver **must be present to receive an eWIC card for the first appointment.**
  - Remember to tell them this the appointment prior to eWIC and on reminder phone calls
  - For appointments after the first card issuance, other individuals with written permission from the caregiver and an ID can complete future appointments.
- Benefits are NOT on the card until it is loaded.

## Demographic Screen Updated

Staff will verify the demographic screen is updated at each appointment. Please be sure mailing address zip code and date of birth is current and correct.

- For caregivers to assign a PIN to their eWIC benefits they will need the following:
  1. eWIC card number
  2. Caregiver DOB
  3. **Mailing address** zipcode



# eWIC Screens

## Find Client Screen

Client Services .NET - 3.4.17 - Concord WIC Clinic

File Services Client Voucher Issuance **eWIC Issuance** Clinic Admin Utilities Reports Help

Find Client Appointment Book

Caregiver Last Name  First Name

Client Last Name  First Name

Client ID  Local ID   Display Inactive Groups

Category  DOB 00/00/0000

Clinic

eWIC ID

Card Number

Caregiver	Client	DOB	Status	Cat	Eligibility Ends	eWIC ID	Clinic
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# eWIC Screens

## Notices/Home Page

Client Services .NET - 3.4.41 - Concord WIC Clinic

File Services Client Voucher Issuance **eWIC Issuance** Clinic Admin Utilities Reports Help

Find Client Appointment Book Momma Test Group

Group Members

Momma Test 10932076 Gender Female WIC Active 1 Cert. Period 06/08/2018 to 06/30/2019  
DOB 06/08/2018, 0 Months Priority 1 HR

Infant Test

	Momma DOB 06/01/1988 WIC Category 0F Elig. End 06/30/2019	Infant DOB 06/08/2018 WIC Category 1 Elig. End 06/30/2019
Next Appointment	<a href="#">Schedule Appointment</a>	<a href="#">Schedule Appointment</a>
eWIC Card Status	Family - Card Not Issued	Family - Card Not Issued
Proof of Residency	<a href="#">Complete</a>	<a href="#">Complete</a>
Proof of Income	<a href="#">Complete</a>	<a href="#">Complete</a>
Proof of Identity	<a href="#">Complete</a>	<a href="#">Complete</a>
Proof of Caregiver Identity	N/A	<a href="#">Complete</a>
Dual Participation Test	<a href="#">Tested 06/08/2018</a>	<a href="#">Tested 06/08/2018</a>
Basic Contact	<a href="#">Needed</a>	<a href="#">Needed</a>
HCI/Hgb	<a href="#">Complete</a>	N/A
Special Authorization		
Survey	N/A	N/A
Referrals	<a href="#">Referrals</a>	<a href="#">Referrals</a>
Immunizations	N/A	<a href="#">Immunization</a>
Cautions		

Save Cancel

# eWIC Screens

## Demographics Screen

Client Services .NET - 3.4.41 - Concord WIC Clinic

File Services Client Voucher Issuance eWIC Issuance Clinic Admin Utilities Reports Help

Find Client Appointment Book Momma Test Group

Group Members  
 Momma Test  
 Infant Test  
 Hide Inactive Clients  
 Add New Group Member

Quick Links for Infant Test  
 Notices  
 Notes  
 Demographics  
 Mid-Certification  
 Referrals  
 Rights & Responsibilities  
 Anthro Meas  
 Blood Meas  
 Immunizations  
 Health Interview  
 Risk Factors  
 Nutrition Education  
 Flowsheet  
 Assign Food Package  
 Issue Benefits  
 History-Client Goals  
 History-Issuances  
 History-Nutrition Education  
 Voucher Pickup  
 Sign for Vouchers

Infant Test  
 10933276 Gender Female  
 DOB 06/08/2018, 0 Months  
 Demographics @ Notices  
 Infant

WIC Active 1  
 Cert. Period 06/08/2018 to 06/30/2019  
 Priority 1 HR

Initial Contact Date 06/08/2018

Client Information  
 Client ID 10932076 Local ID Medicaid #  
 Client Last Name Text First Name Infant MI  
 Date of Birth 06/08/2018 0 Months Female Male Footer Child

Race and Ethnicity Complete Mother Is Family Member Momma Test

Group Information  
 eWIC ID 109333 Clinic Concord WIC Clinic  
 Caregiver Last Name Text First Name Momma MI DOB 06/01/1988  
 Alternate Last Name First Name MI DOB 00/00/0000

Telephone ( ) Message Telephone ( ) Telephone Notes  
 Cell Phone ( ) Carrier  
 Email  
 Receive Appointment Reminders  Email  Text (Phone)

Street Address 100 N Washington Hailing Address  
 City, State, Zip Albany NH 03063 City, State, Zip  
 County Carroll Country

Special Needs  Migrant  Homeless  
 Primary Language Interpreter  Print Letters in Spanish

Save Cancel

# eWIC Screens

## 'eWIC Issuance' drop down

Client Services .NET - 3.4.41 - Concord WIC Clinic

File Services Client Voucher Issuance eWIC Issuance Clinic Admin Utilities Reports Help

Find Client Appointment Book Momma Test Group

Group Members  
 Momma Test  
 Infant Test  
 Hide Inactive Clients  
 Add New Group Member

Quick Links for Infant Test  
 Notices  
 Notes  
 Demographics  
 Mid-Certification  
 Referrals  
 Rights & Responsibilities  
 Anthro Meas  
 Blood Meas  
 Immunizations  
 Health Interview  
 Risk Factors  
 Nutrition Education  
 Flowsheet  
 Assign Food Package  
 Issue Benefits  
 History-Client Goals  
 History-Issuances  
 History-Nutrition Education  
 Voucher Pickup  
 Sign for Vouchers

Infant Test  
 10932076 Gender Female  
 DOB 06/08/2018

WIC Active 1  
 Cert. Period 06/08/2018 to 06/30/2019  
 Priority 1 HR

Issue Benefits  
 Assign Food Package  
 Sign for Card  
 Account  
 Modify Benefit Issuance  
 Issue Benefits Letter  
 View History...  
 View Result

	May 2018	June 2018	July 2018	August 2018
Momma Test	Not Issued	Issued 06/08/2018 First Use 06/08/2018 <a href="#">View</a>	No Food Package Assignment	No Food Package Assignment
Infant Test	Not Issued	R&R Needed	R&R Needed	R&R Needed

Issue Benefits Cancel

## eWIC Screens

### eWIC Issuance > Account > Management

The screenshot shows the 'Account Cards' section with a table that is currently empty. A red circle highlights the 'Issue Card' button in the top right corner of the table area.

Card Holder / Caregiver	Card Number	Issued	Status
No Cardholders found for this Account			

## eWIC Screens

### eWIC Issuance > Account > Balance

The screenshot shows a list of authorized items for the period of 6/8/2018 to 7/7/2018. The total balance is \$6.00. The items listed include various food items like cereal, beans, cheese, eggs, fruit and vegetables, milk, juice, yogurt, and peanut butter.

Quantity	Unit	Item Description
36.00	oz	Basic Milk Cereal All Authorized
4.00	CAN	Canned Beans 15 to 16 oz
1.00	PKG	Cheese 16 oz pkg
1.00	DOZ	Dozen Eggs All Authorized
11.00	USD	Fruit and Vegetables CVB All Authorized
4.00	GAL	Gallon 1% and Fat Free Milk
1.00	1/2 GAL	Half Gal 1% and Fat Free Milk
3.00	CAN	Juice Concentrate All Authorized
1.00	CNT	Low Fat or Fat Free Yogurt
1.00	JAR	Peanut Butter
1.00	PKG	Whole Grains Option All Authorized

## eWIC Screens

### eWIC issuance > Account > Activity

**Client Services .NET - 3.4.48 - Concord WIC Clinic**

File Services Client Voucher Issuance eWIC Issuance Clinic Admin Utilities Reports Help

Find Client Appointment Book **Julia Test Group**

**Group Members**  
**Julia Test**  
 10932117 Gender: Female  
 DOB: 01/09/1989, 29 Years  
 WIC Active PG  
 Cert. Period 06/19/2018 to 12/31/2018  
 Priority 1  
 Due Date 11/06/2018

**eWIC Activity** Notices 0  
 Julia

Caregiver Name: Julia Test eWIC ID: 109375

Family Benefit Issue Date: 6/19/2018 First Use Date: 8/19/2018 End Use Date: 9/18/2018  
 Family Benefit Issue Date: 6/19/2018 First Use Date: 7/19/2018 End Use Date: 8/18/2018  
 Family Benefit Issue Date: 6/19/2018 First Use Date: 6/19/2018 End Use Date: 7/18/2018

**Demographic**

Client ID	Category	Name	Food Package
10932117	PG	Julia Test	Woman PG or MBF

**Issuance**

Client ID	Proration %	1% and Fat Free Milk gallon	1% and Fat Free Milk half gallon	15 to 16 oz Beans can	16 oz Cheese package	16 to 18 oz PJ Jar	32 oz Yogurt Low Fat container
10932117	4	1	4	1	1	1	1
<b>Totals</b>	<b>4</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>

**Activity**

Activity Date	Activity Type	1% and Fat Free Milk gallon	1% and Fat Free Milk half gallon	15 to 16 oz Beans can	16 oz Cheese package	16 to 18 oz PJ Jar	32 oz Yogurt Low Fat container
06/19/2018	Issue	4	1	4	1	1	1
06/19/2018	Redemption		-1		-1		
<b>Remaining</b>		<b>4</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>1</b>

## eWIC Screens

### Modify Benefit Issuance (series of screens)

**Client Services .NET - 3.4.41 - Concord WIC Clinic**

File Services Client Voucher Issuance eWIC Issuance Clinic Admin Utilities Reports Help

Find Client Appointment Book **Momma Test Group**

**Group Members**  
**Momma Test**  
 10932075 Gender: Female  
 DOB: 06/01/1988, 30 Years  
 WIC Active BF  
 Cert. Period 06/06/2018 to 06/30/2019  
 Priority 1 HR  
 Delivery Date 06/08/2018

**Modify Benefit Issuance** Notices 0  
 Momma

Modify Benefit Issuance Wizard - Step 1  
**Client:** 10932075 Momma Test

What would you like to do?

- Reissue formula in exchange for returned and/or unredeemed cans of formula from the current month's benefits.
- Void issuances for months with no redemptions. A new food package may be assigned, which might be prorated when issued.

