

eWIC
Frequently Asked Questions for
For NH WIC Staff



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Issuing Cards

1. How many cards can a family be issued with multiple family members on WIC?

A: One. (Exception, foster child gets his/her own card.)

2. Can a card be issued to the Alternate Caregiver?

A: The Primary Caregiver should be present at time of issuing the eWIC card as the card is issued in his/her name with his/her DOB and zip code in StarLINC. However, if the primary caregiver is not available, the alternate caregiver is authorized to sign for the card and may set the PIN. The PIN does not need to be set when the card is issued and can be left up to the Primary Caregiver to set using the **Interactive Voice Response (IVR)** at 1-855-279-0680 or at www.wicconnect.com

3. Can benefits be issued if someone other than the Caregiver or Alternate Caregiver brings an infant/ child to an appointment?

A: Benefits may be issued even if someone other than the Caregiver or Alternate Caregiver brings the child to an appointment with documentation from caregiver/alternate caregiver. **LA's should aim to issue the first card to the Caregiver or Alternate Caregiver.** It will be important that the caregiver/alternate caregiver be provided the eWIC Card Guide on how to use the eWIC card. If a situation is presented and the Caregiver or Alternate Caregiver cannot be at the first appointment, LA staff will need to educate the assigned person for the appointment to educate the Caregiver on how to activate their PIN and use the card.

4. If a Caregiver or Alternate Caregiver has been incarcerated or in rehab can the assigned guardian be issued benefits and the eWIC card?

A: If a guardian brings an infant /child to a WIC appointment with a letter stating they are the guardian, the LA will switch the infant/child into a group with the assigned guardian, deactivate current card and issue a new eWIC card. The guardian will be educated on the WIC benefits and use of the card. When the caregiver/alternate caregiver regains custody of the infant/child and *shows appropriate documentation*, the guardian's card will be deactivated and a card will be assigned to the caregiver along with instructions on how to use. **Revised date: January 2020**

5. What if other scenarios arise in clinic due to caregiver change?

A: LA's should reach out to the SA when unique situations arise in clinics.

6. What address do we enter if a participant is homeless?

A: An address (physical or mailing) must be entered in StarLINC in order to issue a eWIC card. If a participant is living at a shelter, the shelter address can be used. Staff can also ask the caregiver where they have their mail sent (i.e. family member's house) and use that address for their mailing address. If a caregiver is truly homeless i.e., living in no set place such as car, tent etc. and does not receive any mail, and cannot provide an address, the LA can create an internal policy to use the local WIC agency's mailing address and zip code. The address is

required to create the eWIC account and the zip code needed to access the IVR and *WIC Connect*. Make sure to inform the participant of the agency's zip code if used as an address.

Revised date: January 2020

7. What do we do if a participant gives us a zip code that isn't included in the zip code options?

A: Staff should call the StarLINC Help Desk at 1-866-776-3581. The help desk will add into StarLINC system.

8. What happens if I forget to hit "SAVE" after issuing a card? Is there a report I can run?

A: On the Card Management Screen it is possible to issue a card, forget to hit "SAVE", and the client leaves without signing for the card. It is also possible that the client signs for the card and staff forget to hit "SAVE". Either of these situations requires staff to take corrective action.

When you close out of the participant's screen, if you forgot to "SAVE" after issuing the card, a pop up message will show ***"Do you want to save changes?"***

If you select **"no"**, the issued card will not be saved to the participant's record; there will be no record of the issued a card and the client will not be able to use the issued card.

If you select **"yes"**, the signature page comes up. Have the participant sign and make sure to select "SAVE" when they are done. If the participant has left the office before capturing their signature, select "Manual Signature", prints the page, and close out of the participant's record. (You cannot just close out of that participant/screen; StarLINC does not allow this.)

When a signature is not captured, LA will need to document in the administrative notes that signature was not obtained and to follow up at the next visit to get signature on the manual form. At the next visit, LA staff can print the manual signature page for the participant to sign. Go to "Client-View History-Contact"-at the bottom of page, select manual documents printed at last certification appointment, have participant sign, date and put in day file.

To review a participant's record for signage for the eWIC card, go to "Client-View History-Contact-Sign for Cards", there you can see if the participant has or has not signed for the card at the bottom.

A StarLINC report is available for SA & LA staff showing a list of participants that have not signed for their eWIC cards.

9. What if we don't use all the eWIC cards issued to us to use at the beginning of the clinic? Will we be required to return them at the end of the day?

A: LA staff will be required to lock up the card inventory received from the SA. At the end of each clinic day the unused cards will be required to be locked in a secure place and not left on staff desks or visible within the clinic. The same will be required at remote clinics if eWIC cards

are left at the clinic site. LA's can set up a policy on how they would like to handle and track cards distributed to staff at clinics i.e. track number range of cards given to which staff, total number cards given and number cards remaining at end of month; review monthly.

Set/Reset PIN

1. Is there a way for the LA's to check in StarLINC to see if a PIN has been set?

A: No, but the participant can call the IVR or log into WIC Connect to see if they have set a PIN.

2. Are there restrictions on changing the PIN? Can you use a previously used PIN?

A: There are no restrictions on changing the PIN. A caregiver can use the same PIN multiple times, or if the caregiver has multiple cards (i.e. two foster children), the same PIN can be used on both cards.

3. Can a caregiver establish their PIN at intake prior to completing the entire certification process?

A: No, the card can be issued any time during the certification process, including at intake but the PIN cannot be set until the benefits are issued. This is different from paper checks because benefits are not attached to the card. Benefits are loaded into the account after the food package is prescribed at the end of the certification. It will be recommended that caregivers set their PIN while in the office but if they are unable to take the time they can set it at a later date by using the interactive voice response (IVR) phone line at 1-855-279-0680 or going to www.wicconnect.com

4. What happens if a caregiver forgets their PIN?

A: If a caregiver forgets their PIN, they can call the interactive voice response (IVR) phone line at 1-855-279-0680 and enter their card number, zip code and caregiver's date of birth. Then a new PIN can be set. The PIN number is never anywhere to be retrieved.

