PURPOSE
To provide guidance on proper issuance of the California WIC Card (WIC Card) and food benefits to eligible WIC participants in the WIC Web Information System Exchange (WIC WISE).

POLICY
I. Only one WIC Card can be issued to a WIC eligible family after an EBT account is set up in WIC WISE.
   A. The family representative’s name, Date of Birth, and Zip is required for issuance and replacement of a WIC Card.
   B. Each WIC Card has a unique 16-digit serial number that can only be issued once.
   C. Food benefits issued to individual participants will be aggregated (combined) to the family EBT account. The WIC Card is used to redeem food benefits at WIC authorized vendors.
   D. When an infant or child participant transfers out of the family, WIC WISE calculates any remaining benefits for that infant/child and transfers those benefits to the new WIC family’s EBT account.
II. Families with both their own children participants and foster children participants will have two separate EBT accounts and two WIC Cards.
III. LAs must establish the process and procedures to ensure proper handling and issuance of WIC Cards by LA staff to minimize errors and discrepancies. Refer to WPPM 310-10.
IV. LA staff must replace a lost/stolen/damaged WIC Card upon notification by family representative/caretaker. Refer to WPPM 330-20.

PROCEDURES
I. WIC Card Issuance
   A. A WIC Card must be issued to the family representative at the initial certification of the family. LA staff must:
      1. Set up an EBT Account in WIC WISE.
      2. Issue a WIC Card from LA WIC Card stock inventory.
   B. Instruct the family representative to enter a four-digit PIN on the pin pad.
   C. Educate the family representative on the correct use and security of the WIC Card as part of Program Orientation. Refer to eWPPM 270-40.
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D. LA staff must not issue WIC Cards to themselves, their relatives, friends or co-workers. Refer to WPPM 140-10.

II. Food Benefits Issuance

A. Prior to issuing food benefits at initial certification and recertification, LA staff must:
   1. Complete the certification.
   2. Set up EBT Account and issue a WIC Card in WIC WISE, if not already completed.
   3. Have the family representative/caretaker read and electronically sign the Know Your Rights and Responsibilities and other required forms.
   4. Assign food package and make necessary changes to the food items.
   5. Preview food package and benefits with participant.
   6. Collect the family representative/caretaker’s signature on the electronic signature pad. Electronic signatures must be collected in-person, except during:
      b. WIC WISE downtime.
   7. Issue benefits for the appropriate number of months. Refer to WPPM 330-10.

B. Prior to issuing food benefits at all other appointments, LA staff must complete steps II. A. 5-7 above after verifying the previously assigned food package.

III. Voiding and Reissuance of Food Benefits

A. The Benefits Void screen in WIC WISE is used to void current and future month benefits for a participant or family when a change has occurred, such as food package changes after the food benefits are issued.

B. Redeemed or expired benefits cannot be voided or reissued.

C. No retroactive issuance or reissuance of past month’s benefits is ever allowed.

D. Changes or substitutions in food package due to dietary restrictions or preferences do not require medical documentation, except when requesting for therapeutic formula or WIC-eligible nutritionals. Refer to 390-10.

E. Prior to reissuing food benefits, LA staff must:
   1. Void food benefits; and
   2. Update the food prescription, if applicable.
EXCEPTION
This policy does not apply during system downtime. For procedures on downtime, refer to the WIC WISE Downtime Form and instructions on the Local Agency SharePoint Site (LASS).

AUTHORITY
7 CFR §246.12(l)
7 CFR §246.12(r)

CROSS REFERENCE
WPPM 140-10 WIC Services for Employees and Relatives
eWPPM 270-40 Program Orientation
eWPPM 310-10 Cardstock Security and Inventory
eWPPM 330-20 Lost, Stolen, or Damaged WIC Card Replacement
eWPPM 330-30 Remote Issuance of Food Benefits
WPPM 390-10 Provision of Therapeutic Formula and WIC-Eligible Nutritionals