

## New Hampshire WIC Policy & Procedure Manual

### Chapter 9 FOOD DELIVERY/ FOOD INSTRUMENTS/ CASH VALUE BENEFITS ACCOUNTABILITY AND CONTROL

#### C. Special Food Instruments and CVB Issuance Accommodations

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##### Mailing eWIC Cards

<b>Purpose</b>	To protect program integrity and prevent fraud when mailing an eWIC card.
<b>Policy</b>	All participants, parents/guardians/caretakers of infants and children, and temporary payees/proxies shall be present to pick up in person an eWIC card if lost, stolen or damaged except when meeting situations for mailing the eWIC card. The Local Agency Director, Assistant Director or Program Supervisor shall approve mailing eWIC cards.
<b>Authority</b>	<b>7 CFR 246.12(r)(4)</b>
<b>Procedure</b>	<p>The following situations would allow for a eWIC card to be mailed to a caregiver/participant:</p> <ol style="list-style-type: none"><li>1. The caregiver/participant card was lost, stolen or damaged and it would be a hardship to get to a clinic;</li><li>2. Clinic access area that is remote and there is no scheduled clinic in the near future;</li><li>3. The clinic is closed due to inclement weather/catastrophic event and no other clinic is available within a reasonable distance or reasonable time frame and would result in the participant missing benefits;</li><li>4. The participant has a medical condition that requires confinement to bed rest;</li><li>5. The participant has a medical condition that requires traveling with medical equipment that is not easily transportable;</li><li>6. The participant has a medical condition that may be exacerbated by coming into the WIC clinic; or</li><li>7. An allowed remote appointment.</li></ol>

When one of the above reasons is identified, the eWIC card may be mailed. The following procedure shall be followed and documented when mailing a eWIC card using the "Mailing Card tracking log".

1. Log eWIC cards that are mailed with the following information:
  - a) Approval for mailing the eWIC card by a Local Agency Director, Assistant Director or Program Supervisor.
  - b) The card number, Date card mailed, participant's initials, participant's ID number and reason card was mailed.
    - Documentation of reason for mailing eWIC card in the Administrative notes section of StarLINC in the participant's record.
  - c) Confirmation of the correct mailing address with participant

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prior to mailing eWIC card.

d) Use of certified mail when unable to confirm mailing address or when there is reason to believe the eWIC card would be in jeopardy of being stolen.

e) Notification of the SA if mailing an entire clinic.

See "Mailing Card tracking log" attachment.

**Exception**      No exceptions