

ISSUE DATE: December 6, 2013

TO: WIC Program Coordinators
Other WIC Policy and Procedure Manual owners

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SUBJECT: **eWIC Draft Policy Release #1 (revised)**

EXPLANATION:

Attached to this release is the first draft of the new eWIC policies. These policies are being released in draft form so that your agency can begin planning for eWIC implementation. Please remember that these policies have not yet been approved by USDA, are subject to change and should not be implemented in your agency until your agency has rolled out eWIC. Until the transition from vouchers to eWIC is complete, both sets of policies – those for a voucher environment and those for eWIC - will be in effect. The State office will let agencies know when that transition is complete and the old policies can be removed.

- ◆ **501e—Ordering and securing eWIC cards** (*replaces 500—Ordering and securing FI stock and MICR toner*)
 - How to obtain eWIC cards
 - Tracking physical inventory
 - Security of cards
 - Accounting for and disposing of damaged and voided cards
 - Local agency policy/procedure is required to define the process for ordering and securing cards; identifying who will have access to the cards and how allocation to staff and satellite clinics will be tracked and documented.

- ◆ **510e—eWIC cardholder requirements** (*new*)
 - Role of first and second cardholder
 - PIN security
 - Card issuance process
 - Replacing cards, including lost or stolen
 - Local agency policy/procedure is required for tracking and auditing eWIC cards that are delivered to cardholders outside of the clinic, when applicable.

- ◆ **511e—Food benefit issuance** (*replaces 505—Food Instrument issuance and printing*)
 - When to do partial/single/double issuance
 - Defines allowable instances of issuing benefits over the phone
 - Does NOT cover adding foods or changing food packages (this information can be found in policy 769)
 - Local agency policy/procedure is required to identify when food benefits are single or double issued; or when food benefits are issued over the phone.

- ◆ **561e—Program integrity: replacing benefits** (*replaces 505—Program integrity: replacing Food Instruments*)
 - Redeemed formula benefits can be replaced under limited circumstances
 - Replacement of redeemed food benefits (milk, food, infant cereal, baby foods or cash value benefit) is not allowed
 - Form for unavailable/stolen formula will be available on the website and no longer be printed from TWIST

- ◆ **595e—Program integrity: separation of duties** (*replaces 595—Program integrity: separation of duties*)
 - The need for separation of staff duties to avoid a single staff person determining program eligibility and food benefit issuance
 - Local agency policy procedure is required IF your agency has a clinic or satellite clinic staffed by only one person and separation of duties is not possible

- ◆ **610e—Required proofs: identity, residency, income** (*replaces 610—Required proofs: residency, identity, income*)
 - WIC ID card becomes an optional form of identification and is no longer a required proof of identification.
 - eWIC card does not act as proof of identity.
 - Participant identification can be verified over the phone by asking for the cardholder’s name, date of birth and zip code and comparing it to the Family Cardholder Screen.

- ◆ **621e—Providing WIC services during home visits** (*replaces 621—Providing WIC services during home visits*)
 - Benefit issuance may not be provided until the certification or second nutrition education has been completed and entered into TWIST.
 - A staff member other than the home visitor needs to issue the benefits to assure separation of duties.
 - Local agency policy/procedure is required IF your agency provides WIC services in the home to address specifics regarding scheduling, documentation, benefit issuance, appropriate referrals as well as staff roles and training.

- ◆ **823e—Nutrition education: second nutrition education using online classes** (*replaces 823—Nutrition education: second nutrition education using online class*)
 - How to verify class completion and issue the appropriate benefits over the phone
 - Local agency policy/procedure is required IF you are using online nutrition education contacts and include how the participant will be instructed on showing proof of class completion and issuance of food benefits

These policies can also be found online in the eWIC section, not the Policy section of our website, at <http://public.health.oregon.gov/HealthyPeopleFamilies/wic/Pages/ewic.aspx>. As we get closer to pilot and rollout, we will also be releasing eWIC versions of other policies that only need minor changes, such as replacing “vouchers” with “eWIC card”.