

3.07

Lost, Stolen and Damaged eWIC Benefit Cards

POLICY:

The purpose of this policy is to provide procedures for the replacement of eWIC Benefit Cards.

PROCEDURE:

A. Instruction for the WIC Parent/Guardian or Caretaker

1. The parent/guardian or caretaker will be informed to report lost, stolen or damaged eWIC Benefit Cards by calling the toll-free number on the back of the benefit card or by notifying the local WIC clinic.
2. The parent/guardian or caretaker must be informed that replacement food benefits will not be issued if the eWIC benefits have expired.

B. Replacement of eWIC Benefit Cards

1. When a participant reports a lost, stolen or damaged eWIC Benefit Card to the local WIC clinic, the clinic staff will then deactivate the participant's eWIC Benefit Card.
2. The participant must come to the clinic to receive the replacement card.
3. All unused benefits still remaining for the current month will be loaded to the new eWIC Benefit Card.
4. Benefits purchased by unauthorized users will not be replaced.

REFERENCES:

1. WIC Regulations 246.12, Food Delivery Systems
2. SFP 95-067, WIC Disaster Policy and Coordination
3. SFP 95-135, Revision to WIC Disaster Policy and Coordination
4. SFP 96-035, Revision of WIC Disaster Policy
5. SFP 96-042, Addition of Cross Reference to SFP 96-035