Caregivers should never "guess" their PIN. If the correct PIN is not entered, on the fourth try the account will be locked. If that happens, caregivers can call their WIC clinic to unlock the PIN (LA cannot set a new PIN), call the IVR to change the PIN number or wait until midnight when the PIN attempts will reset.

5. Can the alternate caregiver change a PIN?

A: If the caregiver/cardholder gave the alternate caregiver their eWIC card number and PIN and knew the caregiver date of birth and zip code, then yes, the alternate caregiver would be able to change the PIN.

6. When unlocking a PIN in StarLINC, why does it look like nothing happened?

A: When you click "unlock" to unlock the PIN in StarLINC, there is no "save" button or anything else to do, the PIN is just automatically unlocked. It might look like nothing happened, but there is a message that displays "Card PIN Unlocked" for a fraction of a second. Just know that when you click "unlock" it does unlock the PIN.

7. If the signature pad doesn't work, but we still issue the card, how will we have the client sign for the card?

A: As soon as the Issue Card screen is saved, then the signature page will display. Check manual signature, save, the manual signature form will print. Have caregiver sign and date and add to the day work file.

8. Does the Alternate Caregiver have to set the PIN? Does a PIN have to be set before leaving the clinic?

A: Ideally, the card would be issued to the Primary Caregiver and the Primary Caregiver would set the PIN in the clinic. However, in the case where the Alternate Caregiver is issued the card, the Alternate Caregiver might want the Primary Caregiver to set the PIN.

9. If the caregiver loses their card and gets another card, do they need to reset their PIN?

A: No.

10. If the caregiver tries the PIN four times at the store and gets locked out, can we unlock it during business hours before midnight?

A: Yes. If a caregiver tries the PIN four times at the store and gets locked out they can either wait until midnight when the PIN resets and if they remember their PIN they can use the card or they can call the IVR number on the back of their card to have the PIN unlocked and/or reset. If they forgot the PIN they can create a new PIN.

11. If a card is locked and we unlock it for them, does it unlock immediately or at midnight?

A: A locked card will automatically reset at midnight or can be unlocked immediately by staff at the local clinic or through the IVR. However, if they forgot their PIN, it will be best for them to call the IVR, because they will need to reset their PIN in order to use the card. The LA WIC staff can only unlock the PIN.

12. Couldn't someone who has the card that isn't the cardholder call the IVR on the back of the card and set a PIN themselves?

A: Yes, but only if they know the Primary Cardholder's date of birth and zip code, as that information is required on the IVR. This is a good reason why it is so important for the caregiver to call to report a lost or stolen card as soon as possible, so staff can deactivate the card.

13. In StarLINC, in clinic contact, will it show every time the participant changes the PIN, or locks their card or card is deactivated?

A: StarLINC only shows when a card is activated or deactivated, not every time a PIN is changed or unlocked. The state office will be able to print a monthly report called "PIN Exceed Report".

14. Can the participant leave the clinic without assigning a PIN and still have benefits on their account?

A: Yes. The participant can set a PIN through the IVR phone line at 1-855-279-0680 or www.wicconnect.com after they leave the clinic. Ideally staff will want to have the caregiver set the PIN in the office so they don't forget to set prior to using the card in the store.

15. Is the WIC staff able to keep track of client's PIN numbers so in case they forget they can contact the WIC clinic?

A: Local agency WIC staff should **NOT** know caregiver PIN numbers. Caregivers can call the IVR or WIC Connect to reset the PIN. If they are locked out, they can call the IVR or go to WIC Connect to reset their PIN.

16. How will staff assist non English speaking families with setting up their PIN?

A: Staff will use either the automated language service contracted by the LA or an interpreter at the clinic to walk through the steps with the family to set up the PIN. Families can use their own phones to go through the steps with the LA staff and interpreter. Staff will need to remember not to watch the PIN number being entered in the automated system.

If for some reason two phones are not available because staff are using an interpreter over the phone, another option for staff would be to pull up wicconnect.com on their computer and help the participant set up an account and PIN. Again, staff is not allowed to enter the PIN for the participant, or watch it being entered.

Mailing Cards

1. If the internet is down, can we finish the certification and mail the card later?

A: Yes, you can finish the certification however, you will not mail the card, and you will give the card to the caregiver.

Steps to follow:

1. Complete the StarLINC 'Manual Back-Up' form for participants needing a certification/MC or FUN appointment and indicate a lost/stolen or damaged card. Under Benefit Package a line for eWIC card # and caregiver signature for card/benefits has been added. (Remember, 1 card per family. Write the card number for the family on each manual form completed)
2. Staff will give the caregiver the eWIC card once the manual form has been signed by the caregiver.
3. Staff will inform the caregiver once the information has been entered into the StarLINC system and the benefits have been issued to the card, the WIC staff will contact the caregiver to inform them the card is ready to use.
4. Staff will enter the information from the manual form once system is available. A manual signature from will be generated in StarLINC and attached to the StarLINC manual form. The signature from the caregiver in the food benefit section for card received will be acceptable for signature of card. This copy will be kept with the day work.
5. Staff will complete section on manual form, Next Appointment, the date the participant was contacted that the benefits are available.

2. Can staff mail a eWIC card if reported lost, stolen or damaged?

A: Yes, if a caregiver states their card was lost, stolen or damaged, and it will be a hardship for them to get to WIC clinic then staff can mail a new card. Ideally, staff will want to schedule the caregiver to come into a clinic to get the new card. If a card is mailed, staff will need to document in the administrative note field in StarLINC card mailed. *Reminder, a replacement card and the transfer of benefits needs to be completed within seven business days of notification of damage, lost or stolen card. Revised January 2020*

● *A signature would not be necessary for a **replacement card** if it is mailed but LA's should print a copy of the manual signature form and write mailed then file with days' work .
Revised January 2020*

● *A signature is required for issuance when the participant is in the clinic.*

3. When cards are mailed, on the mailing envelope do we need a stamp that says, "Do Not Forward"?

A: Yes.