**Issuances available for revision:**

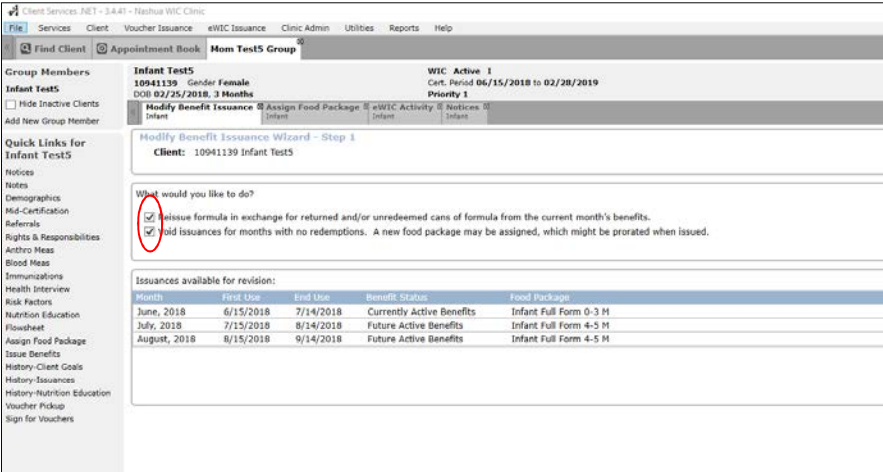
Month	First Use	End Use	Benefit Status	Food Package
June, 2018	6/8/2018	7/7/2018	Currently Active Benefits	Woman PG or MBF

<<< Back Next >>> Save Cancel



# eWIC Screens

## Modify Benefit Issuance (series of screens)



Client Services .NET - 3.4.41 - Nashua WIC Clinic

File Services Client Voucher Issuance eWIC Issuance Clinic Admin Utilities Reports Help

Find Client Appointment Book Mom Test5 Group

Group Members Infant Test5 10941139 Gender Female WIC Active 1 Cert. Period 06/15/2018 to 02/28/2019 Priority 1  
DOB 02/25/2018, 3 Months

Modify Benefit Issuance Assign Food Package eWIC Activity Notices

Modify Benefit Issuance Wizard - Step 1  
Client: 10941139 Infant Test5

What would you like to do?

Reissue formula in exchange for returned and/or unredeemed cans of formula from the current month's benefits.

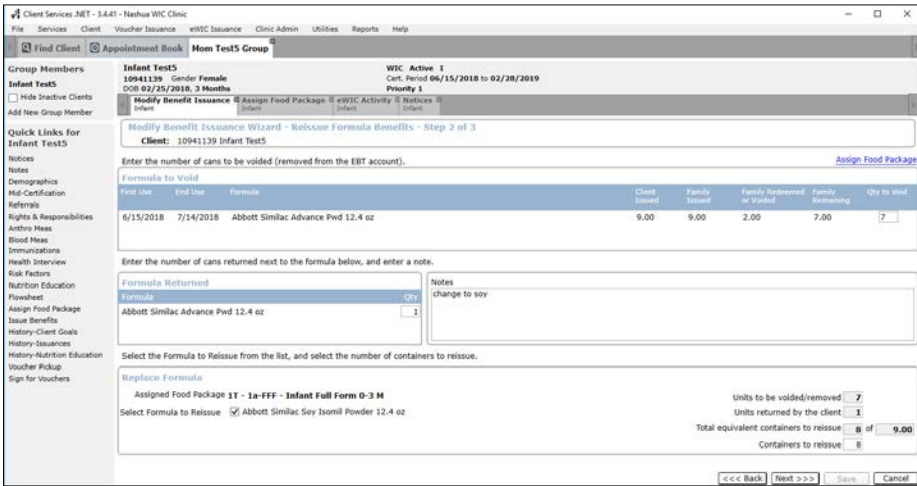
Void issuances for months with no redemptions. A new food package may be assigned, which might be prorated when issued.

Issuances available for revision:

Month	First Use	End Use	Benefit Status	Food Package
June, 2018	6/15/2018	7/14/2018	Currently Active Benefits	Infant Full Form 0-3 M
July, 2018	7/15/2018	8/14/2018	Future Active Benefits	Infant Full Form 4-5 M
August, 2018	8/15/2018	9/14/2018	Future Active Benefits	Infant Full Form 4-5 M

# eWIC Screens

## Modify Benefit Issuance (series of screens)



Client Services .NET - 3.4.41 - Nashua WIC Clinic

File Services Client Voucher Issuance eWIC Issuance Clinic Admin Utilities Reports Help

Find Client Appointment Book Mom Test5 Group

Group Members Infant Test5 10941139 Gender Female WIC Active 1 Cert. Period 06/15/2018 to 02/28/2019 Priority 1  
DOB 02/25/2018, 3 Months

Modify Benefit Issuance Assign Food Package eWIC Activity Notices

Modify Benefit Issuance Wizard - Release Formula Benefits - Step 2 of 3  
Client: 10941139 Infant Test5

Enter the number of cans to be voided (removed from the EBT account).

Formula to Void	Client Issued	Family Issued	Family Redeemed (or Voided)	Family Remaining	Qty to Void
6/15/2018 7/14/2018 Abbott Similac Advance Pwd 12.4 oz	9.00	9.00	2.00	7.00	7

Enter the number of cans returned next to the formula below, and enter a note.

Formula Returned	Qty	Notes
Abbott Similac Advance Pwd 12.4 oz	1	change to soy

Select the Formula to Reissue from the list, and select the number of containers to reissue.

Assigned Food Package IT - 1a-FFF - Infant Full Form 0-3 M

Select Formula to Reissue  Abbott Similac Soy 1somi Powder 12.4 oz

Units to be voided/removed 7  
Units returned by the client 1  
Total equivalent containers to reissue 8 of 9.00  
Containers to reissue 8

<<< Back Next >>> Save Cancel

## eWIC Screens

### Modify Benefit Issuance (series of screens)

**Client Services .NET - 3.4.41 - Nashua WIC Clinic**

File Services Client Voucher Issuance eWIC Issuance Clinic Admin Utilities Reports Help

Find Client Appointment Book **Mom Test5 Group**

**Group Members**  
**Infant Test5**  
 Hide Inactive Clients  
 Add New Group Member

**Infant Test5**  
 10941139 Gender Female  
 DOB 02/25/2018, 3 Months  
 WIC Active 1  
 Cert. Period 06/15/2018 to 02/28/2019  
 Priority 1

**Quick Links for Infant Test5**  
 Notices  
 Notes  
 Demographics  
 Mid-Certification  
 Referrals  
 Rights & Responsibilities  
 Anthro Meas  
 Blood Meas  
 Immunizations  
 Health Interview  
 Risk Factors  
 Nutrition Education  
 Flowsheet  
 Assign Food Package  
 Issue Benefits  
 History-Client Goals  
 History-Insurances  
 History-Nutrition Education  
 Voucher Pickup  
 Sign for Vouchers

**Modify Benefit Issuance** Assign Food Package eWIC Activity Notices

**Void Benefits**  
 Why are you voiding Benefits?  
 Formula exchange

**Select the month(s) you want to void:**

Void	Month	First Use	End Use	Benefit Status	Food Package
<input type="checkbox"/>	June, 2018	6/15/2018	7/14/2018	Currently Active Benefits	Infant Full Form 0-3 M
<input checked="" type="checkbox"/>	July, 2018	7/15/2018	8/14/2018	Future Active Benefits	Infant Full Form 4-5 M
<input checked="" type="checkbox"/>	August, 2018	8/15/2018	9/14/2018	Future Active Benefits	Infant Full Form 4-5 M

Would you like to go to the Assign Food Package window to assign a new food package?  Yes  No

## eWIC Screens

### Modify Benefit Issuance (series of screens)

**Client Services .NET - 3.4.41 - Nashua WIC Clinic**

File Services Client Voucher Issuance eWIC Issuance Clinic Admin Utilities Reports Help

Find Client Appointment Book **Mom Test5 Group**

**Group Members**  
**Infant Test5**  
 Hide Inactive Clients  
 Add New Group Member

**Quick Links for Infant Test5**  
 Notices  
 Notes  
 Demographics  
 Mid-Certification  
 Referrals  
 Rights & Responsibilities  
 Anthro Meas  
 Blood Meas  
 Immunizations  
 Health Interview  
 Risk Factors  
 Nutrition Education  
 Flowsheet  
 Assign Food Package  
 Issue Benefits  
 History-Client Goals  
 History-Insurances  
 History-Nutrition Education  
 Voucher Pickup  
 Sign for Vouchers

**Infant Test5**  
 10941139 Gender Female  
 DOB 02/25/2018, 3 Months  
 WIC Active 1  
 Cert. Period 06/15/2018 to 02/28/2019  
 Priority 1

**Food Package Assignments for Issuances with Current or Future Dates**

Client's Age	First Use Date	Base Food Package	Assign Food Package	
3 Months	06/15/2018	R* 1T - 1a-FFF	1T - 1a-FFF	View Tailor Special Authorization

**Food Package Assignments for Months That Can Be Issued**

Client's Age	First Use Date	Base Food Package	Assign Food Package	
4 Months	07/15/2018	Infant Full Form 4-5 M	2T - 1c-FFF	View Tailor Special Authorization
5 Months	08/15/2018	Infant Full Form 4-5 M	2T - 1c-FFF	View Tailor Special Authorization
6 Months	09/15/2018	Infant Full Form 6-8 M	3T - 2-FFF 6-8M	View Tailor Special Authorization
7 Months	10/15/2018	Infant Full Form 6-8 M	3T - 2-FFF 6-8M	View Tailor Special Authorization
8 Months	11/15/2018	Infant Full Form 6-8 M	3T - 2-FFF 6-8M	View Tailor Special Authorization

**Feeding Summary**

Last Issuance [View](#)  
 Package **R\* 1T - 1a-FFF** First Use **6/15/2018**

Client Receives Formula From Another Program.

