

New Hampshire WIC Policy & Procedure Manual

Chapter 9 FOOD DELIVERY & FOOD INSTRUMENT CONTROL

B. Food Instrument Pick-up and Transaction

Card Pick-Up

Purpose	To protect program integrity and prevent fraud and abuse. A signature is required to show receipt of a card received by the participant, parent/caregiver, or appointment proxy.
Policy	A WIC participant, parent/caregiver or appointment proxy shall show proof of identity and sign when the card is received. An appointment proxy cannot sign for the initial card issued, but can for any replacement cards issued after.
Authority	CFR 246.12(r)(2)
Definition	Signature means a handwritten signature on paper or an electronic signature.
Procedure	<p>WIC staff shall collect the participant's signature, appointment proxy signature or the parent/caregiver's signature for an infant or child participant at the time of receiving a card.</p> <p>The participant, parent/caregiver or appointment proxy shall sign using electronic signature in StarLINC for the card received.</p> <p>If the signature is missed at time of issuance a StarLINC administrative note and caution shall be entered into each participant's StarLINC record.</p> <p>At the next appointment, WIC staff shall utilize the manual signature form, for card received to collect the participant's signature for the card previously issued without signature.</p> <p>The caution should be removed and an administrative note added indicating the missed signature has been collected. The signed form shall be filed according to the date of the missed signature.</p>
Exception	No exceptions