



WIC POLICY MANUAL INDEX OF CHANGES October 2019

Location in Manual	Change
Chapters 1-11	Reference to checks and check use has been updated to eWIC cards, benefits and/or food benefits.
Chapters 1-11	Reference to CPA or Certified Professional Authority has been updated to Certifier. Changed to match term used most by LA and SO, reflects the training guidebooks and checklists for staff. No change to role and responsibilities.
Ch. 1 Section A	Updated the following areas: <i>State Office positions, job descriptions, organization chart, LA Coordinators, clinics.</i>
1-D-1	Under the <i>Policy Note</i> : changed <ul style="list-style-type: none"> • “check registers, check paper, and MICR toner for the check printers. For procedures on ordering these items, see Ordering WIC Checks/CVV Supplies.” to “The POC handles all forms/materials orders except eWIC materials. For more information, see Ordering eWIC Card Supplies.”
1-D-2	Under <i>Ordering WIC Check/CVV Supplies</i> : changed <ul style="list-style-type: none"> • ordering supplies information from check/CVV supplies to eWIC card supplies. • shipping/delivery information to reflect eWIC card timing/procedures. And included the following items “To Order”: <ul style="list-style-type: none"> ○ eWIC Cards (TBD) ○ Card Reader (TBD) ○ Signature Pad (TBD) ○ Signature Pad Stylus (TBD) Under <i>Shipping</i> : changed <ul style="list-style-type: none"> • “Allow up to two weeks for delivery of check paper” to “Allow up to six weeks for delivery of the eWIC cards”. • “order of check paper” to “order of eWIC cards” • “it may be obtained from a neighboring clinic within the agency” to “please contact the State Office.” Added “Shipping of other eWIC items (TBD).”
2-Definitions	Under <i>Definitions</i> : added definitions for: aggregated food benefit, agency conversion date, assigned food benefits, authorized product list, balance inquiry, benefit balance, benefit list, cut-off date, electronic benefit account, electronic benefits transfer, eWIC, eWIC banking contractor (processor), eWIC family, food benefit, food package, food package assignment, food package issuance, issued food benefits, interactive voice response, personal identification number, point of sale terminal, retailer (vendor) readiness, stand-beside vendor, statewide completion date, state wide cut-off date, truncation, and unit of measure. Made the “disruptive action” definition more concise. Changed the Definition of Dual Enrollment to reflect eWIC.
2-Acronyms	Under <i>Acronyms</i> : added listing of the meaning of thirty-six eWIC related acronyms: ACH, APL, BIN, CDP, CVB, DDI, DFDD, DTSD, EBA, EBT, ECR, eWIC, FIS, FNS, FReD, IAPD, ICD, IVR, JAD, MIS, PAN, PAPD, PIN, PLU, POS, QA/QC, RFP, SNAP, SRP, TIG, TPP, UAT, UI, UPC, USDA, VAR
2-A-1-2	In the <i>Child Friendly</i> section: condensed bullet points describing a child friendly clinic environment.
2-A-3	In the <i>Policy</i> paragraph: corrected grammar in one sentence.

2-A-4	Under the <i>Develop Customer Service Goals Each Year</i> section: changed <ul style="list-style-type: none"> “the average waiting time for a voucher pick up appointment” to “the average waiting time for an appointment”.
2-B-1	Under the <i>Examples of Discrimination</i> section: changed <ul style="list-style-type: none"> “issuance of program benefits (WIC checks/CVV)” to “issuance of program benefits”.
2-C-2	Added a paragraph explaining <i>How to File</i> a complaint.
2-C-4	In the first <i>Policy</i> paragraph: changed <ul style="list-style-type: none"> “followed correct procedures while cashing WIC checks/CVV” to “followed correct procedures while using the Idaho eWIC card”.
2-D-3	Moved the definitions (abuse, fraud, and participant violation) to the beginning of the chapter where the other definitions are located.
2-D-4	Under the <i>Participant Disqualification for Program Fraud</i> section: changed <ul style="list-style-type: none"> “selling WIC food/checks/CVV” to “selling an eWIC card” “exchanging WIC food checks/CVV” to “exchanging eWIC cards” “theft of WIC food checks/CVV” to “theft of eWIC cards” Removed four fraud bullet points that no longer apply (due to an EBT card is easier to regulate than paper checks).
2-D-5	Under <i>State Responsibilities</i> : changed <ul style="list-style-type: none"> “purchase price of the WIC food check(s)/CVV(s)” to “purchase price of food benefits”.
2-D-6	In the <i>Table</i> : removed multiple violations/sanctions that no longer apply (due to an EBT card is easier to regulate than paper checks). Changed <ul style="list-style-type: none"> “use WIC food checks/CVV or WIC ID folder” to “use the eWIC card” “exchanging WIC food checks/CVV” to “exchanging an eWIC card” “attempting to sell WIC food checks/CVV” to “attempting to sell an eWIC card” “selling WIC food checks/CVV” to “selling an eWIC card” “purchased with WIC food checks/CVV” to “purchased with an eWIC card” “theft of WIC food checks/CVV” to “theft of an active eWIC card”
2-F-1	Under <i>In This Section</i> : changed <ul style="list-style-type: none"> “Checks/CVV printed by State Agency” to “Food benefits issued by State Agency”. Under <i>Check/CVV Issuance</i> : changed <ul style="list-style-type: none"> “Check/CVV Issuance” to “Food Benefit Issuance” “regarding printing and issuance of checks/CVV” to “regarding issuance of benefits” “Checks/CVV can be printed” to “eWIC cards and food benefits can be issued” “can print checks/CVV” to “can issue eWIC cards and food benefits” “responsible for check register” to “responsible for food benefit issuance” “one month of checks/CVV” to “one month of food benefits”
2-F-2	In the <i>Participant Education</i> paragraph: changed <ul style="list-style-type: none"> “checks/CVV that aren’t redeemed” to “food benefits that aren’t