30-Day Temps

1. If a caregiver has forgotten proofs and has a 30 day temporary certification, can we allow them to email proofs and have their 2nd & 3rd month's benefits loaded remotely?

A: Yes, remotely loading an account can be done with emailed proofs of income and residence. This action cannot be done with emailed proof of identification. If the participant does email their income or residence proofs, you will need to contact them to let them know that benefits have been loaded remotely. *LA's will need to make sure they have secure email addresses and a policy in place if they will be accepting emailed proofs.*

2. Should staff make an appointment for caregivers when they have a 30 day temporary certification if they state they will email proofs?

A: Staff should continue to schedule families in StarLINC and make a note in administrative indicating caregiver will email proofs. Once proofs are received and documented correctly in StarLINC, and next series of benefits are issued, the next appointment in one month can be rescheduled appropriately.

3. If a caregiver goes over the 30 day temp time frame, will they keep the same card?

A: Yes.

Lost, Stolen, or Damaged Cards

1. For deactivating a lost or stolen card within one business day, what is considered one business day?

A: If a caregiver calls and leaves a message that their card was lost or stolen, LA staff must deactivate the card on the current business day or if message received after business hours the next business day. For messages left on Saturday and Sundays or a holiday, staff will need to deactivate at the beginning of business day on Monday or after the holiday.

Staff should tell the caregiver they can call the IVR or go to WIC Connect to deactivate their cards if after business hours, on a weekend or a holiday. The caregiver will have to call their local WIC clinic to have another card issued. The PIN number will stay the same unless the caregiver changes.

It is recommended that the LA's add to the voice mail message for families to call the IVR 1-855-279-0680 to deactivate a card that is lost, stolen, damaged.

2. Is there a limit on replacements or cost associated with lost cards?

A: No. Staff must replace all lost cards so that caregivers are not denied benefits. The local agency will have access to a "Card Replacement Report" to track replacement cards issued and the reason the cards were deactivated. Staff will be able to search for participants having requested more than one card. The state agency will have access to a monthly report that will show "Card Issuance Replacement" and "Excessive Card Replacement" which can be shared with the LA's. The local agency may choose to have the caregiver come in monthly to have more benefits issued if they are concerned about fraudulent activity and/or if the client is repeatedly losing their card to provide more education and troubleshoot ways to secure card from lost/damage.

Deactivating Cards

1. When a caregiver is leaving the state and we issue a VOC, do we deactivate the card?

A: If the caregiver isn't moving immediately, do not deactivate the card, because they can use any remaining benefits before they leave the state. The benefits in a NH eWIC account cannot be used in any other state. Carefully look at the benefits issued. If the caregiver has a definite move date, you can go into "Modify Benefits" and void the issuance for months that the caregiver will not be in NH.

- **Case scenario: Staff sees a family on February 1st but the family will be transferring to a different state on April 1st. Can staff still issue benefits to the account, issue VOC and terminate the family due to "Not in living in program area"? What should**

staff tell the family to do with the card? Can NH use the same card if family transfers back to NH?

A: Staff should issue only benefits for February and March since the family is moving April 1st. The family can be terminated, a VOC issued and benefits will still be available. The only time benefits would not be available is if the card is deactivated. Staff can instruct the family to hold on to their card if they feel they will be returning to NH within a short timeframe, i.e. few months or give to local agency staff at the next state if they know they will not be returning to NH. The caregiver should call the NH local agency to have their card deactivated once they arrive in the new state.

2. What do we do with deactivated cards?

A: Once staff deactivates a eWIC card, if card is present at clinic they should take the card, cut it up or shred and throw away.

3. Can the caregiver deactivate the card themselves (example, there is a falling out with the alternate caregiver)?

A: The caregiver can deactivate their card by calling the IVR (access 24/7), going to WIC Connect, or local WIC clinic during normal business hours. The caregiver should store their card number along with the IVR number in their phone where they can locate the information just in case they need to deactivate their card and the local WIC clinic is not open. The caregiver will have to go into their local WIC clinic to be issued a new card.

4. Staff or caregiver deactivates a card by accident. Can it still be used?

A: No. Once a card is deactivated in the system, it is “dead”. You can just cut it and throw it in the trash.

Misc. Card Questions

1. Can you Find Client by swiping their card?

A: Yes, for a participant who is already on eWIC, you can go to the “Find Client” screen, click the “Swipe Card” button to put the cursor in the correct field, and then swipe their card to retrieve the group.

2. Can caregivers give out their PIN and then try to claim stolen benefits?

A: When cards are reported lost or stolen they are deactivated and a deactivated card can no longer be used for benefits. Any benefits that were used, whether used by WIC caregiver or thief, cannot be reclaimed or added back onto the account.

3. Will the Rights & Responsibilities form be updated for eWIC?

A: Yes, the NH Rights & Responsibilities form in StarLINC was updated to reflect eWIC. LA’s can print the signed copy from StarLINC, go to the home page on the DHHS WIC web page or find a current copy in the NH PPM to print and review with participants. Instead of voucher the revised form references “benefits”. **Revised January 2020**

4. After the LA's role out to eWIC, will VOC's be printed on voucher stock?

A: No, once the LA's role out to eWIC, VOC's will be printed on plain paper.

5. Does staff have to collect the alternate caregiver DOB?

A: No.

6. Does staff need to write the benefit dates in the note field when printing a VOC?

A: This would not be required as each state would have their own criteria in place as to how they handle VOC's and benefit dates. The NH VOC prints the 'First Use Date' and 'End Use Date'.

