

New Hampshire WIC Policy & Procedure Manual

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

C. Special Food Instruments and CVV Issuance Accommodations

Mailing eWIC Cards

Purpose	To protect program integrity and prevent fraud.
Policy	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. Under rare circumstances the Local Agency Director, Assistant Director or Program Supervisor may approve mailing an eWIC card.
Authority	7 CFR 246.12(r)(4)
Procedure	<p>The following situations would allow for a eWIC card to be mailed to a caregiver/participant:</p> <ol style="list-style-type: none">1. The caregiver/participant card was lost, stolen or damaged and it would be a hardship to get to a clinic.2. Clinic access area that is remote and there is no scheduled clinic in the near future.3. The clinic is closed due to inclement weather and no other clinic is available within a reasonable distance or reasonable time frame and would result in the participant missing benefits; or4. The participant has a medical condition that requires confinement to bed rest; or5. The participant has a medical condition that requires traveling with medical equipment that is not easily transportable; or6. The participant has a medical condition that may be exacerbated by coming into the WIC clinic. <p>If a circumstance is identified, the eWIC card may be mailed. The following procedure shall be followed when mailing a eWIC card.</p> <ol style="list-style-type: none">1. Confirm correct mailing address with participant prior to mailing eWIC card.2. Sending the eWIC card certified mail is only necessary when unable to confirm mailing address or when there is reason to believe the eWIC card would be in jeopardy of being stolen.3. Document reason for mailing eWIC card in the Administrative notes section of StarLINC in the participant's record.4. Print a copy of the manual signature form, write "mailed" on it and file with the daily file.5. Log eWIC cards that are mailed with the following information: Card number, Date card mailed, participant's initials, participant's ID number and reason card was mailed.6. Notify the SA if mailing an entire clinic.
Exception	No exceptions