	<p>redeemed”.</p> <p>In the <i>Vendor Relations</i> paragraph: changed</p> <ul style="list-style-type: none"> “participant and check issues” to “participant and eWIC card and/or food benefit issues”. <p>Removed two vendor relations bullet points that no longer apply (due to no longer sending checks or issuing credit slips).</p>
2-F-3	<p>In the <i>Check CVV. Food Benefit Issuance</i> section: changed</p> <ul style="list-style-type: none"> “Check/CVV Issuance” to “Food Benefit Issuance” “will print checks/CVVs if they cannot be printed” to “will issue eWIC cards and food benefits if they cannot be issued” “location of check/CVV printing” to “location of eWIC care issuance” <p>In the <i>Checks/CVV Printed By State Agency</i> section: changed</p> <ul style="list-style-type: none"> “Checks/CVVs Printed by State Agency” to “eWIC Cards and Food Benefits Issued by State Agency”. <p>Under <i>eWIC Cards and Food Benefits Issued by State Agency, Policy</i>: changed</p> <ul style="list-style-type: none"> “checks/CVVs printed and issued” to “eWIC cards and food benefits issued” “Checks/CVVs are printed and mailed” to “eWIC cards and issued, loaded with food benefits, and mailed” <p>Removed parts of the <i>Policy</i> section that became outdated with WISPr.</p> <p>Under <i>Contaminated Water, Policy</i>: changed</p> <ul style="list-style-type: none"> “so check/CVV can be printed” to “so food benefits can be issued.”
Ch 3	No changes.
4-B	Requested doc not available - homeless no proof of residency policy
4-A	RA section, cert procedures - Second cardholder and proxy updated (other areas as applicable)
4-B-5	ID folder removed as proof, cannot use eWIC card (updates with more proof of ID options with omission of the WIC ID folder).
4-A-8	In the first paragraph of the <i>Eligibility of Shelter Homes and Other Institutions</i> section: changed “checks/CVVs” to “benefits”. In the first paragraph of the <i>Eligibility of Shelter Homes and Other Institutions</i> section: changed “food package benefits” to “food benefits.”
4-A-10	<p>In the third bullet point of the <i>Procedure – Transfer of Certification (VOC)</i> section: changed “Issue checks/CVVs and WIC Identification Folder, and explain how to use checks/CVVs” to “Issue and explain how to use eWIC card(s), WIC benefits, and WIC Food List (App or brochure).”</p> <p>VOC proc - added section for verification of DOB and mailing address for eWIC</p>
4-A-11	In the seventh bullet point of the <i>Issuing a Verification of Certification Document (VOC), VOC Issuance</i> section: changed “WIC checks/CVVs” to “benefits.”
4-B-1	In the fifth bullet point of the <i>Processing Applicants, Policy</i> section: changed “checks/CVVs” to “benefits.”
4-B-4	In the second bullet point of the <i>Certifying Breastfeeding Women Up To One Year, Policy</i> section: changed “>50% formula package will no longer be eligible to receive a food package” to “>50% formula benefit will no