7. Who can be the alternative caregiver?

A: The person who can be the alternate caregiver has not changed with the change to eWIC. The alternate caregiver can be the biological father, step-parent, or partner. If the participant is pregnant and not married, the father of the baby cannot be added to StarLINC until after the infant is born and the mother adds the father of the baby.

8. Who can we tell the next appointment to if a proxy is no longer noted in the StarLINC system?

A: Only the caregiver or alternate caregiver can be given information regarding participant appointments unless the caregiver documents in writing that information regarding participant appointments can be released to a certain individual. The LA's can develop a policy and form for this situation.

9. Once the LA picks up the card inventory from the SA, what is the time frame that the card inventory has to be received in StarLINC?

A: 72 hours

10. How many days do the LA's have to get a replacement card to a family?

A: A replacement card and the transfer of benefits needs to be completed **within seven business days from the date reported**. (Follow 'mailing for eWIC card' directions if a family has difficulty getting to a clinic within the seven day timeframe.)

11. What happens if a mother loses custody of her child and dad is given custody? (Dad is on as the alternate Caregiver)

A: A separate new account should be created for dad and the child switched into dad's group. LA staff should not change names in the mom's account, the card is linked to her, Dad needs to be assigned a new account & card.

12. Card Inventory/Reconciliation: What do LA's do if they have to transfer cards from one clinic to another?

A: LA's will keep a log indicating what card series are assigned to a clinic.

13. Will LA's still be provided WIC folders for families?

A: No, however LA's can continue with existing WIC folders until inventory is depleted.

Revised date: January 2020

14. How will LA's inform participants of what to bring to their next appointment, where will the Right's & Rules half sheet be kept?

A: LA can use existing voucher folders until depleted, or can determine an alternative system i.e. envelope or clips.

15. Can the Right's & Rules be emailed or put on the website and counted as given?

A: Yes, the Right's and Rules can be emailed to a family and is available on the DHHS WIC page.

16. What if a participant is hearing impaired, how do they set their PIN, deactivate a lost/stolen card?

A: For those individuals how are hearing impaired, they can use WIC Connect to set their PIN or to deactivate a lost/stolen card.

17. What does data transferred to and from mean in the card inventory screen?

A: This would only happen if the SA needed to transfer cards from one agency to another agency.

18. If a family is terminated or suspended but has benefits still available in current benefit period?

A. The family would be allowed to keep card and use benefits in current benefit month. LA staff will need to void any future benefits. Revised date: January 2020

19. If a card will not activate in StarLINC?

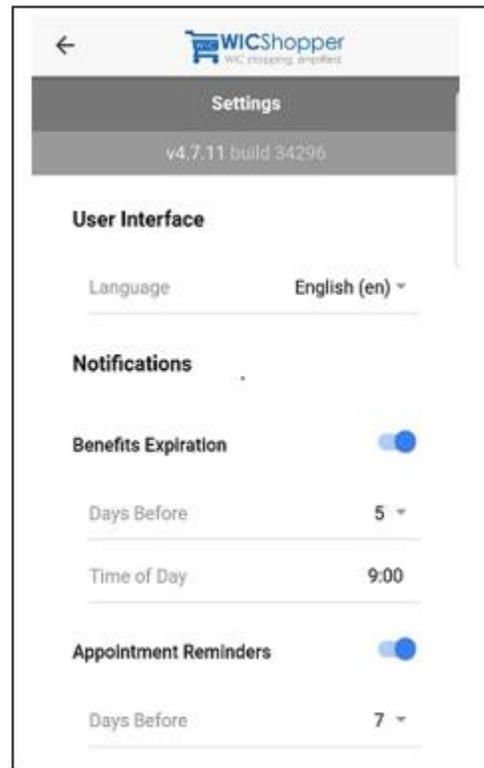
A. In the demographic field, if the address line is over 30 characters and the first name or last name field is over 20 characters, the card swiped will not activate. Staff will need to adjust the address line to under 30 characters or the first name or last name field to under 20 characters.

Revised date: July 2020

WIC Shopper App

1. If a participant already has the WICShopper app downloaded, how do they register their card?

A: Once the WICShopper app is downloaded, select New Hampshire as your WIC agency, then *participant will be prompt to enter 16-digit card number. This will allow families to view what benefits are available and receive future appointment information. To set benefit expiration reminder and/or appointment reminder, direct the participant to the home page, click on the 3 bars, settings, then reminders. The participant will be able to set number of days and the time of the day for reminders.* **Revised date: July 2020**



2. Will WICShopper app be available in other languages?

A: Yes. WICShopper app is available in Spanish, Arabic, Burmese and Nepali. Participant goes to the top right side of screen to the menu, pick settings, and the language.

3. If a participant is using the WICShopper app at the store do they need to use Wi-Fi or is it available just via the downloaded app?

A: Wi-Fi will be needed to view the benefit balance and to receive an appointment reminder.

4. On the WICShopper app, when you scan a product, a light green checkmark, orange minus sign or red circle with line appears. How do we best explain what this means to participants?

A: Participants can scan products to make sure they are WIC approved and the product is available in their benefit balance. If WIC approved and in their benefit balance the item will show a **Green check** mark and shows WIC eligible. It will also show how much can be purchased. **Orange** will indicate that the product is WIC eligible but **NO** benefits available for purchase. If the item displays as not WIC approved, it will show a **Red circle** with a line through it, with WIC in the middle. **Revised date: January 2020**



5. If a participant loses their card and has to get a new eWIC card, what are the required steps to change/update their card number in the WICShopper App?

A. The participant can either swipe right on the main screen or tap the three lines in the upper corner of the main screen, select 'My Cards'. Then participant can slide an existing card to the left to see the option to delete. At this point, the participant can name the card. To register a new card tap 'Register another card. Foster families can register as many cards as they need to and can give names to each card.

