

New Hampshire WIC Policy & Procedure Manual

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

C. Special Food Instruments and CVV Issuance Accommodations

Replacement of eWIC Card

Purpose	To protect program integrity and prevent fraud.
Policy	<p>Replacement of eWIC cards will be allowed under the following circumstances.</p> <ol style="list-style-type: none">1. Damaged, Lost or Stolen eWIC cards within 7 business days of notification of damaged, lost or stolen.2. Infant or child has a change of custody. (see Replacement of eWIC card due to Custody Change, Ch.9.C)
Authority	NH State Plan
Procedure	<ol style="list-style-type: none">1. There is no limit on replacement cards for participants/payees.2. Staff must deactivate current card on file prior to issuing a new eWIC card.3. Staff must select the appropriate reason from the drop-down list when an eWIC card is inactivated to be replaced. The void reason displays in the contact history and Card Replacement Report.4. The local agency shall review with the participant and obtain the participant's signature, acknowledging that they have read and understand the following statement, prior to issuing the replacement eWIC card: <i>"By signing below, I acknowledge that I have received the Card (s)listed. "</i>5. All actions and education provided to the participant/payee shall be documented in the administrative notes section of the participant's record in StarLINC. <p>The local agency shall run the Card Replacement Report monthly to monitor any fraudulent activity, if a participant is losing their cards repeatedly and/or the reasons cards were inactivated. If a participant/payee has been found to have multiple cards replaced local agencies may choose to follow up with the participant/payee to address this and provide education on proper care of their eWIC card.</p>
Exception	Extreme circumstances may be approved at the discretion of the State Agency Nutritionist.