

## New Hampshire WIC Policy & Procedure Manual

### Chapter 9 FOOD DELIVERY & FI CONTROL B. Food Instrument Pick-up and Transaction

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#### Benefit Redemption Education

**Purpose** To provide participants education on proper redemption of WIC benefits.

**Policy** A WIC participant or the parent/guardian/caregiver (payee/alternate payee) and the appointment proxy, when it is known that they will be redeeming WIC benefits, must be provided education on how to transact electronic benefits.

**Authority** CFR 246.12(r)

**Procedure** WIC staff shall offer education on the following points at all certification appointments:

The participant and the appointment proxy, when it is known that they will be redeeming WIC benefits, is advised to use the WIC Approved Foods list when selecting WIC foods.

1. The participant shall redeem the benefits at a WIC authorized vendor.
2. The participant shall use the benefits during the dates they are valid. The benefits will not be available until the first use date, and will be removed from the card after they have expired.
3. Some stores may require the participant separate the WIC foods from other items at the checkout counter. Other stores will be able to scan all foods at once.
4. The participant may need to tell the cashier he/she is paying with an eWIC card prior to beginning the transaction.
5. The participant will need to confirm purchases at the mid-receipt and accept or reject for completion of the transaction.
6. The cash value (fruit & vegetable) purchase amount may exceed the dollar value of the benefit. The participant may pay the overage if the purchase amount exceeds the value of the benefit with an alternate form of payment, such as cash, check, credit/debit or EBT.

Staff shall provide *NH eWIC Card Guide* when providing redemption education for new participants/payees/alternate payee and appointment proxies as needed.

WIC participants can pick whomever they want to share their PIN with to redeem their benefits at the store. WIC participants shall be informed that they are responsible for teaching this person how to properly redeem benefits in the store.

The WIC participant/payee, alternate payee(parent/guardian/caregiver) and appointment proxy shall be informed that the participant is

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responsible for the actions of anyone using the eWIC cards, including potential violations.

Training on eWIC card use must follow all redemption procedures when redeeming eWIC benefits at the WIC authorized vendor. The participant is responsible for educating anyone who uses their eWIC card how to:

- Select WIC approved foods,
- Complete a WIC transaction at the store, and
- Identify stores that accept WIC benefits.

The WIC participant, alternate payee (parent/guardian/caregiver) and appointment proxy shall be informed that the participant is responsible for the actions of the appointment proxy when redeeming WIC benefits at an authorized WIC vendor, including any violations and suspensions.

WIC staff shall inform participant, alternate payee (parent/guardian/caregiver) and appointment proxy that they have a right to report a complaint about improper WIC vendor practices/treatment.

Should the participant call reporting issues using their eWIC card or redeeming benefits, WIC staff shall trouble shoot with the participant by asking appropriate questions to obtain more information and checking StarLINC, WICShopper, and WICConnect for additional information. If the issue cannot be resolved, WIC staff shall fill out the "Card and Benefit Redemption Issue" form and send to State Agency.

WIC staff shall offer participants, payees and appointment proxies the opportunity to ask questions about redeeming benefits at all appointments.

WIC staff shall provide education and training on benefit redemption procedures when there is notice of a violation or warning. Staff shall document that education was provided in the StarLINC Admin notes.

Local agency staff shall document benefit redemption education in the basic contacts screen.