## eWIC Screens

**Client Services .NET - 3.441 - Nashua WIC Clinic**

File Services Client Voucher Issuance eWIC Issuance Clinic Admin Utilities Reports Help

Find Client Appointment Book **Mom Test5 Group**

**Group Members**  
**Infant Test5**  
 Hide Inactive Clients  
 Add New Group Member

**Quick Links for Infant Test5**  
 Notes  
 Notes  
 Demographics  
 Mid-Certification  
 Referrals  
 Rights & Responsibilities  
 Anthro Meas  
 Blood Meas  
 Immunizations  
 Health Interview  
 Risk Factors  
 Nutrition Education  
 Flowsheet  
 Assign Food Package  
 Issue Benefits  
 History-Client Goals  
 History-Issuances  
 History-Nutrition Education  
 Voucher Pickup  
 Sign for Vouchers

**Infant Test5**  
**10941139** Gender Female  
 DOB 02/25/2016 3 Months  
 eWIC Activity Infant  
 WIC Active 1  
 Cert. Period 06/15/2018 to 02/28/2019  
 Priority 1

Caregiver Name: Mom Test5 eWIC ID: 109462

Family Benefit Issue Date: 6/15/2018 First Use Date: 8/15/2018 End Use Date: 9/14/2018  
 Family Benefit Issue Date: 6/15/2018 First Use Date: 7/15/2018 End Use Date: 8/14/2018  
 Family Benefit Issue Date: 6/15/2018 First Use Date: 6/15/2018 End Use Date: 7/14/2018

**Demographic**

Client ID	Category	Name	Food Package
10941139	1	Infant Test5	Infant Full Form 0-3 M

**Issuance**

Client ID	Proration %	Advance 12.4oz pwdr can	Isomil 12.4 oz pwdr can
10941139		9	8
<b>Totals</b>		9	8

**Activity**

Activity Date	Activity Type	Advance 12.4oz pwdr can	Isomil 12.4 oz pwdr can
06/15/2018	Issue	9	
06/15/2018	Redemption	-2	
06/15/2018	Issue		8
06/15/2018	Debt Item(s)	-7	
Remaining		0	8

## eWIC Screens

### Issue Benefits Letter- Not needed at this time

**Client Services .NET - 3.448 - Concord WIC Clinic**

File Services Client Voucher Issuance eWIC Issuance Clinic Admin Utilities Reports Help

Find Client Appointment Book **Issue Benefits**

**Group Members**  
**Julia Test**  
 Hide Inactive Clients  
 Add New Group Member

**Quick Links for Julia Test**  
 Notes  
 Notes  
 Demographics  
 Safenets  
 Rights & Responsibilities  
 Anthro Meas  
 Blood Meas  
 Health Interview  
 Risk Factors  
 Nutrition Education  
 Flowsheet  
 Assign Food Package  
 Issue Benefits  
 History-Client Goals  
 History-Issuances  
 History-Nutrition Education  
 Voucher Pickup  
 Sign for Vouchers

**Julia Test**  
**10921127** Gen  
 DOB 01/05/1988  
 Issue Benefits  
 WIC Active PG  
 Cert. Period 06/19/2018 to 12/31/2018  
 Due Date 11/06/2018  
 Priority 1

Assign Food Package  
 Issue Benefits  
 Sign for Card  
 Account  
**Issue Benefits Letter**  
 New Member

**Issue Benefits**  
 The following family members were issued benefits.  
 Select each family member for whom a document contact should be created when the letter is printed.  
 Test, Julia

**New Hampshire DHHS WIC Program**

June 20, 2018

Julia Test  
 27 Concord Drive  
 Concord, NH 03301

The WIC Program has issued additional WIC food benefits to your eWIC card. Benefits were issued for

Print Save As Close

## eWIC Screens

### eWIC > View History > Issuance

The screenshot shows the 'Issuance History' window for the 'Momma Test' group. The client ID is 10932075. The group members list includes Momma Test (DOB 06/01/1988, 30 Years). The WIC status is Active BF, with a cert. period from 06/08/2018 to 06/30/2019. The priority is 1 HR. The Issuance History table shows one record issued on 06/08/2018, with a first use of 06/08/2018 and an end use of 07/07/2018. The food package is 'Woman PG or MBF' and the source is 'EBT On Demand'. The status is 'Not Present'. The record was issued by Becky Trinkle at Concord WIC Clinic.

Issued	First Use	End Use	Food Package	Source	Status	Not Present
06/08/2018	06/08/2018	07/07/2018	Woman PG or MBF	EBT On Demand		<input type="checkbox"/>

## eWIC Screens

### eWIC > View History > Special Authorization History

The screenshot shows the 'Special Authorization History' window for the 'Infant Test' group. The client ID is 10932079. The group members list includes Infant Test (DOB 08/08/2018, 0 Months). The WIC status is Active I, with a cert. period from 06/08/2018 to 06/30/2019. The priority is 1 HR. The Special Authorization History table is currently empty.

Base Food Package	Tailored Food Package	Active Date	Inactive Date

## eWIC Screens

### eWIC > View History > Card History

The screenshot displays the 'Card History' section for a client named Julia Test. The table below shows the history of eWIC cards issued to her.

Issue Date	Card Number	eWIC ID	Caregiver Name	Status
6/19/2018	6107-3000-8007-1213	109375	Julia Test	Activated

Additional information shown at the bottom of the screen:

- Active Date: 06/19/2018
- Card Number: 6107-3000-8007-1213
- Caregiver Name: Julia Test
- eWIC ID: 109375
- Inactive Date: 00/00/0000
- Inactive Reason: (blank)

## Issue eWIC Card

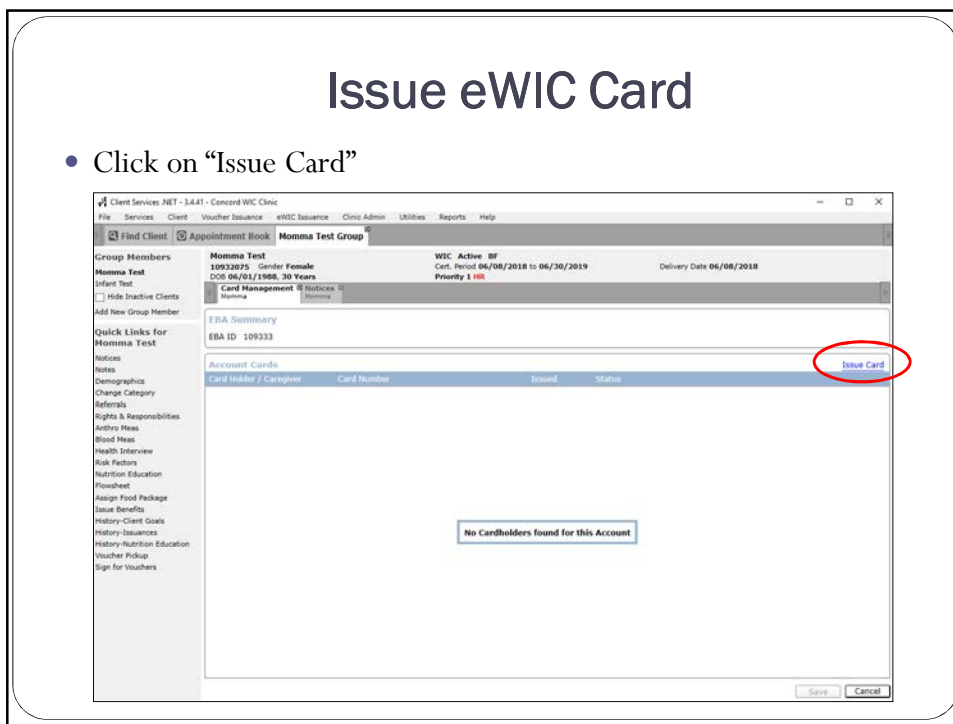
- To issue a card, go to eWIC Issuance > Account > Management

The screenshot shows the 'Account Management' screen for a client named Morona Test. A red circle highlights the 'Account' menu option in the top navigation bar. The main area displays a comparison table for 'Family - Card Not Issued' and 'Family - Card Issued' with various status indicators.

	Family - Card Not Issued	Family - Card Issued
Next Appointment	Schedule Appointment	Schedule Appointment
eWIC Card Status	Family - Card Not Issued	Family - Card Issued
Proof of Residency	Complete	Complete
Proof of Income	Complete	Complete
Proof of Identity	Complete	Complete
Proof of Caregiver Identity	N/A	Complete
Dual Participation Test	Tested 06/08/2018	Tested 06/08/2018
Basic Contact	Needed	Needed
HCI/High	Complete	N/A
Special Authorization	Survey	Survey
Referrals	Referrals	Referrals
Immunizations	N/A	Immunization
Cautions		

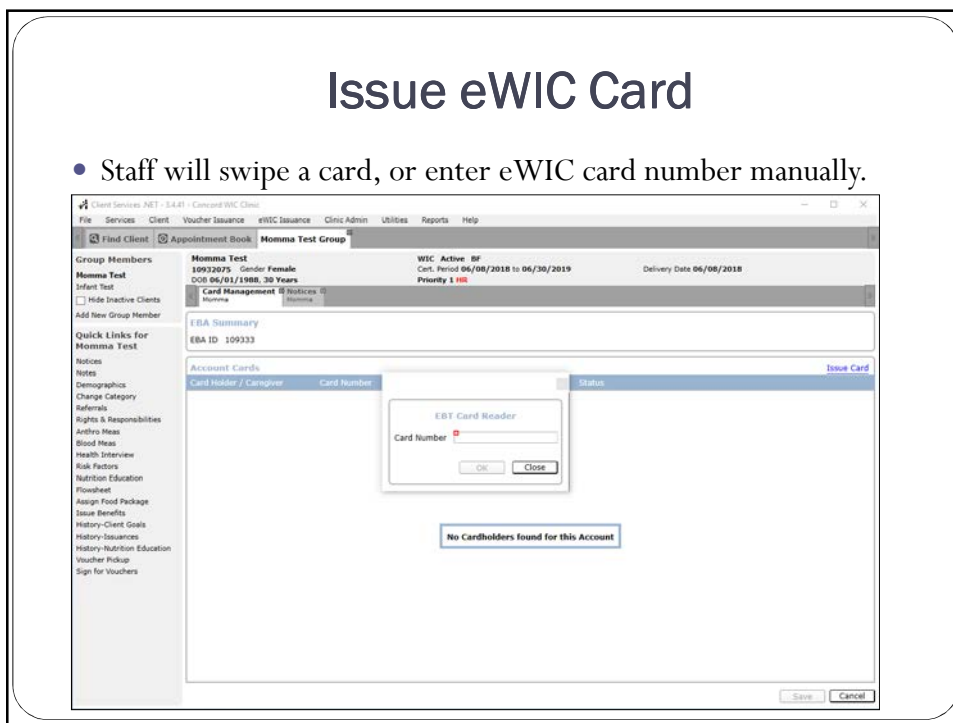
## Issue eWIC Card

- Click on “Issue Card”



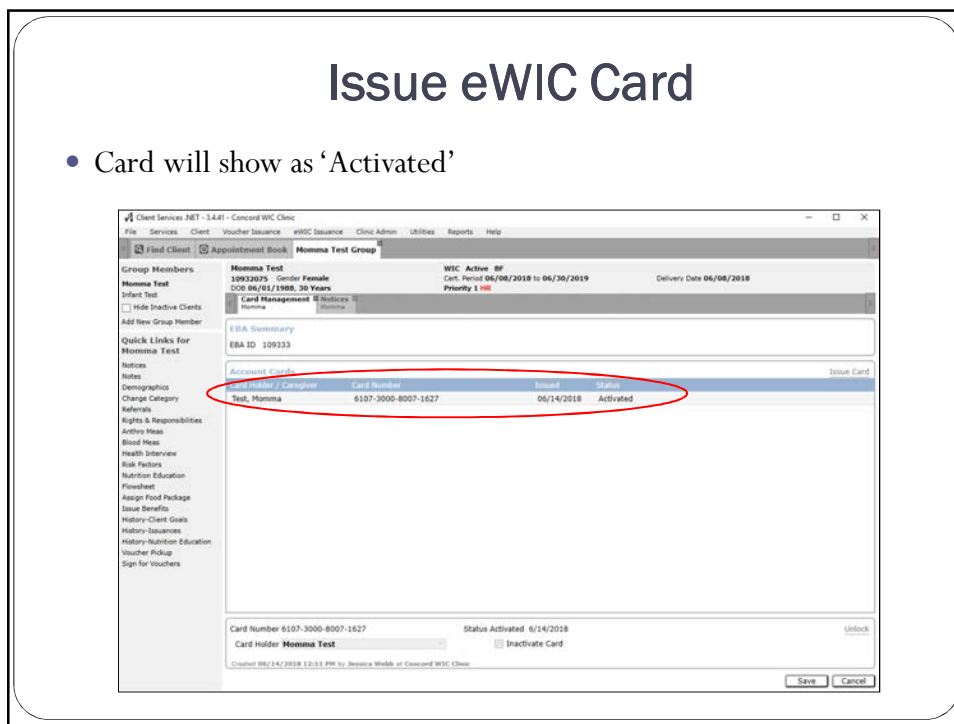
## Issue eWIC Card

- Staff will swipe a card, or enter eWIC card number manually.