New: January 2020

6. Does WICShopper send an alert for expiring benefits and next appointment?

A: Yes, if the participant will receive a notification 5 days prior to and on the day of, benefits expiration and 7 days prior to their appointment. Participants can change the default notifications days under settings. **Revised date: January 2020**

7. What if the App reads 'invalid card'?

A. If a participant is trying to register a card for the first time and they receive a message 'invalid card', suggest to the participant they try to register the card again after 12 pm (settlement time) the next day. (After the batch file has been sent). Let them know if it continues to reach back out to the LA. Benefits may have been issued on the card and the information has not been pushed to the WICShopper app yet. **New: January 2020**

8. What if a card does not show available benefits?

A. If an eWIC card has already been registered with WICShopper does not have current available benefits due to an upcoming appointment or has missed an appointment, and lapse in benefits – the ‘scan barcode’ or ‘key enter UPC’ functions will not work. .

New: January 2020

IVR

1. If a participant calls the IVR to change their PIN, what do they have to enter or verify for identity?

A: The IVR requires callers to enter their card number, caregiver DOB, and mailing zip code.

2. Is the IVR available 24/7?

A: As an automated phone line, yes, it is available 24/7. Revised date: January 2020

3. Is the IVR capable of using TTY?

A: With the assistance of an interpreter the LA can call TTY then the participant can give the information needed.

Mid-Receipt/Approval for transaction

1. Is there an example of what the mid-receipt looks like in a store when a caregiver has a mixed bag purchase of both WIC and non-WIC items?

A: The mid-receipt will always just show the WIC foods that will be redeemed in the transaction. Whether the transaction is only WIC foods or a mixed basket, the mid-receipt would be the same-just showing the WIC foods. The method that different stores handle mid-receipts may be different. Some stores might have the card holder review the food items on the key pad screen, and then once the transaction is accepted, the mid-receipt is printed. Other stores print a mid-receipt before the card holder accepts the transaction. A mid-receipt shows the beginning balance of the family benefits and then what items the cardholder is purchasing that WIC will pay for. If the card holder doesn't see something on the mid-receipt, it means WIC will not pay for it and the card holder will need to pay by another method (SNAP card, debit card, cash). They can approve the transaction and pay for the item by another method, or they can decline the transaction and have the item removed.

2. What is the difference between the mid-receipt and final receipt? Do caregivers even need the final receipt if they have the mid-receipt?

A: The mid-receipt only shows the WIC foods that will be redeemed in the transaction. A final receipt lists the WIC foods that were redeemed, and any non-WIC foods purchased with another payment method. The final receipt shows the remaining benefit balance and when they expire. Card holder should keep the final receipt.

Store Check Out

1. Can WIC families use self-checkout? What about early in the morning or late at night if vendors only have the self-checkout available?

A: Families can only use self-checkout at the stores that allow WIC self-checkout transactions. The SA will keep the LA updated as stores are able to provide self-check for WIC transactions. Check with your LA for stores in your service area that currently provide self-checkout for WIC transactions. **Revised date: July 2020**

2. How quick is a transaction reflected in the WIC system?

A: It is immediate. As soon as it happens, as soon as it's approved, the balance is updated and the transaction is logged in the system.

3. When a card holder goes through the checkout line and an item is not accepted, will they know right away, or at the end of the transaction?

A: It depends on the system the grocery store is using; integrated vs. stand-beside. The stand-beside system requires that you enter your card at the beginning of the transaction and WIC foods must be separated from other items. The integrated system does not require the card until the end of the transaction, and WIC foods can be combined with other items. It is highly recommended for participants shopping at stores with the integrated system (most stores in NH), that they continue to separate their WIC items from other items because it makes it easier at the end of the transaction to figure out if something wasn't paid for by WIC and to remove an item if they don't want to purchase it on their own. Suggest, non WIC items should be at the beginning of the transaction with WIC foods at the end to make it easier for the cashier to scroll through the receipt. Once participants become more familiar with WIC foods and eWIC, then they may feel comfortable combining non-WIC items and WIC foods. Remember, not every cashier will be confident in troubleshooting when a WIC item isn't purchased, or isn't paid for by WIC, especially in the beginning. **Keep in mind, once the participant approves the transaction, it cannot be changed.** Participants are encouraged to review the mid-receipt thoroughly and notify the cashier of any discrepancies before approving.

Overview of a typical transaction using an integrated system (stores may vary somewhat):

- Cashier scans WIC and non-WIC items and then "totals" the transaction.
- Participant swipes eWIC card and enters their PIN.
- Cashier pushes a button on their side, related to the WIC tender type.
- Cash register creates a redemption receipt mid-transaction that provides a snapshot of what was WIC approved on the order. Some systems do not print a receipt, and instead the information is displayed on the card reader's screen.
- The participant is asked to approve/reject the WIC transaction, then:

- **If the order contained non-WIC items**, the participant will be prompted to pay for them with another tender type. The WIC order could still be voided at this step because the transaction has not yet been finalized.
- **If the order only contained WIC items**, and the participant approved the WIC purchase, the transaction is complete. A void of the WIC items **cannot** be completed at this point, because the transaction was finalized. (SA will provide updates as changes occur)

4. If a participant wasn't able to get a produce item at one store but was able to at another store.

A: All stores use the same Approved Product List (APL) and it is downloaded daily by most stores. If a store is not downloading the APL frequently, there could be items that are WIC approved but not in that register system due to the APL. The item could also be missing from our APL, especially if it is a new or seasonal item. If you find a product you think should be approved, please complete the "NH WIC Request to Add Product to Authorized Product List APL". The form can be found on the DHHS website, <https://www.dhhs.nh.gov/dphs/nhp/wic/vendors.htm> and send to the SA. A participant can also use the WIC Shopper app to check if an item is WIC approved. With using the WIC Shopper app to check an item, it does not mean the participant currently has this item available in their benefit list. For example, child under age 2 has whole milk, nonfat milk will scan as approved when using the WIC Shopper app but not in benefit list. Once a food is scanned with WICShopper app, the app will display, 'WIC approved and in benefit balance', 'WIC approved NOT in benefit balance' or 'not WIC approved'. Revised date: January 2020

5. What if a participant is shopping and gets to the checkout line at 11:55 pm on 6/1/18 but the transaction doesn't end until 12:05 am on 6/2/2018, what day will the transaction show the transaction?

