



Idaho WIC Program: *WISPr* Reasons Guidance

This resource provides additional details to help staff with entering reasons in a variety of areas in WISPr. Examples are provided, but do not capture every scenario. Staff should choose the option that best fits the reason for the action they are taking in WISPr.

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Voiding Unused & Future Benefits

Future month benefits can always be voided. Current month benefits can only be voided if there have been no redemptions on the account. Reasons are required to be entered when voiding benefits.

Reasons

Examples: Each reason has multiple scenarios, only one is mentioned as an example.

Notes

For all scenarios:

- *Staff must void benefits before issuing new benefits.*
- *Add special authorizations and/or tailor, if needed.*

Category Change

Participant changes from a B to a P.

Current month benefit procedures may vary if she is/isn't breastfeeding as a P:
If she is BF, provide the appropriate new package.
If she is not BF, leave the current month and issue changes for future months.
Refer to **Mother & Infant Food Issuance Grid** on the WIC Website.

Food Intolerance

Participant returning milk-based formula for soy-based formula.

Nutrition Needs Change

Increased calorie needs after being diagnosed with an illness.

Participant Refused

Participant coming in for PC or RD services, but declines food benefits for personal reasons.

Participants may decline food benefits. Staff can leave the card active and assigned to the FC. Benefits do not have to be loaded to the card.

Situation Change

Family is suddenly homeless with unpredictable refrigeration access.

Staff Error

A staff member left the default package for the CVB but the participant asked to have the baby food jars instead.

Breastfeeding % Change

Participant was BF 100%, now she is only BF 25%. She is requesting formula for baby.

Complete breastfeeding assessment and counseling, document in WISPr. Refer to **Mother & Infant Food Issuance Grid** on the WIC Website.

Moved to new area

The participant moves out of state.

If a VOC is issued for the participant moving out of state, staff should leave the current month's benefits and then void all future months' benefits. When a participant with unused benefits transfers in-state to a new family, future months' benefits are automatically voided and need to be assigned and issued.

Current Month with Redemptions

If the current month has redemptions, staff can make changes to benefits through the reissue (formula) or retailer (food benefits) screens. Retailor can only be done one time per month, per family.

Notes

Reissue

- *Reasons are a required in the notes box.*
- *Please note the reason for the reissue of formula under the reissue screen. Staff should document the situation briefly – why they are making the change and how they determined how much formula to reissue.*
- *Nutritional products such as Pediasure are handled under the reissue screen.*
- *If a nutritional and / or exempt formula needs to be added to a food package that did not previously have formula and / or a nutritional issued, use the reissue screen.*

Retailor

- *Reasons are optional in the notes box.*
- *Staff may include any relevant notes related to the changes to food benefits.*

No Proration

Proration to a 50% package will default after mid-month. WISPr no prorate feature allows staff to issue a full package after mid-month, if applicable. Additional scenarios may be assessed on a case by case basis, staff should consult their coordinators or supervisors for guidance.

Reasons

Examples: Each reason has multiple scenarios, only one is mentioned as an example.

Notes

- In all reasons to not prorate, select “no proration” in WISPr and document the reason.
- Typically, if a participant was issued a full package at the beginning of the month and requires changes to benefits after mid-month, the no prorate option should be used to replace the existing unused full package to provide the full nutrition benefit.

VOC

Participant transfers from Oregon to Idaho on the 20th of the month and reports they haven't used current months benefits.

Category Change

The participant changes from a B to a P on the 18th of the month. She was issued a full package and hasn't used benefits.

Current month benefit procedures may vary if she is/isn't breastfeeding as a P: If she is BF, provide the appropriate new package and do not prorate. If she is not BF, leave the current month benefits. Make changes for the future months. Refer to **Mother & Infant Food Issuance Grid** on the WIC Website.

Situation Change

The participant becomes homeless on the 25th and hasn't used benefits.

Tailor Issued Food Package

A participant comes in the 20th and wants more milk instead of yogurt and cheese. They haven't used benefits.

Staff Error

Staff assign but do not issue benefits to the participant and it is caught the second half of the month.

No Linked Infant

The no linked infant checkbox option is available when a breastfeeding participant qualifies for WIC as a B and the infant receiving the milk is a participant of WIC, but not in their family. Under the women's breastfeeding tab, selecting the appropriate percentage and the reason are required fields.

Reasons

Examples: Each reason has multiple scenarios, only one is mentioned as an example.

Notes

For all scenarios:

- Staff must verify the infant is a WIC participant.
- Staff may not accept a verbal from the breastfeeding participant. Options may include checking in WISPr or verifying with an individual such as a caseworker.

Foster

Participant's birth child is placed in foster care and she is providing breast milk

Adoption

Participant's birth child was placed for adoption and she is providing breast milk

Out of State WIC Infant

Participant is breastfeeding or providing milk for an infant participating in another state's WIC program

If the infant moved out of state and are participating on WIC, the other state may confirm participation.

Non- Gestational Parent

Non-gestational parent is providing breast milk and the infant is on the gestation parent's account

The birth parent would be category N and eligible for 6 months

Temporary Separation

Infant has been separated from the mother and placed with a different FC temporarily while the mother continues to provide breast milk

Special Authorization (MD Doc & RD Approval Reasons)

Staff must create a special authorization to enable the tailoring options for RD Approval, MD Doc, and Homeless food packages. Reasons are a required field when entering a special authorization. For additional details on how to handle special authorization for RD Approval and MD Doc, follow the guidelines outlined on the **Guidelines for Special Authorizations** handout on the WIC Website.

