PURPOSE:
To establish procedures that provide a mechanism for local agencies (LAs) to issue replacement food instruments for the contents, participant redemption, and WIC authorized vendor reimbursement of food instruments (FIs) within defined parameters provided by the California Department of Public Health/Women, Infants and Children Division (CDPH/WIC).

POLICY:
I. The LAs must issue replacement FI’s for participants in any of the following situations:
   A. The participant was issued an incorrect food package or the prescription has changed due to a change in the participant’s status.
   B. The FIs were severely damaged and are no longer acceptable by commercial banks. However, a portion of each FI must be legible so that the serial number can be verified.
   C. The participant returns a valid FI requesting a change in food items.
   D. Mailed FIs not received by participant: The FIs may be replaced according to the guidelines in WPPM 380-10, Mailing Food Instruments to Participants.
II. LAs must not replace expired, lost or stolen FIs.

PROCEDURE(S):
I. At the LA’s discretion FIs for individuals transferring from out-of-state may be replaced. Once the individual is enrolled in the California WIC Program, any remaining out-of-state FIs may be replaced with California FIs.
II. The LAs must issue replacement FIs in accordance with the following procedures:
   A. Collect the previously issued FIs, including FIs from outside of California.
   B. Void all FIs and store in locked storage until they are destroyed. See WPPM 350-10 Food Instrument Security and Integrity.
   C. Issue replacement FIs appropriate to the participant’s category and age. The issue date must be the same as the original issue date found on the voided FIs.
D. When replacing FIs from another state the LA Registered Dietitian, CPA/WNA, must determine which FIs to issue to the participant based on the nutritional needs of the individual.

EXCEPTION(S):
LAs must request and obtain a written waiver from CDPH/WIC before FIs can be replaced under circumstances which do not meet these procedures. All exceptions must be documented in WIC MIS. Requests for approval must be sent to the Local Support Unit at WIC@cdph.ca.gov.

AUTHORITY:
7 CFR §246.12(f)

CROSS REFERENCE:
WPPM 380-10 Mailing Food Instruments to Participants
WIC MIS Training Manual