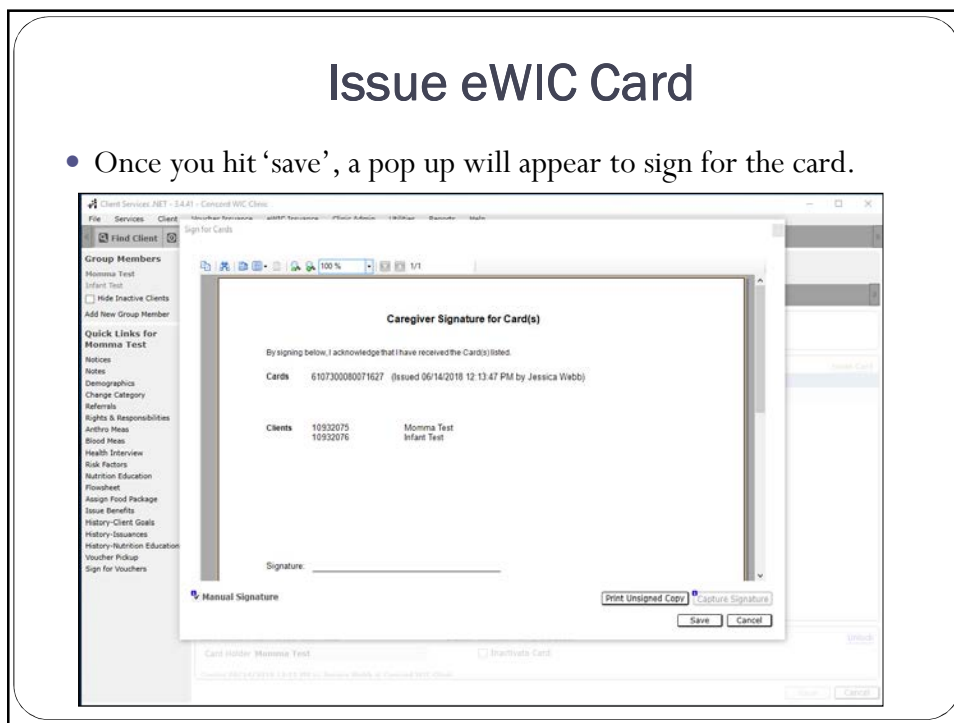
## Issue eWIC Card

- Card will show as 'Activated'



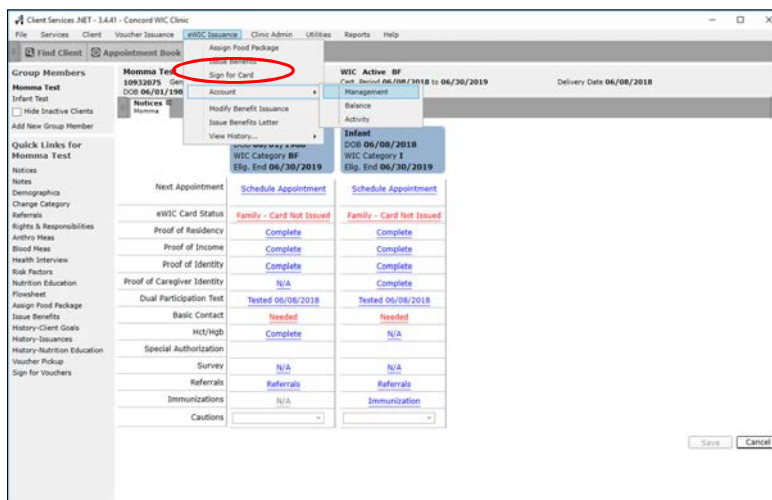
## Issue eWIC Card

- Once you hit 'save', a pop up will appear to sign for the card.



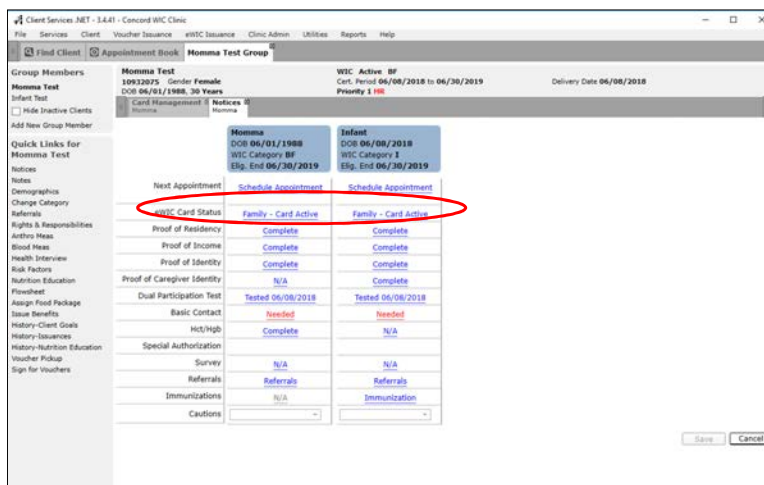
## Issue eWIC Card

- You can also access the 'sign for card' option from the 'eWIC issuance' dropdown



## Issue eWIC Card

- Notice page will indicate if eWIC card has been issued.

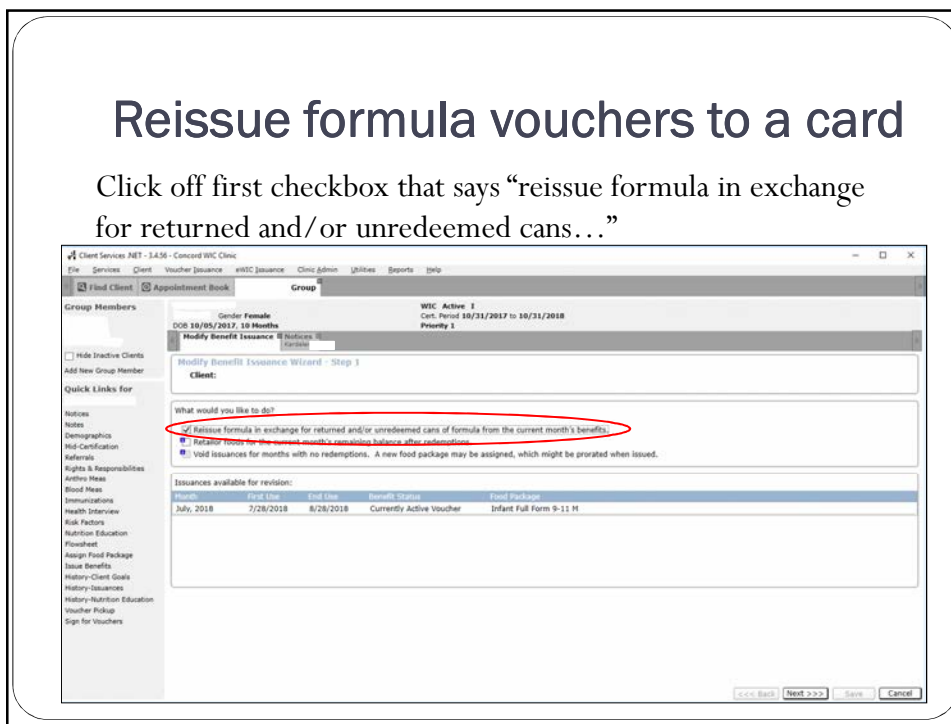






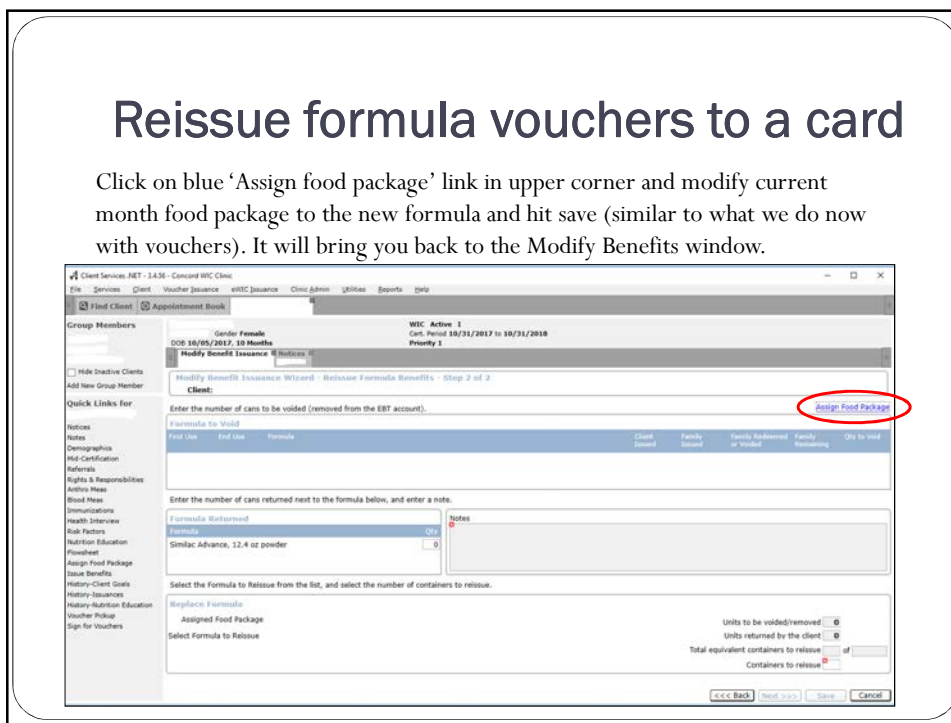
## Reissue formula vouchers to a card

Click off first checkbox that says “reissue formula in exchange for returned and/or unredeemed cans...”



