

8.0 Food Benefit Issuance/EBT Card Security***Effective Date: 5/1/21*****8.09 WIC EBT Card Issuance*****Implementation Date: 7/1/21***

PURPOSE: To document the issuance of WIC Electronic Benefit Transfer (EBT) cards to clients.

A. POLICY

1. The WIC EBT Card is the food instrument used to make WIC food benefits available to clients to purchase authorized WIC foods at authorized WIC vendors.
2. Issuance of WIC EBT Cards
 - a. A WIC EBT card shall be issued at the client's initial certification appointment and replaced (lost, stolen, defective, etc.) as needed. EBT cards can be replaced in the office or by calling the number on the back of the card. The local agency shall educate the client on replacement methods/timeframes and honor the client's preference, taking into consideration the client's benefit expiration date. (See Policy 8.06, Client Education on Using Food Benefits)
 - b. The name of the authorized person or proxy to whom the card has been issued shall be printed on the back of the card and signed by the recipient. (See Policy 2.23, Authorized Person and Policy 8.03, Proxy).
 - c. Local agency staff shall provide appropriate education to all clients on the WIC EBT benefit process (See Policy 8.06, Client Education on Using Food Benefits).
 - d. Once the WIC EBT Card has been issued to the authorized person/proxy, the card must be activated by creating a Personal Identification Number (PIN).
3. The local agency shall maintain accountability for WIC EBT card issuance through the WIC EBT Card Issuance Log (See Policy 8.08, WIC EBT Card Security).
4. A WIC EBT Card Issuance Log entry must be completed for all cards issued to clients. Staff shall enter the following information on the log for each card assigned:
 - a. WIC EBT Card Check digit (the last number on the card).
 - b. Date of Issuance.
 - c. Authorized Person/Proxy Cardholder Name.
 - d. WIC Family ID Number.
 - e. Staff Name issuing the card.
 - f. New Card column checked if it is the first card issued to the authorized person.

- g. If the card is a replacement card, write the letter corresponding to the reason for card replacement in the last column.
5. WIC EBT Card Issuance Logs and assigned cards being issued to staff must be stored in a secure manner.
6. Retain completed WIC EBT Card Issuance Logs in accordance with Policy 1.06, Record Retention and Destruction.

B. GUIDANCE

1. Creating WIC EBT Card Issuance Logs
 - a. Access the WIC EBT Card Issuance Log template from the MDHHS WIC website.
 - b. Enter the beginning (lowest) number of the box of cards being withdrawn from In-stock for daily use to create the issuance logs. Verify the ending card number on the created log is the same as that of the last card in the box of cards; correct as needed.

Reference:

7 CFR 246.12(r)(2) and (4)

Cross-References:

- 1.06 Record Retention and Destruction
- 2.23 Authorized Person
- 8.03 Proxy
- 8.06 Client Education on Using Food Benefits
- 8.08 WIC EBT Card Security

Exhibit:

- 8.09A WIC EBT Card Issuance Log