

## 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

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##### Voiding and Replacing eWIC Benefits

<b>Purpose</b>	To replace benefits for participants as allowed.
<b>Policy</b>	<p>Voiding and replacing eWIC benefits may occur in the following circumstances:</p> <ol style="list-style-type: none"><li>1. Participant/Payee has a request for a benefit change; or</li><li>2. There is a change of custody or guardianship for a child or infant. (See Chapter 9C, Replacement of eWIC cards and benefits.)</li></ol> <p>The Local Agency shall not issue replacement benefits for participants for stolen benefits.</p>
<b>Authority</b>	<b>NH State Plan</b>
<b>Procedure</b>	<ol style="list-style-type: none"><li>1. The local agency shall establish their own internal approval procedure for reissuing benefits when it meets one of the approved circumstances.</li><li>2. Only future benefits can be voided and replaced, if benefits have been redeemed in the current month.</li><li>3. The local agency staff must select the appropriate drop down screen (eWIC issuance/modify benefits issuance/void issuance for the month with no redemption), and provide any additional comments in the administrative note field in StarLINC as appropriate.</li></ol>
<b>Exception</b>	No exception