

POLICY MANUAL

3. PROGRAM OPERATIONS

3.10. eWIC Card Management.

A. Policy Overview

The PA WIC State Agency (SA) will supply WIC Electronic Benefit Transfer cards (eWIC) cards to Local Agencies (LA). LAs are responsible for accepting eWIC card shipments and maintaining a system to track inventory records for all received eWIC cards until final disposition. The SA will monitor eWIC card management practices and conduct audits of eWIC card inventory at Program Reviews.

B. Policy

1. Overview

- a. To protect the WIC Electronic Benefit Transfer cards (eWIC cards) and the value of these cards, there are several steps the LA staff must take:
 - (1) Monitor the level of inventory in the Management Information System (MIS).
 - (2) Use the MIS functionality to receive and verify eWIC card shipments received at the LA.
 - (3) Complete the physical inventory monthly.
 - (4) Use the MIS to document lost, stolen or damaged cards.

2. Card Storage

- a. eWIC cards not in use (being issued to the participant) must be kept in a locked cabinet, drawer, or box at all times, except those cards for immediate use.
- b. eWIC cards shall not be used or stored at staff's home for teleWIC purposes.

3. Monitoring Inventory Threshold

- a. The SA will determine the initial supply of eWIC cards that may be needed based on current caseload and food instrument issuance.
- b. The LA shall monitor the inventory in the MIS and notify the SA if there is less than the replenishment threshold on hand.

4. Shipping, Receiving, and Transferring Cards

- a. The SA will be responsible to ship eWIC cards to all designated shipping sites within the MIS. eWIC cards must be shipped to individual primary clinic sites or the administrative office within the LA. Cards shall not be shipped to satellite clinics. LAs must indicate to the SA when ordering eWIC cards the shipping address.

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- b. LAs shall be required to provide the SA with their designated shipping location(s) and must notify the SA of any changes to shipping location(s) prior to placing their next order for eWIC cards.
- c. eWIC cards will be shipped to a clinic in sleeves of 300 cards with six (6) wrapped packages of fifty (50) cards in each package.
- d. LAs shall be required to designate two (2) staff members (1 primary and 1 back-up) at each shipping location who will be responsible for acknowledging receipt of a shipment from the SA. Designated staff are required to “receive” each shipment in the MIS no later than two (2) business days after the shipment arrives at the shipping location. Additional time to “receive” a shipment requires written approval from your Project Officer.
- e. LAs shall be required to designate two (2) staff members (1 primary and 1 back-up) at each shipping location who will be responsible for “verifying” that a shipment from the SA was “received” in the MIS. Designated staff are required to “verify” each shipment in the MIS no later than two (2) business days after the shipment arrives at the shipping location. The primary staff person to “verify” cannot be the same as the primary person to “receive.”
- f. The LA may transfer eWIC cards from one primary clinic to a satellite clinic within the same LA. Cards being transferred from one clinic to another should be in the wrapped package of fifty (50) cards, if possible. These should be documented on the LAs eWIC tracking spreadsheet.
- g. The LA may transfer eWIC cards from one primary clinic to another primary clinic within the same LA. The LA should contact the SA to do the transfer in the MIS.
- h. If a LA wants to transfer eWIC cards to another LA, they should contact the SA to do the transfer in the MIS. Cards being transferred to another LA should be in the wrapped package of fifty (50) cards, if possible.

5. eWIC Card Check In and Check Out

- a. LA staff shall document when cards are checked in and out to staff on the LAs eWIC tracking spreadsheet. If cards will be assigned to a satellite clinic for use by multiple staff members, note the satellite clinic ID in the Comments field.

6. Monthly Physical Inventory

- a. Physical inventory shall be performed on a monthly basis by 15th day of the following month using PENN reports listed below and a physical count of all cards. LAs shall be required to designate staff members at each shipping location that will be responsible for

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completing this task. The designated staff cannot be involved in any other areas of the eWIC card inventory process.

- b. Physical inventory shall involve completing a manual count of all eWIC cards at a single location. LAs shall be required to keep all PENN reports viewed, printed, and noted at each designated shipping site. Physical inventory reports shall be reviewed during program reviews. If the physical inventory identifies more than a 0.5% difference with the system inventory, the LA shall be required to reimburse the SA for the cost of the cards above 0.5%.

7. Lost, Stolen or Damaged Cards

- a. If a card is reported lost or stolen by a participant or proxy, the card must be hot carded immediately through the Clinic Services > Foods > Card Operations panel.
- b. A temporary hot card reason shall be used.
- c. Notify participants that if they find the lost card, they need to contact the Clinic immediately. The card may be reinstated but may not be used for at least two (2) days after being reinstated.
- d. Notify participants that if they would like a replacement card for a lost or stolen card, there is a mandatory waiting period of three (3) days or 72 hours.
- e. If a card is damaged after it has been issued, the card must be hot carded. If the damaged card is available for replacement, there may not be a mandatory waiting period. If the card cannot be read by the card reader, the mandatory waiting period applies.

If a card is damaged before it has been issued, remove the card from inventory and adjust it back into the vault. If a series of cards are damaged before issuance, contact the SA to determine if there is a card production problem.

8. Disqualification/Termination

- a. If a participant is disqualified, a future effective hot card date should be put on the card for the first of the next month. Current month benefits may be eligible for redemption. Contact the SA with any questions about which date should be used.
- b. If a participant is terminated for being no longer categorically eligible, the card does not need to be hot carded. If they are termed for any other reason, staff should be entering a hot card date and selecting a temporary reason.

9. Moving Out of State

- a. If a participant contacts the LA and provides a date by which they will be moving out of state, a future effective hot card date should be put on the card.

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10. Mailing Cards

- a. Cards can be mailed for teleWIC appointments, if participants have all documentation required to complete the certification.
- b. The LA shall have the option of mailing one, two or three months of benefits depending on the participants issuance cycle and whether the minimum nutrition education contact requirements can be met.
- c. When setting up the new card, request the Personal Identification Number (PIN) number from the Endorser. Do not enter the PIN in the MIS.
- d. If mailing a new eWIC card to a participant with an existing eWIC card, the existing eWIC card must be hot carded prior to the mailing of the new eWIC card.
- e. Cards shall be sent by First Class Mail and shall bear "Return Service Requested" or "Do Not Forward". Staff should mail the card with the current Card Balance paperwork.
- f. Documentation shall be maintained in the MIS on the Comments/Alerts panel whenever eWIC cards are mailed. The date mailed and the reason why shall be included in the Comment.
- g. Cards may be mailed if the system is down during a participant's appointment.
- h. The LA WIC Director shall contact the project officer for approval prior to mailing large numbers of cards due to a disaster.

Reference

1. 7 CFR 246.12(p)
2. 7 CFR 246.12(q)
3. 7 CFR 246.12(r)(4)

Policy Status:

1. This Policy supersedes P&P Number 4.02, dated May 15, 2017.
2. This P&P supersedes P&P Number 4.04 dated September 9, 2013
3. This P&P supersedes P&P Number 4.06 dated October 18, 2007
4. This P&P supersedes P&P Number 4.09, dated May 28, 2004
5. This P&P supersedes P&P Number 4.12, dated February 9, 2007
6. This P&P supersedes P&P Number 4.18, dated February 11, 2008
7. This P&P supersedes P&P Number 4.20, dated June 25, 2012