A: The transaction will be taking out of the family benefit on 6/2/2018.

6. Can a participant manually enter their card if the card will not swipe at check out?

A: No, if they attempt to swipe the card 3 times and it doesn't work the vendor can enter the card number manually. If the card is not swiping the participant should call their local WIC clinic to have the card replaced.

Benefit Information

Proration

1. Will benefits be prorated per participant?

A: Yes, benefits are prorated per participant when participants are added to existing households. For example, if a mom is considered an existing household with current benefits issued starting on the 10th and is adding a baby into the household, the baby's 1st month's

benefits will be prorated to the 10th in order to match up the Last Use Dates (LUD) of each month and the First Use Dates (FUD) for the future months. These dates will be the same for the household as benefits are aggregated into one household account. Below is a chart of how much the system provides of the food packages based on how many days are left in the benefit period when the new client is certified into the household. The system will do the calculation automatically and it will display on the assign food package screen.

Proration rules for eWIC clients are:

0-5 days = 25% prorate
6-17 days = 50% prorate
18-23 days = 75% prorate
24 days and up = 100% prorate

2. Will benefits be prorated for children turning 5? For example, a child’s “first use date” is 2/1 and turns five on 2/15. Will they only get 50% of the food package or 100%?

A: For this example, the only time a food package is prorated is when the child is being brought into an existing family that has existing, current “first use date” that is different than the child’s. Food packages are not prorated for the month a child turns 5 years old. The system has not changed in that they will still receive their normal food package through the benefit period when they turn 5 years old.

Benefit Balance

1. How will a participant know what benefits they have used and what they have left?

A: Participants will have the option to access their balance in a number of ways.

1. When a participant purchases food with their eWIC card, they will get a receipt that lists the WIC items purchased and the remaining balance printed at the end of the receipt. Participants should be encouraged to keep their last receipt to always have their most recent balance.
2. There is the automated phone line (called Interactive Voice Response or IVR at 1-855-279-0680) that they can call where they can have their balance read to them.
3. Participants can visit www.wicconnect.com
4. Participants can request their balance at the store.
5. Participants can come into the WIC clinic and staff can print the Benefit Account Balance.
6. Participants can add their eWIC card number into the WIC Shopper app to see available benefits. Revised date: January 2020

Benefits Issued

1. When does staff check the box “not present” in the issuance benefits screen?

A: Staff will only check the box “not present” when no one is physically present at WIC for the appointment and benefits are issued to the eWIC card. Examples:

- A participant calls to have an item switched on the food package. Example, infant has a formula change from Similac Advance to Similac Isomil and there is not formula to exchange, just modifying the food package in StarLINC and reissuing. Then staff would check the not present box. **(This needs to be done by a nutritionist)**
- A participant calls and wants to change their milk on their food package to lactose free milk and nothing has been redeemed yet. Then staff would check the not present box.

The “not present” box is NOT checked if caregiver sends a friend/family member in with a note for the appointment, but staff will be required in the note field to document that the caregiver has sent a friend/family (name) to receive WIC benefits in the administrative note field.

Nutritionist will document in nutrition note person and education provided.

The “not present” box does not have to be checked for FUN appointments if a child is not present. Staff should continue to note in their administrative notes or nutrition notes who was present for the appointment that day.

Reminder: The “not present” box in the issuance benefits screen is not the same as the “Not Physically Present” box at the end of the certification for a participant.

Dates

1. Will all benefits start on the first of the month and end at the end of the month?

A: No. Each family will have a First Use Date (FUD) and a Last Use Date (LUD). For example, a family can have benefits that have a FUD on 6/10/2018 and a LUD on 7/9/2018.

2. Do the benefits still expire every month or do the unused benefits roll over to the next month?

A: WIC benefits expire after the Last Use Date (LUD) and do not roll over. This is important to tell participants with SNAP, who might assume their WIC benefits will also roll over like SNAP benefits.

3. How will the dates fall if the ‘day’ is not available in the month? (ex: February)

A: The system still calculates FUDs to keep using the same “day” of the month, as long as that “day” is available in that month. If the “day” is not available (such as the 31st in February), the system will adjust as needed to the last day of the month.

The system calculates the EUDs (end use dates) by simply subtracting 1 day from the calculated next FUD, which ensures we won't overlap with the next month's use dates.

Example date scenario: The EUD to end the day before the next FUD starts, like this:

1/31/2019 to 2/27/2019

2/28/2019 to 3/27/2019

3/28/2019 to 4/27/2019

Food Packages

1. How long does it take for the eWIC card to reflect a food package change?

A: Immediately! As soon as the food package is changed in StarLINC, and issued, the participant can use the eWIC card to purchase the items in the updated food package.

2. If someone switches from breastfeeding to post-partum, how will the card reflect the difference?

A: Once the food package is changed in the system, it would update the account with the appropriate benefits that would be required for that participant type.

3. Can benefits be issued before the participant has been issued a card?

A: Yes, because the benefits are issued to the account, not loaded to the card. Issuing benefits before issuing a card might be a good clinic flow model for some clinics.