Reasons

Examples: Each reason has multiple scenarios, only one is mentioned as an example.

Notes

For all scenarios:

- Add special authorizations (MD Doc, RD Approval and/or Homeless) then tailor and issue new packages.
- You can have multiple different special authorizations RD Approval, MD Doc, and Homeless.

Food Allergy

FC comes in with her infant that has a soy allergy and needs to change formula.

Food Intolerance

SC comes in with a child that now has a lactose intolerance and needs to change their milk package options.

Dietary Restriction

A family comes in with cultural restrictions.

Change in Conditions

The FC reports they are in an area where there is unsafe water and they have concerns about using it to mix their infant's formula.

Weight Related

FC has been meeting with the WIC RD and primary doctor for her child having weight loss (failure to thrive). The MD has ordered product and sent an MDF to the clinic.

Medical Diagnosis, see current MDF

FC reports new dx of malabsorption for her infant. This is documented on the MDF faxed in and they need a new formula.

See IWPPM Ch. 7 for applicable medical dx approved for WIC. Staff may use this option when the MDF has a specific medical dx that does not relate to one of the options listed above. MDF must be retained at the clinic (hard copy or electronic).

eWIC Card Deactivation

Applicable when an eWIC card will never be used again. The reason is a required field in WISPr when deactivating. The local agency or the customer service line may deactivate an eWIC card. The Local Agency Coordinator has the discretion to issue replacement eWIC cards in the clinic such as immediate need for formula or homeless participant with no address.

Reasons

Examples: Each reason has multiple scenarios, only one is mentioned as an example.

Notes

For all scenarios:

- DOB, address, and zip code should always be verified. Update in WISPr as needed.
- If the participant is calling to notify the clinic about one of the reasons below, have them call CLS to report the issue and to have a new eWIC card sent to their address.
- An eWIC card will be mailed to them within 5-7 business days. However, if there are fewer than 10 days left in the month, the clinic should replace the eWIC card to ensure the participant can use their benefits (they must be present at the clinic, the local agency will never mail eWIC cards).

Lost

Cardholder states they cannot find their eWIC card.

Damaged

Cardholder states their eWIC card snapped in half.

Stolen

Cardholder states their wallet was stolen and their eWIC card was in their wallet.

Change Family Status

FC says the father doesn't have shared custody anymore and they had the second eWIC card on their account.

Advise the FC that they may add another SC anytime, but the SC would need to be present at the clinic to show ID and sign for the eWIC card.

Undeliverable

FC calls the clinic and says they called the Customer Service line two (2) weeks ago and never got their eWIC card in the mail.

Advise the cardholder to come into the clinic to get a new card.

Returned

The SC no longer wants to participate on the program and returns their eWIC card to the clinic.

Follow LA procedures for handling deactivated cards.

Terminate Certification

In some circumstances, a certification may need to be manually terminated by staff. WISPr does not automatically make changes to participant benefits when their certification is terminated. The reason when terminating a certification is a required field.

Reasons

Examples: Each reason has multiple scenarios, only one is mentioned as an example.

Notes

Deceased

FC reports infant passed away.

Current month - Leave benefits if there are redemptions for the entire family or void if all the family benefits are unused.
Future months - Void all benefits.

Disqualified

FC sold their eWIC card.

Void based on SO guidance. Only the SO may disqualify a participant. Communication will occur in writing to the LA and participant from the SO on actions taken based on reasons disqualified.

Dual Participation in WIC

It is discovered the FC is participating in Idaho and Washington WIC, one state needs to close them. The FC chooses to continue services in WA.

Void based on SO guidance. Typically, staff would void all benefits since the participant may have benefits in both states.

Error

Staff enter information incorrectly that qualifies them for the program, but they should not have qualified.

Should be used very rarely. Staff must provide written notification.
Current month - Leave benefits if there are redemptions for the entire family or void if all the family benefits are unused.
Future months - Void all benefits.

Moved out of Service Area

A participant is moving out of Idaho and doesn't want a VOC to participate in WIC in another state.

Void future month's benefits.

No Longer with Family

Foster parent/current FC reports the foster child is no longer in their care and there is no FC to move them to currently.

Current month- Leave benefits if there are redemptions or void if benefits are unused.
Future months - Void all benefits.

Not Serving Priority

Funding change where WIC provides services based on priority III or higher.

Void based on SO guidance for priorities to continue serving. Typically, leave the current month and void all future month's benefits for participants not being served.

Program Misuse

FC was allowing an unauthorized person to use their eWIC card

Void based on SO guidance. Only the SO may temporarily disqualify participant. Communication will occur in writing to the LA and participant from the SO on actions taken based on the type of program misuse.

Requested Early Certification

FC requests to end a certification early to get her children on the same certification cycle.

Void future month's benefits.

Voluntary Withdrawal

Void future month's benefits.

FC no longer wants to participate on WIC.

Women Category Change

Participant is no longer BF.

Leave them CLO if no longer eligible (infant is > 6 m/o).

May need to terminate the participant and refresh to change their category if infant is < 6 m/o (when the option of category change button is not available).

Current month - leave the package for the women category, issue formula package to the infant.

Future months - Void future months benefits or void and provide the appropriate new package if still eligible for future month's benefits.

Abbreviations:

CVB= cash value benefit CLO = closed DOB =date of birth CSL= customer Service Line Dx = diagnosis FC= first Cardholder/Caregiver

LA= local agency MD=medical doctor MDF= medical documentation form PC= peer Counselor RD= registered dietitian

SC= second cardholder SO=state office VOC=verification of certification

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The WIC Program is an equal opportunity provider.