## Reissue formula vouchers to a card

Click on blue 'Assign food package' link in upper corner and modify current month food package to the new formula and hit save (similar to what we do now with vouchers). It will bring you back to the Modify Benefits window.



## Reissue formula vouchers to a card

Enter the total number of cans to reissue that month in the 'formula returned' box (for example, if they returned a voucher for 1 can and 3 unopened cans, write the number 4).

Client Services .NET - 14.36 - Concord WIC Clinic

File Services Client Voucher Issuance eWIC Issuance Clinic Admin Utilities Reports Help

Find Client Appointment Book

Group Members WIC Active 1  
DOB 10/05/2017, 10 Months  
Priority 1

Modify Benefit Issuance Wizard - Reissue Formula Benefits - Step 2 of 2

Enter the number of cans to be voided (removed from the EBT account).

Formula to Void	Client Issued	Family Issued	Family Redeemed or Voided	Family Remaining	Qty to Void

Enter the number of cans returned next to the formula below, and enter a note.

Formula Returned	Qty	Notes
Similar: Advance, 12.4 oz powder	4	Returned 3 unopened cans and voucher # 1093186933 for 1 can = 4 cans total. Voucher # 1093186933 was shredded.

Select the Formula to Reissue from the list, and select the number of containers to reissue.

Replace Formula

Assigned Food Package 11 - 2-FFF 9-11M - Infant Full Form 9-11 M

Select Formula to Reissue SF, Abbott Similar Soy Isomil Powder 12.4 oz

Units to be voided/removed 0  
Units returned by the client 4  
Total equivalent containers to reissue 4 of 7.00  
Containers to reissue 4

Back Next Save Cancel

## Reissue formula vouchers to a card

In the notes box, write a note that 'voucher #####' was returned for 1 can, along with 3 unopened cans, totaling 8 cans. **\*\*INCLUDE THE VOUCHER NUMBERS.**

Client Services .NET - 14.36 - Concord WIC Clinic

File Services Client Voucher Issuance eWIC Issuance Clinic Admin Utilities Reports Help

Find Client Appointment Book

Group Members WIC Active 1  
DOB 10/05/2017, 10 Months  
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Modify Benefit Issuance Wizard - Reissue Formula Benefits - Step 2 of 2

Enter the number of cans to be voided (removed from the EBT account).

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Formula Returned	Qty	Notes
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Select the Formula to Reissue from the list, and select the number of containers to reissue.

Replace Formula

Assigned Food Package 11 - 2-FFF 9-11M - Infant Full Form 9-11 M

Select Formula to Reissue SF, Abbott Similar Soy Isomil Powder 12.4 oz

Units to be voided/removed 0  
Units returned by the client 4  
Total equivalent containers to reissue 4 of 7.00  
Containers to reissue 4

Back Next Save Cancel

## Reissue formula vouchers to a card

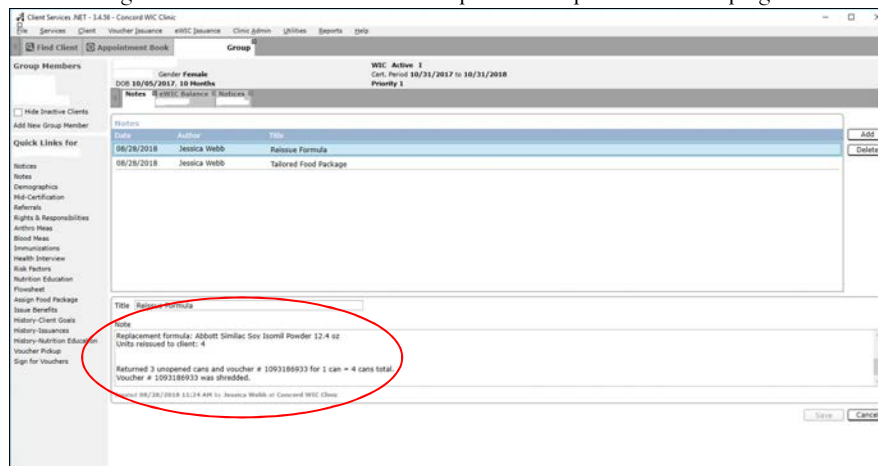
Click off the formula reissue box at the bottom and make sure the 'containers to reissue' box is reflective of what it should be.

## Reissue formula vouchers to a card

Reissue. This will put this number of cans on the card for the current month (with the same dates as the vouchers were/are).

## Reissue formula vouchers to a card

This will auto-generate a note in the admin notes section with all the information, including the voucher number entered in a previous step for record keeping.



## Issue Benefits

- Issuing benefits is a separate step from issuing a card.
- A benefit list must be provided when benefits are issued.
- Caregivers must show identification at all appointments when benefits are issued.
- **NEW**--Caregiver doesn't need an ID when going shopping at the store.
- Recommendation from pilot: Before issuing benefits or a card, take a moment to verify date of birth and zip code with the caregiver.
- **Steps:**
  1. Assign a food package to all active participants in the family.
  2. Issue benefits.
  3. Print the shopping list for the family and review it.
  4. Make sure the caregiver has the most up to date store list.
- **Benefit dates no longer overlap like with vouchers.**

## Activate PIN

- Caregiver will call customer service/Interactive Voice Response (IVR) at **1-855-279-0680** in clinic with staff or be provided steps to activate. This can also be done on [www.wicconnect.com](http://www.wicconnect.com)
- Caregiver will need 16 digit card number, mailing zip code, and DOB.

### STAFF REMINDERS:

- \_ Never enter/pick a PIN number for the Caregiver.
- \_ Provide privacy when the participant sets up their PIN.

## Change/Unlock a PIN

- A caregiver can change their PIN for any reason, including if they forgot it or feel that it has been compromised.
- The PIN will be locked if the client incorrectly enters their PIN 4 times at the store. Benefits cannot be purchased without entering the correct PIN.
  - PINs will automatically unlock at midnight.
- To unlock or reset the PIN before the automatic unlock at midnight, the caregiver will need to call customer service or their Local Agency. This unlock is immediate.

**Checking in:**  
What 3 items are needed to call IVR to access information?

## eWIC Card for Foster Child

- Foster Children are considered a separate household.
- Each Foster Child will receive their own card and benefits that are not combined with the rest of the family.
- If a Foster Child is moved to a new group (caregiver), the previous card will need to be deactivated and a new card must be issued.
- Suggest the family mark the foster child's card, because they will have 2 identical looking cards.
- Be sure the foster child box is checked on the demographics screen.



## Foster Switching Families

- Since a foster child has their own account and card, when they switch to a new family, a new card is issued, but the same benefits will go with them to the new family.
- When moving a foster child to a new family, card must be deactivated first, then 'switch group'\*
- If a Foster infant changes families (whether it is still as a foster, going back to biological family, or being adopted into a family), we do not want the child to be without formula if the previous caregiver already redeemed it all for the month.
- The CPA/nutritionist will have to determine how many cans to reissue for the rest of the month (looking at dates and what is on the remaining balance).

## Deactivate a Card/Reissue a Card

Primary Caregiver can call or stop by the clinic to deactivate a card.

- The card must be deactivated immediately when you speak directly to the participant. Cards reported lost or stolen via voice mail must be deactivated as soon as possible but at least **within one business day**.
- FNS policy requires replacement of the EBT card and transfer benefits **within seven business days** from the date reported.
- New cards must be issued when children change caregivers or foster families. The original card is linked to the first primary caregiver's personal information.
- New cards do not have to be issued when a non-foster child switches to another family if that family already has a card.
- If a child switches to a new family that doesn't have a card, a new card should be issued. (example one child moving from mom to dad). Staff should not just change the caregiver information, a new group needs to be created.

## Deactivate a Card/Reissue a Card

To deactivate a card go to Card Management and deactivate the card. Issue a new card.

- It is encouraged that most, if not all staff should know how to issue a replacement card. Participants shouldn't have to make an appointment to get a new card if it is lost/stolen/damaged, they should be able to walk in during business hours.

Card Number 6107-3000-8007-1627      Status Activated New 6/14/2018      [Unlock](#)

Card Holder **Mamma Test**       Deactivate Card      Reason: Lost

Created 09/14/2018 12:13 PM by Jessica Webb at Cleveland WIC Clinic



## Services Over the Phone

Services over the phone include but are not limited to: appointment changes, unlocking PIN, reporting lost/stolen card, and scenarios on next slide.

Staff MUST verify 3 identifiers to match in StarLINC before providing services:

- Caregiver Name
- Caregiver Date of Birth (DOB)
- Client (child's) name
- Client DOB
- Zip Code



## Void Benefits

You may need to void benefits when:

- Food package needs to be changed.
- Participant is terminated or suspended.
- Formula Change

Currently, benefits for the current month can only be voided if no items were redeemed by the family (with the exception of infant formula).

## Proration

- Proration may occur automatically in the system for the following situations:
  - When the system is matching benefit dates.
    - New family member added to existing benefitted group but the use dates calculated by the system don't match up with the use dates for existing issuances already on the family's card.
  - Client is terminated or suspended from the program.
    - If the selected participant is either Terminated (on Terminate WIC Client) or Suspended (on Suspend WIC Client), depending on the reason selected by the user, the system may prorate next month's issuance by 50% (as well as void any months after that). This case always prorates at 50%.

## Proration

Days remaining	Percent of package issued
0-5	25%
6-17	50%
18-23	75%
24-31	100%

## 11 Month Old Turning One Year Old

- This process can be used for those remote sites when you have a 11 month old who is turning one in a short amount of time that would like the 1 year old food package as soon as possible rather than another month of formula that will not be used.
- With eWIC, we do not have the ability to manually prorate dates.

## 11 Month Old Turning One Year Old

- With eWIC, we have the ability to push benefits.
- If the mom wants this, and understand/agrees to the process, Local Agencies can issue a card, but with no benefits, and can hold off on pushing the benefits until the child's first birthday.
- Local Agencies would have to make their own internal policy to make sure this is a smooth process.

## 11 Month Old Turning One Year Old

- A few things to remember:
  - There would need to be a step to ensure LA staff do not forget to load the benefits the day they need to be loaded.
  - The LA would have to get in touch with the caregiver and let them know when they are loaded.
  - The caregiver cannot set their PIN until benefits are loaded on the card. The LA would need to give the caregiver instructions on this.
  - The LA is still responsible for letting the caregiver know exactly what benefits are loaded onto the card that are for that child.
  - Since a benefit print off cannot be printed that day, LA are encouraged to instruct the caregiver to call the IVR or set up a WICconnect account that they can check that day to see the benefits.

