

SECTION: Food Delivery**SUBJECT: EBT Account Setup and Maintenance**

Federal Regulations: §246.2 and 246.12(r)(1)

Also see WIC 400-08 Theft or Loss of eWIC cards

POLICY**eWIC CARD ISSUANCE**

The local agency staff shall issue and explain the eWIC card and WIC Approved Food Guide together. An eWIC card will be issued to **only** the Authorized Person (AP). If a new eWIC card is needed the authorized person must visit the local agency with proper identification for a replacement card. A replacement eWIC card cannot be issued to the Caretaker unless the WIC Coordinator or CPA on staff documents special hardship.

EBT ACCOUNT SETUP

Once the authorized person has been issued an eWIC card, local agency staff must explain how to activate the card. The participant must call Conduent for card activation. The card will be activated after the Authorized Person has provided the following information; eWIC card number, authorized person's date of birth and zip code of the street address provided to the WIC clinic. Once this personal information has been provided, the Authorized Person will be prompted to select a personal identification number or PIN. See below for additional information regarding PIN security.

eWIC CARD SAFETY

Inform the authorized person of ways to ensure eWIC card safety. The following are ways to ensure cards continue to work effectively.

The eWIC card should:

- Be kept in a safe place (purse or wallet)
- Never be bent
- Be kept clean and safe
- Be kept away from direct sunlight, magnets, cell phones, TVs and microwaves

PIN SECURITY

A Personal Identification Number is a 4 digit secret number that, along with the eWIC card allows the Authorized Person access to WIC benefits. When selecting a PIN, remind the Authorized Person to choose four numbers that are easy to remember but difficult for someone else to figure out. Additionally, inform the Authorized Person that they should never write their PIN on their eWIC card and to consider safety when providing someone else with their PIN. While a PIN could be shared with anyone, the Authorized Person should select only individuals who can be trusted. WIC benefits

that were used without consent from the Authorized Person cannot be replaced if the person had access to the family's eWIC card and had knowledge of the PIN.

For additional information refer to *The eWIC Card brochure*.

eWIC CARD REISSUANCE

Damaged cards presented to the local agency should be replaced immediately. For information regarding reissuance of an eWIC card that has been lost or stolen refer to policy 400-08 Theft or Loss of eWIC Cards.

WIC participants should bring their eWIC card to every WIC appointment.