



Idaho WIC Program: Voiding Checks/CVV's

Reasons/Examples:	Best Practices:
<p>Already Cashed <i>Ex: When the check has been used and the food has been destroyed or stolen and checks are being replaced.</i></p>	<p>This should be used very little and only if none of the other options apply. Void/Reissue checks as appropriate.</p>
<p>Computer Problems <i>Ex: WISPr shows checks sent to printer, but not printing when it is known the printer is working.</i></p>	<p>This should be used very little and only if the printer is not the primary cause. Double check that the initial checks did not print. Complete the Void in WISPr. Issue checks once computer is working. If the computer cannot be fixed in a timely manner to issues checks, checks may be mailed in this limited circumstance.</p>
<p>Damaged Checks/ CVV's (Physically Presented) <i>Ex: Checks washed or torn.</i></p>	<p>Obtain destroyed checks and shred as soon as possible. Void/Reissue checks as appropriate. <i>Note: If a participant signed a check before attempting to redeem it causing the store to not accept it, the LA may consider it damaged.</i></p>
<p>Destroyed Checks/ CVV's (Natural Disaster) <i>Ex. Flood or fire</i></p>	<p>Verify that the event occurred (such as incident report or newspaper clipping). Void/Reissue the checks as appropriate. Discuss with participant to return or destroy the first set of checks if recovered as they could be responsible for over issuance. Document in WISPr what was used to verify incident.</p>
<p>Domestic Issue <i>Ex. Voiding and reissuing checks for a custody situation (not foster)</i></p>	<p>For whoever has taken custody and will be the current RA, verify if checks have been used for the current active month with help desk and reissue if applicable. If checks need to be returned from the previous RA, discuss with RA that it is known that the child is no longer in their care and to return or destroy the first set of checks as they could be responsible for over issuance if used. Complete the Void in WISPr. Document situation in WISPr.</p>
<p>Food Intolerance/ Already Cashed <i>Ex. Participant returning milk based formula for soy based and milk based were cashed.</i></p>	<p>Complete the Void in WISPr. Issue a new package. Obtain unopened cans of formula (cans should be donated instead of kept long term at the clinic).</p>
<p>Food Intolerance <i>Ex. Needs lactose free milk and checks have not been used.</i></p>	<p>Tear or mark check(s) immediately to ensure they are not mixed with new checks or accidentally given and shred as soon as possible. Void/Reissue checks as appropriate.</p>
<p>Improper Data <i>Ex. Incorrect food package assigned.</i></p>	<p>Tear or mark checks and shred as soon as possible. Void/Reissue checks as appropriate.</p>
<p>Lost Check <i>Ex. Participant reports infant's checks lost at their house and requesting replacement.</i></p>	<p>Documentation should occur for the initial contact regarding check loss. After 3 business days, call the help desk to see if banks records show checks have been used or not. If applicable, Void/Reissue checks. Discuss with participant to return or destroy the first set of checks if recovered as they could be responsible for over issuance if used.</p>

Note: Only infant checks can be replaced if lost.

Mailed Checks Not Received

Ex. Satellite clinic mailed checks and 2 weeks later participant reports never receiving them, requesting replacement.

Review LA documentation for dates of mailed checks. Void/Reissue the checks and have the participant come in for the checks DO NOT mail second set. Discuss with participant to return or destroy the first set of checks if recovered as they could be responsible for over issuance if used.

Moved To New Area

Ex. Participant transfer from District 1- Hayden clinic to District 2- Lewiston clinic.

Take the unused set of checks from the participant and Void. Most likely if checks are returned, this participant is still living in Idaho, so the checks should be reissued. If they have returned checks, but are moving out of state, offer VOC if not done already and void checks without reissuing.

Note if the participant uses checks from previous clinic, they will still show as participating in the old clinic and that is why checks are suggested to be reissued at the new clinic.

No Show

Ex. Clinic pre-printed set of checks and participant did not attend appointment.

Tear or mark checks and shred as soon as possible. Complete the Void in WISPr.