4. How should WIC staff handle an infant who is turning 1 and is no longer taking formula?

A: WIC staff will complete the WIC certification process for the participant changing from the Infant category to child category. The food package for a child will be reviewed, the card will be assigned, but the benefits cannot be loaded until the day the infant turns 1. LA staff will need to create a system to track families when this occurs and call the family once the benefits have been loaded.

5. What if the cereal ounces falls below the 12 ounces or larger required by the NH WIC program?

A: The family will not be able to get any more cereal in that benefit time.

Formula

1. Can you reissue formula if someone else's food benefits on the account have been used in the current benefit period?

A: Yes, you can reissue formula. You cannot change any of the other foods for anyone on the account once some of the food benefits in the current benefit period have been used.

2. How would formula changes be handled?

A: Example, If a participant purchases 9 cans of Similac Advance, uses one can and does not tolerate, health care provider gives mom a sample can of Similac Isomil and the baby tolerates. The participant will bring in the 8 unused cans of Similac Advance to be re-issued 8 cans of Similac Isomil. (See PPM Chapter 2 B, *Unused and Returned WIC Formula for any formula returned to LA*) The future benefits will be voided for Similac Advance and replaced with Similac Isomil. If mom has not tried the Similac Isomil yet, suggest to only purchase one can after the formula is reissued to see if tolerated vs purchasing 8 cans of Similac Isomil. If there is a formula change and there is not formula to be exchanged, then the benefits can be changed in StarLINC and issued. In 'Issue Benefits' screen, staff will need to check the box for 'client not present'.

Depending on the situation, you may want to see the Mom and baby in person before changing the formula. One of the nice things about eWIC is that it may help with breastfeeding promotion for breastfeeding Moms that request formula. **Revised Date: January 2020**

3. How do I add formula for an infant certified as exclusively breastfed?

A: First, change the breastfeeding status for the infant to mostly, limited or stopped breastfeeding as appropriate, then you will be able to assign formula. *If the exclusively breastfed infant has a food package between 6 and 12 months of age and is changing the food package mid-month, and family benefits have been used, formula will not be available until the benefit FUD starts for the family.* **Revised Date: January 2020**

4. How will Medicaid Special Formula be handled?

A: No changes with process for infants/children receiving Special Formula from Medicaid. Staff will complete special authorization, and check box 'receiving formula from another program'. Remember, you will have to pick one can of formula, save, then delete the food package and save again. Make sure this step is completed before issuing food benefits. If the infant had received contracted formula from WIC then changed to a "Medicaid Special Formula", staff will need to modify the benefits to remove the contracted formula.

5. How should staff handle reissuing formula for a participant when presented with unopened cans and we would like to use formula we have in stock to replace? How does this work with eWIC?

A: See PPM Chapter 2 B. **Revised Date: January 2020**

6. If a mom has twins taking formula, can 1 benefit package be modified?

A: Yes.

Foster Families

1. What should we tell foster moms to do with the eWIC card when the child changes foster homes?

A: Instruct the foster mom that staff will deactivate the eWIC card for the child leaving her home and instruct her to destroy the eWIC card she was given, for that child. When the child is in the new foster home, the foster child will be issued a new card.

2. For foster moms with several children, do we go through the issue card/set PIN screens/Sign for card, etc. for each individual foster child?

A: Yes. You will need to issue one card for each foster child (even if they are siblings), as each will have their own EBA and thus their own eWIC cards. Tell the foster mom she can have the same PIN number for each card. **Recommend** if multiple foster children to use a sharpie and put the participant initials on the card, not the name.

3. For foster families, will the Card Management screen show all the cards for multiple foster children, or do we go into each child's account individually?

A: As each foster child will have their own electronic benefit account (EBA), you will need to open the Card Management screen for the individual foster child. **Recommend** if multiple foster children to use a sharpie and put the participant initials on the card, not the name.

4. If a foster mom has her own child on WIC and then decides to adopt a foster child, is the foster child's own card destroyed?

A: You would first deactivate the foster child's card (and destroy it), then "un-check" the foster child box on the Demographic screen. Now the child will be part of the family and their new benefits will be aggregated with the family benefits.

5. Why is it important to deactivate a foster child's card first, before moving the foster child back into their primary household? Why can't I just unclick the "foster child" box on the demographic screen?

A: ***It is very important to first deactivate the foster child's card.*** If you unclick the "foster child" box on the demographic screen before you deactivate the card, the card will no longer be accessible on the screen because the foster child no longer has their own eWIC ID, and you will not be able to deactivate it. It will be important that this step is not missed.

6. If a participant has their own kids on WIC and a foster child (or multiple foster children in one family), can they use both cards at check-out?

A: The system is designed to only handle one eWIC card per transaction. For example, you might want to purchase all of your "Family" benefits in one transaction, then after that is complete, you can purchase the benefits for your foster child in a separate transaction with the foster child's card. *Each foster child's benefits are separate transactions at checkout.*

Revised date: January 2020

7. If a child is being moved from the parents into foster care, do the benefits get pulled from the previous card they were on?

A: If there are existing issued benefits for this child, they are automatically voided from the primary group's Electronic Benefit Account (EBA). Staff will issue new benefits and the First Used Date (FUD) will be today.

8. How do benefits work with foster children?

A: Scenarios regarding foster children:

- A child is removed from a primary group and into a different group as a foster child. The child's benefits, or a percentage of the family's remaining benefits of the same type, if multiple family members, will be removed from their primary group's account, and they will be issued a eWIC card for their new status as a foster child. Only the child's benefits will be in their new account and the benefits will begin when the foster parent comes to the clinic and gets the new card and benefits are issued. A new First Use Date (FUD) will be set.

A child moves from one foster home to another foster home. If the child had a eWIC card while at their first foster home, that card needs to be deactivated. (**VERY IMPORTANT:** This step needs to be done before transferring to the new group.) In StarLINC, the child would be transferred to the new group. When the new foster parent comes to the clinic for benefits for this foster child, a brand new card will be issued and the benefits will be only for that child. If the previous foster parent used any current food benefits, the new foster parent cannot receive those benefits for the child. The child will only be eligible for any currently unused benefits and then full benefits per month after that. The First Use Date (FUD) does not change.