## Separation

- Separation occurs when a participant is removed from an eWIC account, either by switching into a new or different group (Create New Group, Switch Group, or on Transfer From In State when transferring a client into a new or different group) or by changing the client's Foster Child status on the Demographics window. These situations may cause the client to not only be switching groups within the system, but also switching to a new eWIC account.
  - If the participant has a currently valid eWIC issuance, and there **are no redemptions** against the eWIC account for the same period, the participant's issuance will be voided. The participant's future issuances will be voided as well.
  - If the participant has a currently valid eWIC issuance, and **there have been any redemptions** during the same period, a percentage of the remaining foods, based on the participant's percentage of the original issuance for the family, will be removed. The client's future issuances will be voided.

## Separation

- The system has been updated so certain foods (such as Fruit and Vegetables dollars) never get prorated. The **View Issuance** pop-up on prorated issuances now includes wording at the bottom noting some foods are excluded by policy as a reminder.
- The proration rules for participants that have been certified as a **30 Day Temp participant** when their issuance needs to prorate in order to line up their First Use Date with the family's First Use Date have been changed as follows:
  - If there are 16 or more days remaining for the prorated issuance, the 30 Day Temp client will get a full package (100% prorate)
  - If there are 15 days or less remaining for the prorated issuance, the 30 Day Temp client will get a half of a food package (50% prorate)

## Interactive Voice Response System

(IVR)

**1-855-279-0680**

Participants can:

- Set and change their PIN
- Check benefit balance and transactions

**ENGLISH AND SPANISH!**

**TIP:**

Have the participant store this number in their phone for easy access.

**TIP:**

Local Agencies should have the IVR number on their clinic's voicemail.



## Issuing Benefits without Being Present in Clinic

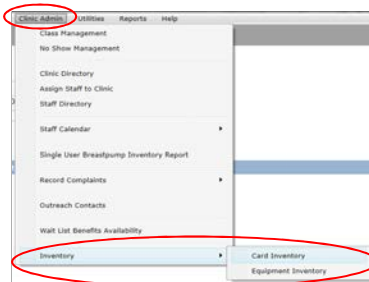
Other services that may be done over the phone/without physical presence:

- Clinic is cancelled for a reason out of Local Agency's control (weather)\*\*
- The participant has received a formula change, has unredeemed formula in their WIC account for the current benefit period, has no containers from the current benefit period to exchange and the LA has received appropriate documentation. **MUST BE A CPA (nutritionist).**
- Change in formula quantity for a breastfeeding infant or to change entirely to a formula fed package. **MUST BE A CPA (nutritionist).**
- Food package change for the current issuance month if nothing has been redeemed and/or change for future issuance months. **MUST BE A CPA (nutritionist).**

**REMINDER: Make sure to mark the participant as not physically present on issuance screen.**

## Card Inventory

- Cards will be given out from the state office to Local Agencies as needed/requested.
- Once you receive your cards, they need to be marked as received in the StarLINC system by Local Agency staff. This needs to be done within 72 hours.
  - This is accessed under Clinic Admin > Inventory > Card Inventory



## Card Inventory

- When a local agency is issued new card inventory from the State Office they should go into the Find-Card Inventory screen and keep the “Not Yet Received” box check when doing a find. Once you locate the series you just received, update with the date your local agency received the cards and save.

- If you uncheck the “Not Yet Received” box and select find, then you should see all the card series your local agency has received in the past.

## Card Inventory

- There is also a card replacement report that can be used to track the replacement cards issued and the reason the cards were inactivated. You can search for clients having more than a requested number of cards issued.

WIC ID	Card Holder Name	Card Number	Date Card Issued	Reason Card Inactivated	Inactive Date	Current State
10002	Jill Wilson	810720000006647	06/15/2018			Activated
10002	Jill Wilson	810720000006650	06/14/2018	Lost	06/15/2018	Deactivated
10004	Rae Zuo	810720000006656	06/14/2018			Activated
10004	Rae Zuo	810720000006646	06/14/2018	Lost	06/14/2018	Deactivated
10005	Rae Mathis	810720000006611	06/14/2018			Activated
10005	Rae Mathis	810720000006611	06/14/2018	Lost	06/14/2018	Deactivated

- NH does not currently restrict the replacement of cards, but will track this for future discussions and updates to the policy.

## Card Inventory

- Agencies should use the Card Inventory Summary Report to help inventory their cards once a month. This report can be found under your report menu.

Agency	Received Date	Cards Received	Cards Issued	Cards Lost/Damaged	Cards Recovered	Cards Remaining
Belknap-Merrimack Counties Comm Action Program (CAPBMCI)	6/12/2018	50	24	0	0	26

## Card Inventory

- Damaged cards or cards lost by staff prior to issuance to clients should be reported on the Card Inventory Detail screen. This screen can be updated as many times as you need. Damaged cards should be kept by the local agency until the series is reconciled to zero “Cards Remaining”. Once a card series is reconciled, local agencies can return those damaged cards to the State Office.

Agency: Belknap-Merrimack Counties Comm Action Program

Beginning Card #: 6107300080070967      End Card #: 6107300080071452

# Cards in Box: 50

Date Received: 06/12/2018      # of Lost/Damaged Cards: 5

Date Sent: 06/05/2018      # of Recovered Cards: 0

Cards Remaining: 45

Last Changed: 06/25/2018 10:14 AM by Tara Orchard



## Card Inventory

- Local Agencies shall reconcile their card inventory once a month. We ask you do this by printing out your “Card Inventory Summary Report” and having a staff initial and date next to each series that the cards remaining number is indeed correct. This initialed report should be kept on file for State staff to review during a Management Evaluation.
- Staff that inventory card stock on a monthly basis **cannot** be the same staff that receipts the card stock.

Agency	Received Date	Cards Received	Cards Issued	Cards Lost/Damaged	Cards Recovered	Cards Remaining
Belknap-Merrimack Counties Comm Action Program (CAPBMC)	6/12/2018	50	27	5	0	18

## Mailing Cards



- Mailing cards, (just like now with mailing vouchers), should only be done for extreme situations (power outage, \*lost/stolen with access issues). **Refer to PPM Chapter 9, section C “Mailing Cards”.**
  - **\*REMINDER:** FNS policy requires replacement of the EBT card and transfer benefits **within seven business days** from the date reported.
  - When a card is mailed, benefits may NOT be loaded until the Local Agency gets confirmation that the card has been received.
  - **\*REMINDER:** the card will have the same PIN as the previous card unless the caregiver changes it through customer service.

## Mailing Cards



- Local Agencies will need to tape card to a sheet of paper, document in the notes sections of StarLINC, deactivate old card, issue a new card, stamp 'do not forward' on the envelope. Mailed cards do not require a signature.
- Local Agencies will need to develop a tracking system to track cards mailed from their Agency.
  - This tracking system should also include a column where you can track when confirmation of the card was received/when benefits were loaded. **Reminder:** *you cannot load benefits to a card until you get confirmation that it was received.*

## StarLINC Manual Forms

### **If the internet is down , can the certification be completed?**

Yes, you can complete the certification using the StarLINC manual form.

- In the 'Benefit Package' section a line to put the eWIC Card # and Caregiver signature for card has been added.
- Staff will send families with eWIC card once certification is completed on paper.
- Staff will contact family once certification is completed in StarLINC and benefits are issued and document on the manual form date contacted.
- Staff will attach manual signature form to StarLINC manual form. Signature on StarLINC manual form will meet the requirement for the signature for card received.

## Proxies

- eWIC does not require “Proxy Cards”.
- Caregivers will decide if want to give a family member or friend their PIN number to access WIC benefits at the store.
- Caregivers need to be aware if they give their PIN number to someone they will have access to all the foods from the family benefit.
- WIC foods will NOT be replaced.
- Do not write the PIN on the card.
- Caregivers are responsible to teach their “proxy” how to use and shop in the store using the eWIC card.
  - Can use eWIC brochure and/or have them watch the video.
  - Participants may want to explain check out procedure if they are aware the store the shopper is going to is stand beside or integrated.

## Transfers with a card

- If a participant is transferring into New Hampshire with an out-of-state eWIC card, a new New Hampshire card and set of benefits should be issued.
- If a participant is transferring out of New Hampshire who has been assigned an eWIC card, talk to the participant about when, and void any future benefits that will not be used.

## Transfers with vouchers

- If a participant arrives at an eWIC clinic with vouchers from another state, vouchers should be destroyed and a new eWIC card and set of benefits should be issued.
- Reminder- if dual participation is suspected, this should be followed up on by the local agency. Please remember to follow up with the State Agency with this information.

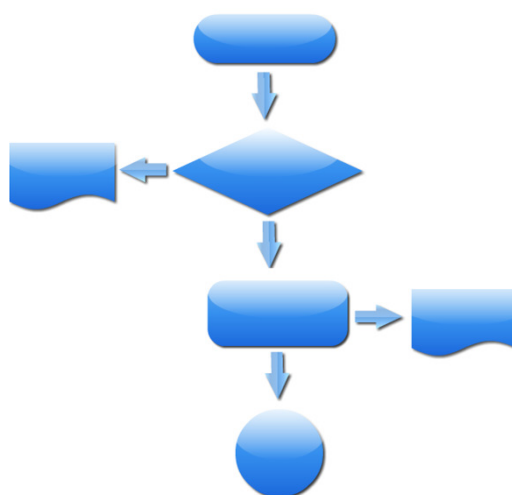
## Check Account Balance

- Staff should be printing a shopping list with of the family benefits at each WIC appointment.
- WICShopper app \*
- Families should use previous store receipt after their initial shopping visit.
- Families can call customer service at 1-855-279-0680.
- Families can use the cardholder website: [www.WICConnect.com](http://www.WICConnect.com)
  - Steps to follow:
    - Select NHWIC from the dropdown menu.
    - You will need the date of birth, mailing address zip code of the primary cardholder to get WIC account information.
- Families can look in the NHWIC StarLINC portal
- Families can get a print out of their benefits at the customer service desk.