	longer be eligible to receive food benefits.” Added “for breastfeeding education/support.”
4-B-17	Under <i>Rights, Responsibilities and Consent</i> , first paragraph changed “Authorized Signer” to “Second Cardholder” and “second signer” to “second cardholder.”
4-B-19	In the third bullet point under the <i>Eligible Applicant Certification Procedures</i> section: changed “print and sign the Certification Record/Care Plan” to “complete the certification.” In the fourth bullet point: changed “Issue checks/CVV’s and WIC Identification Folder, and explain how to use the checks/CVV’s” to “Issue eWIC card(s) and WIC Food List (App or brochure) and explain how to use the WIC food benefits.”
4-C-1	Under <i>Breastfeeding Woman Who Becomes Pregnant</i> : changed “Food Package 7” to “fully breastfeeding food benefits.”
4-C-2	Under <i>Change in Custody, Policy</i> second paragraph changed “Authorized Signer” to “Second Cardholder.”
4-C-3, 4-C-4	In the <i>If there is a custody dispute</i> paragraph, fifth bullet point: changed “WIC folder” to “eWIC card” and “folder” to “card” and seventh bullet point changed “checks” to “card.” In the <i>If benefits have been issued for the current month</i> paragraph, changed “Authorized Signer” to “Second Cardholder” and in first bullet point: deleted text and replaced it with “If food benefits haven’t been redeemed, benefits can be issued with the new card.” Second bullet point: changed “checks” to “benefits” and “cleared” to “redeemed.” In the <i>If benefits have been issued for multiple months</i> paragraph changed “Authorized Signer” to “Second Cardholder”, first bullet point: changed “unused checks” to “the eWIC card.” Deleted “He/she may be required to reimburse Idaho WIC either the dollar amount or quantity and type of items if a check is redeemed.” Second bullet point: changed “void” to “deactivate” and “checks” to “card” and deleted “a Check Audit”, and changed “checks” to “an eWIC card/benefits.” Deleted last two bullet points (regarding State agency checking bank files for checks cleared).
4-C	Mid cert changes, verification of DOB and mailing address for eWIC
Ch 4	Changed Authorized Signer to Second Cardholder, proxy is now non-cardholder.
Ch 5	Ch 5: Nutr Ed - no changes (Benefits replace checks next year.
5-B-6	In the tenth bullet point of the <i>Online Nutrition Education</i> section: changed “checks” to “benefits.”
6-A-6	Under Counseling changed “checks for” to “benefits”
6-A-7	In the table changed “Enfamil ProSobee” to “Similac Soy Isomil”. Changed the formula amounts in the table to reflect the revised formula amounts that can be issued in WISPr through eWIC.
6-B-6	Under Ordering and Inventory Procedure changed “WSCA” to “MMCAP”
Ch. 7	Within Sections A, B, C, there are major changes for the conversation to eWIC including. <ul style="list-style-type: none"> ▪ Food package verbiage updates ▪ Allowed substitutions/tailoring ▪ Special Authorization- FP3 and Homeless ▪ Infant Formulas and WIC-eligible Nutritionals ▪ Returned Formula ▪ Issuing benefits

	<ul style="list-style-type: none"> • Shopping for Authorized Foods • Issuing eWIC Cards and Food Benefits/CVBs • Second Cardholder • Voiding eWIC Cards and Food Benefits/CVBs • Food Benefit/CVB Issuance • Food Benefit/CVB Issuance Parameter Guidance
8-1 st page	Under Clerical Staff changed “checks” to “food benefits”
8-B-4	In the thirteenth bullet point changed “WIC benefits” to “food benefits” for wording consistency
8-B-4	Under Clerical Staff changed “checks” to “food benefits”
8-B-5	In the tenth bullet point changed “WIC benefits” to “food benefits” for wording consistency
Ch. 9 Sections A & B	Updated changes for eWIC: Section A: <i>Updated definitions, Local Agency Contract Agreements, Foods Not Available, Conducting a Preauthorization Visit for New Vendors, omitted returned Checks/CVV section.</i> Section B: <i>Vendor Selection and Authorization, Vendor Price Update, Vendor Training, Vendor Monitoring</i>
10-A-2	Updated Check Registry to Card Inventory
11-A-1	Changed “vouchers” to “benefits”
11-B-1	Changed “Program Management” to “General Administration”
11-B-1	Changed “food instruments” to “food benefits”
11-B-2	Peer Counseling Allowable Costs revised
11-C-2	Added “for WIC participants” to bullet about unallowable food purchases with WIC funds.
Forms and Attachments	
eWIC Card signature form	WISPr Computer Down Kit for created to collect signatures and assign cards if the system or card signature pads are temporarily not working.
eWIC Card inventory	Developed for eWIC card inventory to be completed monthly.
WISPr EBT Infrastructure	Disaster Recovery - WISPr EBT Infrastructure is reference in the policy manual Chapter 2 and will be added to our Policy Manual Appendix.