Participant Refused Checks

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

Tear or mark checks and shred as soon as possible. Complete the Void in WISPr.

Note, at this time checks are printed to keep the participant active in WISPr.

Printer Problem

Ex: Checks with faded ink needing to be reprinted.

Tear or mark checks if needed and shred as soon as possible. Complete the Void in WISPr.

Reissue checks once printer is working. If the printer cannot be fixed in a timely manner to issues checks, checks may be mailed in this limited circumstance.

Staff Error

Ex: Staff accidentally print checks to another clinic location.

Tear or mark checks and shred as soon as possible. Complete the Void in WISPr. Ensure correct printer location and reissue checks.

State Office Approval

Ex: Voiding and reissuing checks for a foster situation.

If a unique situation occurs that is not listed as an option for voiding checks and the State Office has approved it, Tear or mark checks and shred as soon as possible. Complete the Void in WISPr. Document the situation and approval in WISPr.

Stolen (Per Policy Manual)

Ex: Checks reported stolen by participant and request for replacement.

Call the State to verify that the checks have not been cashed. Review the police report for value (loss must be a minimum of \$500.00 not including checks). If applicable, Void/Reissue the checks. Discuss with participant to return or destroy the first set of checks if recovered as they could be responsible for over issuance if used. Document in WISPr what was used to verify incident.

Stopped Breastfeeding

Ex: Participant received checks for FP7, comes to clinic reporting they are no longer BF and needs formula package.

Tear or mark checks and shred as soon as possible. Complete the Void in WISPr. Reissue checks as appropriate.

Unused Check/CVV

Tear or mark checks and shred as soon as possible. Complete the Void in WISPr.

Ex: Participant has checks in their folder from a previous month that can no longer be used.

Over 90 Days Old

Not used by staff since WISPr will automatically void in 90 days.

Ex: N/A

Check Audit Form:

- Not all options require a check audit form to be completed. A check audit form should be completed anytime two sets of checks have been used for example already cashed or food intolerance/already cashed. It is also best practice to complete a check audit form when checks have been voided, but not returned to the clinic. In some instances, there is the possibility they could be used such as lost or stolen checks and custody or foster cases.

WISPr documentation:

- If a situation requires more specific details than the option selected (or the option cannot stand alone) then brief documentation should occur in WISPr.
 - Some examples of “stand alone” options may be computer problems, food intolerance, unused check or damaged Checks/ CVVs (Physically Presented).
 - Options that often need more details include custody or foster cases, lost or stolen checks, state office approval. Documentation may be brief. For example, if checks reported stolen note may say “reviewed police report for stolen checks.” if custody was transferred to foster care your note may say “child now in foster care. Spoke with biological mother and asked her to return May checks and that she may be responsible to repay the program if checks are used.”

Check Register:

- Ensure void and reissues occurrences in WISPr match the check register.
 - Stamp or write the date and “VOID” in the corresponding check/CVV register signature area.
 - Record the participant ID number on the register and put the reason the check/CVV was voided.

Helpful Reminders:

- Sometimes there may be more than one reason for voiding checks. If this occurs please select the reason you feel is the primary issue.
- Review folders for any checks that may still be available for the client to use and to ensure that all checks are taken that have been voided.
- If the voided checks are not collected at the clinic for any reason, always let the participant know to return or destroy the first set of checks if recovered as they could be responsible for over issuance. Briefly note this discussion in WISPr. This assists the State Office in following up with potential fraud or program violations.
- We understand the fast pace in the clinic, but it can save time for all WIC staff by documenting briefly in WISPr or on the check audit form when applicable to capture what or why the void occurred and checks were reissued. Each LA Coordinator completes a report that looks at these void reasons.
- The examples are for reference and situations may be case-by case. If after reviewing this form, you are unsure whether a Void/Reissue is appropriate or what follow-up actions need to be taken, please ask a Coordinator or Supervisor.

Reference: IWPPM Chapter 7, Section C.