## Shopping/Benefit List Printed at WIC clinic

New Hampshire DHHS WIC Program	
Benefit Account Balance	
Nashua WIC Clinic	
Month: 2 Tester	
Benefits for 06/13/2018 to 07/12/2018	
7.00 OAN	Abbott Similar Advance Dard 17.4 oz
24.00 OZ	Breakfast Cereal All Authorized
2.00 PKG	Cheese 16 oz pkg
2.00 DOZ	Dozen Eggs All Authorized
30.00 OZ	Fish All Authorized
0.00 USD	Fruit and Vegetables CVB All Authorized
2.00 GAL	Gallon 1% and Fat Free Milk
6.00 1/2GAL	Half Gal Soy Milk
3.00 CNT	Infant Cereal Box All Authorized
32.00 CNT	Infant Fruit and Vegetables All Authorized
2.00 BTL	Juice Shelf or Refrig 64 oz All Authorized
1.00 CNT	Low Fat or Fat Free Yogurt
2.00 JAR	Peanut Butter
1.00 PKG	Whole Grains Option All Authorized
Benefits for 07/13/2018 to 08/12/2018	
72.00 OZ	Breakfast Cereal All Authorized
3.00 PKG	Cheese 16 oz pkg
3.00 DOZ	Dozen Eggs All Authorized
30.00 OZ	Fish All Authorized
19.00 USD	Fruit and Vegetables CVB All Authorized
2.00 GAL	Gallon 1% and Fat Free Milk
3.00 GAL	Gallon Whole Milk
6.00 1/2GAL	Half Gal Soy Milk
4.00 BTL	Juice Shelf or Refrig 64 oz All Authorized
1.00 CNT	Low Fat or Fat Free Yogurt
3.00 JAR	Peanut Butter
3.00 PKG	Whole Grains Option All Authorized
1.00 CNT	Whole Yogurt
Benefits for 08/13/2018 to 09/12/2018	

## Clinic Flow

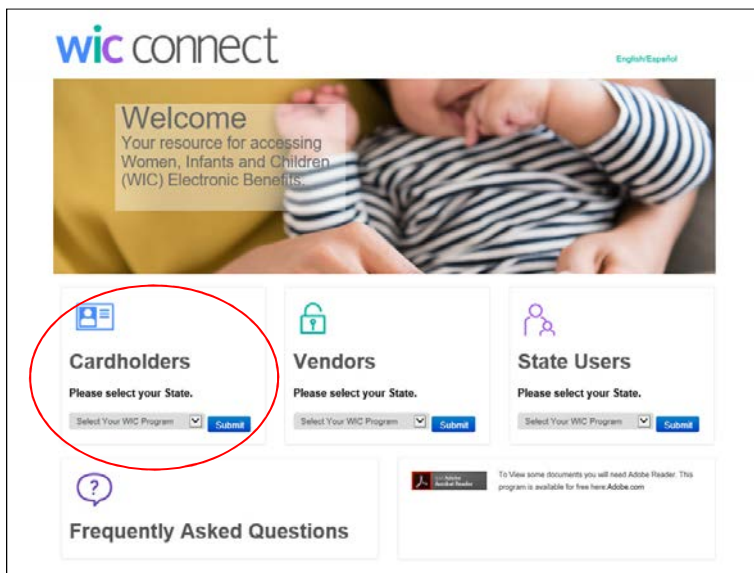




## Print Balance Inquiry at Grocery Store



## WWW.WICconnect.com



# WWW.WICconnect.com

**EBT<sup>SM</sup> WIC<sup>SM</sup>**  
Electronic Benefits Transfer  
Women, Infants and Children

User ID

Password

**LOGIN**

[Help?](#)  
[Forgot User ID](#)  
[Reset Password](#)

**Create User Account**

Cardholders are required to have a User ID and password to view their:

- Account Balance
- Transaction History

**PROGRAM MATERIAL**

**CONTACT INFORMATION**

**LOST, STOLEN CARDS**

**OTHER LINKS**

**Welcome to the NEW HAMPSHIRE WIC EBT Website**

Your household's WIC food benefits may be issued for up to 3 months at a time and may be extended when you visit the WIC clinic for your next appointment. You can only use your WIC EBT Card at a store that has been approved to accept the WIC EBT Card. Ask your WIC clinic for a list of approved stores.

While up to 3 months of WIC food benefits may be authorized on your WIC EBT Card at a time, each monthly allotment must be used within a specific period of time. Any benefits not used by midnight on the last day of the monthly period expire and do not roll-over to the next month. You may use your WIC EBT Card as often as you like throughout the month. The WIC Shopping List that you received at the WIC clinic or the last store cash register receipt you received details the dates, amounts, and specific types and remaining balances of foods that may be purchased.

You can get your current WIC food balance by checking your last store receipt, using the balance inquiry terminal at an authorized WIC store, logging in to this portal, or by calling the Customer Service number on the back of your WIC EBT card.

English / Español

# WWW.WICconnect.com

**EBT<sup>SM</sup> WIC<sup>SM</sup>**  
Electronic Benefits Transfer  
Women, Infants and Children

**MY ACTIVITY** (Check Transaction History) **CARD HOLDER INFO** (MOKANOSBERNDJ3) **Family ID 189443** **CARD # XXXXXXXXXXXX1123** **CARD STATUS ACTIVE**

[Control & Follow Balance](#) [CHANGE PIN](#)  
[Change Password](#) [FAQs](#) [Contact Info](#)  
[SECURITY PROFILE](#) [Log Out](#)

**Current Balance**

Description	Units	Amount	Remaining
CHEESE 16 OZ PND	PACKAGE	0.00	0.00
DOZEN EGGS ALL AUTHORIZED	DOZEN	0.00	0.00
BREAKFAST CEREAL ALL AUTHORIZED	OUNCE	26.00	0.00
PEANUT BUTTER	JAR	0.00	0.00
BEANLE GRAINS OPTION ALL AUTHORIZED	PACKAGE	0.00	0.00
FRUIT AND VEGETABLES CVR ALL AUTHORIZED	CASH VALUE BENEFIT	0.00	1.01
LOW FAT OR FAT FREE YOGURT	CONTAINER	0.00	0.00
GALLON 1% AND FAT FREE MILK	GALLON	0.00	0.00
JUICE SHELF OR REFREG 64 OZ ALL AUTHORIZED	BOTTLE	0.00	0.00

**Future Balance**

07/15/2018 - 08/15/2018

Description	Units	Amount	Remaining
CHEESE 16 OZ PND	PACKAGE	0.00	0.00
DOZEN EGGS ALL AUTHORIZED	DOZEN	0.00	0.00
BREAKFAST CEREAL ALL AUTHORIZED	OUNCE	26.00	0.00
CANNED BEANS 1/2 TO 16 OZ	CAN	0.00	4.00
BEANLE GRAINS OPTION ALL AUTHORIZED	PACKAGE	0.00	0.00
FRUIT AND VEGETABLES CVR ALL AUTHORIZED	CASH VALUE BENEFIT	0.00	0.00
LOW FAT OR FAT FREE YOGURT	CONTAINER	0.00	0.00
GALLON 1% AND FAT FREE MILK	GALLON	0.00	0.00
JUICE SHELF OR REFREG 64 OZ ALL AUTHORIZED	BOTTLE	0.00	0.00

08/15/2018 - 09/15/2018

If you want to review your current or previous month's transaction history, enter the month and year in the "My Activity" field in the upper left hand corner of this screen and click on SEARCH.  
 To view details about a food item on your shopping list, click on the plus (+) sign next to the description.



# WWW.WICconnect.com

**MY ACTIVITY**  
Check Transaction History  
All 2018

**CARD HOLDER INFO**  
MOM.KHDOSEHOLD21  
Family ID: 809444  
Card Number: XXXXXXXXXXXX1783  
Card Status: ACTIVE

Current & Future Balance CHANGE PIN  
Change Password FAQ's CONTACT INFO  
SECURITY PROFILE Log Out

**Transaction History**  
Card Number: XXXXXXXXXXXX1783 Date Range: June 2018

Date	Quantity	Units	Item	Transaction	Location
06/11/2018	1.00	PACKAGE	BREAD MANN WHLWHT	WIC PURCHASE	CARIBBEAN MARKET
06/11/2018	13.00	OUNCE	KIX BERRY 12OZ	WIC PURCHASE	CARIBBEAN MARKET
06/11/2018	13.00	OUNCE	KIX BERRY 12OZ	WIC PURCHASE	NEW HARVESTER MARKET
06/11/2018	1.00	PACKAGE	BREAD MANN WHLWHT	WIC PURCHASE	NEW HARVESTER MARKET
06/11/2018	1.50	CONTAINER	YOGURT NF STRAWBERRY	WIC PURCHASE	NEW HARVESTER MARKET
06/13/2018	2.00	CASH VALUE BENEFIT (CVB)	NEW BLUE APPLECE 6PK	WIC PURCHASE	NEW HARVESTER MARKET
06/12/2018	1.00	DOZEN	EG WHITE BUGGS	WIC PURCHASE	NEW HARVESTER MARKET
06/12/2018	13.00	OUNCE	KIX BERRY 12OZ	WIC PURCHASE	NEW HARVESTER MARKET
06/12/2018	4.00	CASH VALUE BENEFIT (CVB)	PLUJ APPLES	WIC PURCHASE	NEW HARVESTER MARKET
06/12/2018	1.00	JAR	IF CREAMY PB	WIC PURCHASE	NEW HARVESTER MARKET
06/12/2018	2.00	GALLON	FAT FREE MILK GAL	WIC PURCHASE	NEW HARVESTER MARKET
06/12/2018	1.00	GALLON	FAT FREE MILK GAL	WIC PURCHASE	NEW HARVESTER MARKET
06/12/2018	1.00	PACKAGE	MACH STYLE SHRED	WIC PURCHASE	NEW HARVESTER MARKET
06/12/2018	1.00	BOTTLE	JJ GRAPE JUICE 6ROZ	WIC PURCHASE	NEW HARVESTER MARKET

If you find transactions you believe to be in error, or you wish to dispute a specific transaction, please contact the Customer Service Center immediately.  
FOR CUSTOMER SERVICE CALL 1-844-940-3833. Open 24 HOURS A DAY, 7 DAYS A WEEK.

WIC EBT English / Español

[UAT.wicconnect.com](http://UAT.wicconnect.com)

## Topics to discuss with participants

- **Securing Your Card**
  - Card PIN security
  - How to change your eWIC PIN
  - What if you forget your eWIC PIN, unlocking your card
  - How to report the card lost or stolen
- **Your Benefits**
  - The whole family's benefits are on one card
  - How to check your benefit balance
  - Benefit expiration
- **Shopping with eWIC**
  - Stores accepting eWIC for Pilot
  - Step-by-step
  - Mixed basket
  - Cashiers can't override the system
  - **SWIPE WIC CARD FIRST** (Stand-beside versus Integrated)
  - WICShopper app (when available)
  - Cannot use self checkout

# eWIC Brochure


### Getting Started

Call or go to the following to check your account balance:

Customer Service: 1-855-279-0669

Cardholder Website: [www.WICConnect.com](http://www.WICConnect.com)

- Select NH eWIC from the dropdown menu.
- You will need the name, date of birth, mailing address, zip code of the primary cardholder to get WIC account information.
- You may also use your last three receipt or its a benefit balance check at the store.



6107 3001 2345 6789


### Shopping with Your eWIC Card

Look for the NH eWIC Accepted Here sign before shopping. Use the following as a guide for how to do an eWIC transaction. The steps may have minor differences from store to store.