For a formula fed infant, if the previous foster parent purchased all the formula from the current month benefits and either used it all or did not send any of the purchased formula with the infant to the next foster family, the LA can reissue formula.

*The amount of formula should be based on the amount of days left before the FUD of the next set of benefits. Example, infant arrives at a new foster home, benefits don't start for 1 more week, and staff would issue 2 cans of formula.

9. If a foster child moves to a new foster home and all the benefits in his account were used by the previous foster parent are new benefits added to his account for the new foster parent?

A: Since the child has their own account, if the benefits are already used, then we cannot add new benefits to the account because the child would receive more than the maximum amount that WIC is allowed to provide. The good news is this situation may only occur when going from one foster family to another foster family; if the child moves from a non-foster family to a foster, or vice versa, they will change accounts, allowing benefits to be issued immediately (though they may be prorated).

10. If a child was initially certified with his biological mom then enters foster care, what happens to his remaining benefits?

A: The benefits remaining for the child will be removed from the aggregated family's benefits from the account and discarded. The child will then be assigned a new food package and issued food benefits under his own EBA/eWIC ID as a foster child.

11. If two (or more) children from the same family are placed into foster care with the same family and the stipend is in one amount for the month, how do we enter into the income screen in StarLINC?

A: Stipends are assigned to the given child in foster care, not the family unit. If LA staff sees an accumulative amount for a family going into foster care they should contact the SA. The process is the same, children in foster care area family of 1.

12. Does the "Foster Child" box in the demographic screen need to be checked before issuing eWIC card to a Foster Child?

A. Yes.

13. If two children from the same family move to the same "Foster Family" are the children counted as an individual or a family and do the children share a stipend amount?

A: If children from the same family move to the same "Foster Family" they are counted as a family of 1 in the StarLINC system and each child has their own separate stipend.

Vendor F.A.Q's

1. Do eWIC cardholders have to approve the transaction before it is finalized?

A: Yes, the cardholder approves what is being deducted from their benefit balance and must be given the opportunity to make changes if needed to the transaction.

2. Can eWIC cardholders use self-checkouts?

A: No, eWIC transactions must be completed at a register with a cashier.

3. Are stores required to do balance inquiries for eWIC cardholders?

A: Yes, a cardholder can go to the curtesy booth/desk or to a cashier and ask for a balance inquiry to be done.

4. Does the cardholder have to show an ID/Proxy Card to use the eWIC card?

A: No, there is no ID or proxy card required with a eWIC transaction.

5. Can the store still do an override of the WIC approved item if it doesn't scan?

A: No, eWIC transactions do not allow for overrides to be done. If the item is WIC approved and does not scan the store or the local agency can complete the "Add a UPC" form for the item to be added to the Approved Product List (APL).

6. Does the eWIC card have to be present at the time of the transaction?

A: Yes, the store must not complete a eWIC transaction if the card is not present.

7. Are eWIC cardholders still allowed to use coupons and get store promotions?

A: Yes, the process is the same for eWIC related to coupons and store promotions.

8. How does a cardholder file a complaint for a eWIC transaction?

A: The local agency will continue to file the complaint for the cardholder. The updated complaint form now asks for the eWIC card number as well. The complaint form is located at:

<https://www.dhhs.nh.gov/dphs/nhp/wic/documents/participantconcern.pdf>

9. What happens if a store buys from a local farmer, things like cantaloupe or watermelon? Can a store get a code for the items, a PLU?

A: Yes. If a vendor has something that doesn't have a code on it, they'll just have to map it or there's a generic WIC code that they can use of 4699.

10. If a food item that should be authorized but is not and needs to be added, how can the UPC and product information be submitted to the state?

A: Local agencies and vendors can report this to the state agency using the Adding Foods to the Approved Product List (APL) form located here:

<https://www.dhhs.nh.gov/dphs/nhp/wic/documents/upc-approval-form.pdf>

11. A cardholder needs a formula that the store doesn't have the UPC; can the store or the local agency contact the WIC Program to get the UPC so the right product is ordered?

A: Yes, the store or the local agency can call anyone at the WIC Office and get the UPC.

12. Will we need to educate all participants on integrated and stand beside systems?

A: Currently NH has only 5 stores that will have stand beside terminals. Currently, the stand beside terminals are located in the SNHS service area at this time. The SA will require the LA's to indicate on their store list which stores have stand beside terminals. LA staff does not need to spend a great deal of time explaining the difference unless the LA has stand beside terminals in their service area.

13. Will we know which of the stores in our service area will require WIC items to be separated from other non WIC items?

A: No. The LA should share with staff and the SA as they are told a store is requiring items to be separated.

14. How will the participant know what card is their card if the card is left behind at the store?

A: The store will swipe the card and the participant will be required to put in the correct PIN before getting the card back. Reminder, have the participant to make a note with their card number in their phone or where they can locate. Typically they will only need to know their last 4 digits of the card number to identify.

15. Can a participant purchase reduced cost fruits and vegetables?

A: Yes, the reduce cost fruits and vegetables have a UPC code.

16. How many items can a participant scan at a POS device at one time?

A. A participant can scan up to 40 items at a time at a POS device. Recommend to a participant that the transaction be separate into 2 transactions so the device does not time out. Cashiers have a tip card with the guidance to assist families. Revised date: July 2020

Additional Information

IVR: Interactive Voice Response

IVR phone number: 1-855-279-0680

WIC Connect: www.wicconnect.com

FUD: First Use Date

LUD: Last Use Date

EBA: Electronic Benefit Account

APL: Approved Product List

PLU: Product Listing Unit