

SECTION: Food Delivery**SUBJECT: eWIC card Replacement**

See also CT_WIC CLINIC Manual 22.2 eWIC Account Maintenance pgs. 159-164 and CT WIC Policy 400-06 (Benefit Reissuance)

POLICY

WIC benefits can be reissued under a new eWIC card. Consider the following when reissuing an eWIC card to participants:

- Determine why the card is being replaced and educate the participant on the importance of securing their eWIC card (securing their PIN and considering who they allow access to their eWIC card and PIN).
- The benefits are connected to the account and not the card, so replacement can occur real time. Participants should contact their local agency to report lost or stolen eWIC cards, or Conduent if they are unable to contact their local agency. Conduent cannot reissue eWIC cards but will stop access to the benefits remaining on the lost/stolen card. Card replacement can only occur in the local agency.
- Used benefits may only be replaced in the event of documented loss of benefits due to Fire or Natural Disaster (hurricane, tornado, flood, etc).
- A foster parent who is unable to obtain issued benefits from the last Authorized Person may receive replacement benefits. (See WIC 200-29)

Call the State agency for guidance under any other circumstance.

Card Replacement

- First occurrence – the eWIC card may be replaced immediately
- 2nd or subsequent occurrence – the eWIC card shall be replaced 48 hours after the card has been reported as lost or stolen (unless the participant is present for a scheduled appointment – then follow protocol for proof of identity in policy WIC 200-03)

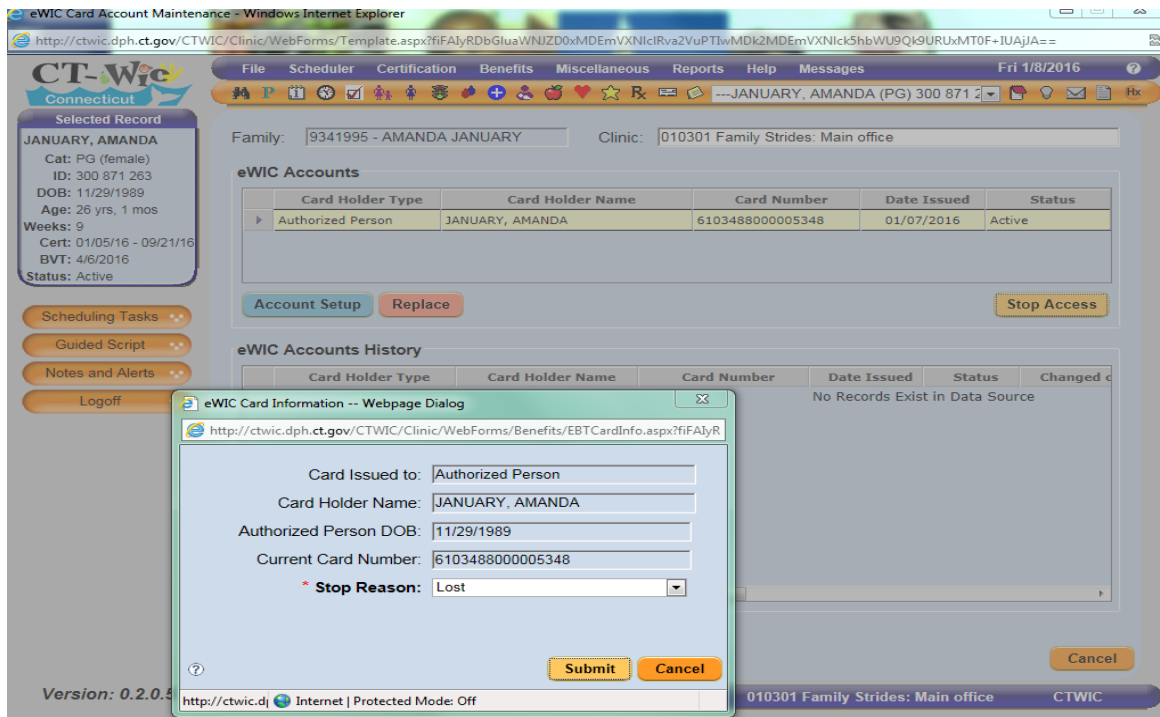
When a participant reports a card as lost or stolen, local agency staff should inform the participant that once an eWIC card has been deactivated it cannot be reactivated. Therefore, if the card is located once it has been deactivated, they will not be able to access their benefits with the “old” card.

eWIC card Deactivation Procedure

In the Benefits Menu, go to eWIC card Account Maintenance, and click “Stop Access”.

Select the eWIC Account for which the Stop Access is to be performed.

Select the Stop Reason from the drop-down menu and click “Submit”.



eWIC Card Reissuance Procedure in CT-WIC

To replace an eWIC Card:

1. Access the eWIC Account Maintenance screen with the desired family record selected.
2. Select the row of the eWIC Account for which the card is being replaced.
3. Click on the "Replace" button. The eWIC Card pop-up will be displayed.

eWIC Card Information -- Webpage Dialog

Card Issued to: Authorized Person

Card Holder Name: TEST, TEST_FAMILY

Authorized Person DOB: 8/3/1984

Current Card Number: 6103488000005553

* New Card Number: 6103488

* Re-enter Card Number: 6103488

* Replace Reason: Lost
Stolen
Damaged

Submit Cancel

Trusted sites | Protected Mode: On

4. Enter the *New Card Number*, including the check digit, in the *New Card Number* field. The numbers entered will not be displayed as entered in this field.
5. Re-enter the eWIC card number, including the check digit, in the *Re-Enter Card Number* field. The numbers entered will be displayed as entered in this field.
6. Select the reason the card is being replaced from the *Replacement Reason* dropdown list, then click on the "Submit" button. The previously assigned card will appear in the *eWIC Accounts History* grid at the bottom of the screen.
7. Destroy eWIC cards that have been coded as damaged and discard.