- Select your WIC foods using your household's benefit balance and the NH eWIC Approved Food List.
- Ask if you need to separate WIC items from other purchases. Some smaller stores may need this.
- The cashier scans the WIC food items.
- Swipe your eWIC card. Always use your eWIC card first before other forms of payment.
- Enter your four digit PIN.
- Approve the foods bought with your eWIC card.
- Take your card and receipt. Your receipt shows what you bought and what is left on your eWIC card.

### Reading Your Receipt


Your cash register receipt will list the WIC food items you bought, the remaining funds and expiration date for your benefits, here is an example:



Keep your receipt to know the balance and date to buy your WIC foods.

Take Care of Your eWIC Card


- DO NOT show it away. The same card is reloaded and used every month.
- DO NOT drink, eat or touch it, punch holes, or use it for other things.
- DO NOT store it near magnets or electrical equipment like cell phones.
- DO NOT cover it in the sun or other hot places, like your car.
- Keep the back strip on the back free from scratches.
- Keep it in a safe place like a wallet or purse.



## New Hampshire eWIC Card Guide

Welcome to eWIC, a faster and easier way to shop!

With eWIC, your household's WIC benefits will be put on one WIC account (eWIC card) at your WIC office. A list of your foods will be given to you with the start and end date for your benefit periods. You will use your NH eWIC Cards to buy your WIC foods at NHWIC authorized stores.



**Have a question about my WIC foods, budget or WIC foods on hand?**  
 Go to the WIC office if you have questions about WIC foods or if you need to change your list of foods.

**How do I know my WIC card?**  
 Enter Service or your WIC office to cancel. You will need to visit your WIC office to be new card.

**How WIC items while I'm shopping for my list?**  
 Always use your eWIC card first to pay for your list. Then you can use other forms of payment. Cash, gift card, debit card, credit, or check to pay items.

**Is a food you expected to be covered by WIC not covered for the following reasons?**  
 You may not be in your food package. We have already bought that food for the 2 Food List.  
 We may not be an approved food on the 2 Food List.  
 Your household may have changed or be ineligible for the program's system. Your food item should have been accepted, per Service.

**See Department of Health & Human Services, Division of Public Health Services, WIC Program, 219 Hazen Drive, Concord, NH 03301. 1-800-WIC-4322.**  
 This material is an issue opportunity provider.

**What does it mean if I get the following message from the cash register system at the store and what should I do?**

- I need Not Found:** Contact your local WIC office.
- Invalid PIN:** You may have entered the wrong PIN, or you may have entered the message 3 times, call Customer Service to reset your PIN before going a 4th time.
- Benefits Expired:** you no longer have funds available.

**What if I need someone else to do my WIC shopping for me?**  
 Only give your card and your PIN to someone you know well and trust. When you give someone your card and PIN they could buy all of your WIC foods. WIC foods will NOT be returned.

**What is the Customer Service telephone number?**  
**1-855-279-0669**  
 This number is also located on the back of your NH eWIC Card. You can call this number, free of charge, 24 hours a day, 7 days a week.  
 Examples of when to call Customer Service:  
 • You want to activate your card.  
 • You forgot your PIN or would like to reset your PIN.  
 • You need to know your WIC food balance and do not have a print out of your last store receipt.  
 • Your eWIC card is lost, stolen, damaged or will not work.  
 • Someone is using your eWIC card without your approval.  
 • You have questions or need help with your eWIC card.

**What is the Cardholder Website?**  
 The Cardholder Website allows you to view benefits and purchase information on your WIC account. The Cardholder Website is [www.WICConnect.com](http://www.WICConnect.com), select NHWIC from the dropdown menu.

# EWIC Pilot



A photograph showing the interior of a room set up for the EWIC pilot. There are colorful balloons (red, purple, blue, green) hanging from the ceiling. A table in the center is covered with a white tablecloth and has various items on it, including bottles and containers. A computer monitor is visible on a desk in the background.



Two photographs showing signage for the EWIC pilot. The top photo shows a computer monitor on a desk with a sign that says "EWIC Pilot". The bottom photo shows a sign on a stand outdoors that says "E-WIC ELECTRONIC BENEFITS ARE HERE" with colorful balloons in the background.



A group photograph of the staff at Goodwin Community Health. There are about 15 people standing in a line in front of a building. They are wearing white shirts with the Goodwin Community Health logo. The building behind them has the name "Goodwin Community Health" on it.

## Use the UAT system!

- All staff have access to the UAT system to practice.
  - Uses your regular login name, with the password 'test'.
- Recommendation from pilot agency: run through some mock appointments with staff before go live day.
  - Program Manager or lead staff can crate a few scenarios in UAT that can be worked through with staff.
- For the pilot agency, the day before rollout was very quiet. May be a good day to plan some training with UAT system.
  - The state agency can provide some UAT testing cards for this.

## Checking Out in the Store

What type of a system is the store using?

- Integrated
- Stand-Beside
- \* It is required that your local agency indicate which stores are stand beside on your store list that is provided to participants.



## Stand Beside Stores in New Hampshire

- Bremer Street Food Mart, Manchester NH
- Caribbean Market, Manchester, NH
- Bani Mini Market, Nashua, NH
- D&J Corner Market, Nashua NH
- Sally's Food Market, Nashua, NH

## Two System Types

### •Integrated



### •Stand-beside



## Integrated System

**Mixed basket-** “everything on the belt!”

All items (WIC and Non-WIC) may be processed in one transaction.

If a participant is unsure an item is WIC eligible, they can think about putting the product at the end of the transaction or consider doing a separate transaction.

WIC shopper app can be used to scan for WIC eligible items.

- No self-checkouts
- The eWIC card can be scanned at any time during the transaction as the first payment method.
- Sequence of transaction:
  - Pay with eWIC Card first
  - Then with SNAP EBT
  - Cash, Debit/Credit

### **Important!**

Otherwise, the foods will be purchased with 1<sup>st</sup> form of payment instead of WIC. The transaction will need to be voided and started over.

## Checking Out- Integrated System

1. Food item(s) are scanned, capturing UPC
2. Participant swipes eWIC card and enters PIN
3. System Determines:
  - Valid use dates of benefits (FUD/LUD)
  - If food item is approved
  - If food item is available in benefit package
  - Price of each item
4. Participant views transaction on ‘mid-receipt’ or screen
5. Participant approves the transaction
6. System prints receipt
7. Non-WIC foods will require other forms of payment

## Stand Beside Devices



At the register participants must:

- Let the cashier know that an eWIC card is being used
- Separate the WIC foods from the Non-WIC foods
- Swipe the card before the foods are scanned
- Participants are encouraged to have the vendor print a balance inquiry before starting a purchase
- Participants need to swipe their eWIC card first, before the transaction and anything is scanned.
- We have 6 stores who are using the Stand Beside system in the entire state of New Hampshire.

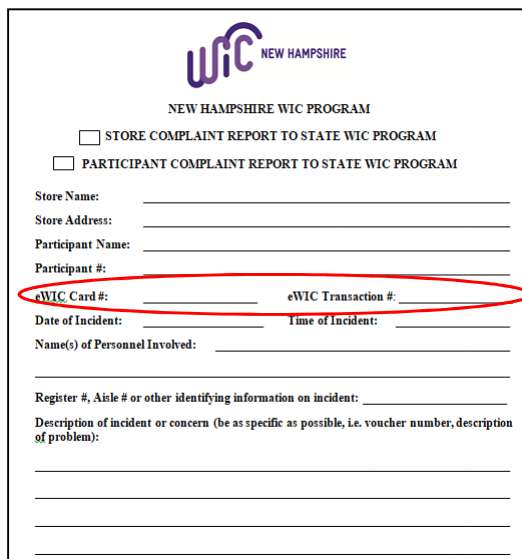
## Cards Left at the Store


- Currently, if vouchers are left behind at a store, we are able to see who they belong to because of the name printed on the voucher- this will not be the case with cards.
- If a card is left behind at the store, the store will call and report it to the state office, providing the card number.
- The state office will search by card, and call the participant to ask them to go pick up their card at the customer service desk.
- The participant will be asked to do a balance inquiry (requiring them to enter their PIN), which will confirm the card belongs to them.



## Participant Complaint Forms

- These have been updated since stores no longer have name identifiers to participants during a transaction at the store.
- The form will now ask for eWIC card number and/or transaction number.



  
 NEW HAMPSHIRE WIC PROGRAM

STORE COMPLAINT REPORT TO STATE WIC PROGRAM  
 PARTICIPANT COMPLAINT REPORT TO STATE WIC PROGRAM

Store Name: \_\_\_\_\_  
 Store Address: \_\_\_\_\_  
 Participant Name: \_\_\_\_\_  
 Participant #: \_\_\_\_\_  
 eWIC Card #: \_\_\_\_\_ eWIC Transaction #: \_\_\_\_\_  
 Date of Incident: \_\_\_\_\_ Time of Incident: \_\_\_\_\_  
 Name(s) of Personnel Involved: \_\_\_\_\_  
 \_\_\_\_\_  
 Register #, Aisle # or other identifying information on incident: \_\_\_\_\_  
 Description of incident or concern (be as specific as possible, i.e. voucher number, description of problem):  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

## Stores Will No Longer Be Able to Override

- The APL is an electronic file containing all UPC (universal product code) and PLU (price look up) codes approved by New Hampshire WIC.
- Identifies scanned items as WIC or non WIC foods
- **Stores will no longer be able to use the override feature when an item is not on the APL**



## Adding Foods to the Approved Product List (APL)

### Request to add UPC form

- The form to request additional products to be added to the APL can be found online at <https://www.dhhs.nh.gov/dphs/nhp/wic/vendors.htm>.
- The form requires the following information about the product being submitted: name, size, manufacturer, nutritional facts, ingredients and UPC barcode.
- The form can be emailed to [WIC@dhhs.nh.gov](mailto:WIC@dhhs.nh.gov) or faxed to (603) 271-4779.



Lissa Sirois  
NH State WIC  
Program Director

STATE OF NEW HAMPSHIRE  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
WIC Nutrition Program

29 HAZEN DRIVE, CONCORD, NH 03301-6504  
603-271-4546 1-800-852-3345 Ext. 4546  
Fax: 603-271-4779 TDD Access: 1-800-735-2964

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#### Review and approval of requests

The State WIC Agency will review the food item request and determine if the product meets the requirements to be added to the APL. The goal is to review the product within one business day. Submitted foods are not considered approved until they are added to the NH APL.

#### How to view the Approved Product List

The approved Product list (APL) can be viewed online at <https://www.dhhs.nh.gov/dphs/nhp/wic/vendors.htm>. The APL file located at this site will be updated weekly or as products are added. If you have any questions regarding the APL, please contact the NH WIC Program at (603) 271-4546.

**PRODUCT MUST BE SOLD IN NEW HAMPSHIRE STORES TO BE CONSIDERED**



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## Questions?

