



Idaho WIC Training eWIC Card & Cardholders Trainer



WIC is an equal opportunity provider.

What Will They Learn?

- Understand how to order, receive, and manage eWIC card inventory.
- Learn the roles for first cardholders, second cardholders, and non-cardholders.
- Learn how to assign eWIC cards to cardholders and the procedures for removing a second cardholder.
- Discuss procedures for PIN setting and unlocking.
- Learn about deactivating and replacing cards.
- Discuss staff and customer service line's role in helping cardholders use their eWIC card.

Instruction Level

Prerequisite:

- Overview
- WIC Computer System 101

Items Needed for this Course

- Access to the Idaho WIC website
 - Policy Manual:
 - Chapter 1
 - Chapter 7
 - Definitions and Acronyms
 - QRCs:
 - Card Deactivation
 - Card History
 - Card Inventory
 - Card Assignment and Signature
 - PIN - Setting
 - PIN - Unlocking
 - Second Cardholder – Removing or Changing
 - Handouts & Forms:
 - Signature Form for eWIC
 - eWIC Card Labeling Guidance
 - Using your eWIC Card Brochure
 - Monthly Card Inventory Form
 - WISPr Reasons Document
 - Video:
 - ebtEDGE

Recommended Time

- Approximate time it takes to complete the WIC guidebook: 1-2 hours

- Approximate time it takes to complete the activity and discussion: 1-2 hours

Module 1: eWIC Card Inventory

There are no activities in this module.

The trainee may be asked the following items within this module (look for the discussion symbol in the Activities Workbook):

- Ordering eWIC Cards - Each local agency is required to identify and maintain a primary and back-up staff member who will place the card orders, ask your trainer if this will be part of your responsibilities.
- Receiving eWIC Cards - All staff (except the staff member who placed the order) can sign for/receive the card order shipments, as long as there is a trail to WIC. Ask your trainer how signing for/receiving the card order shipments is handled in your clinic.
- Add Card Inventory to WIC Computer System - In order to assign eWIC cards to the first and second cardholder, the eWIC cards need to be added to your agency's inventory in the WIC computer system. Ask your trainer how inventory is handled for your agency.

The Learner has been asked to practice the following QRC's:

- Card Inventory QRC

Module 2: Cardholders and Non-Cardholders

In addition to the main activities, the trainee may be asked the following items within this module (look for the discussion symbol in the Activities Workbook):

- Ask your trainer how your agency handles non-cardholders and how to document if they attend an appointment.

The Learner has been asked to practice the following QRC's:

- Card Assignment and Signature
- Second Cardholder – Removing or Changing



Activity 1

ROLES	First Cardholder	Second Cardholder
Can bring in infant/child for follow up appts and NE	Yes	Yes
Provide Identification and/or security information: DOB, mailing address, and zip code	Yes	Yes
Can bring in infant/child for certification, subsequent certs	Yes	No
Can make changes to food packages	Yes	Yes
Can purchase WIC foods with their eWIC card	Yes	Yes
Can transfer participants to another agency or out of state	Yes	No
Can select or change the second cardholder	Yes	No
Can remove second cardholder	Yes	Yes
Can report eWIC card lost, stolen or damaged	Yes, both cards	Yes, own card only
Can access account benefit balance and transaction information from the customer service line, cardholder website, or WICShopper app	Yes	Yes
Can discontinue WIC services for family	Yes	No
Must sign Rights, Responsibilities, and Consent form	Yes	Yes
Responsible to learn updates and changes to WIC program such as Idaho WIC Food List changes	Yes	Yes

Module 3: PIN Setting & Unlocking

The Learner has been asked to practice the following QRC's:

- PIN Setting
- PIN Unlocking



Activity 2

The trainee will be asked to practice setting a PIN using a training card. They have the option to create or use an existing family in the WIC Computer system UAT environment. They can add a second cardholder to the family. Staff will assign an eWIC card, use the signature pad to capture a signature, and set a PIN.

Module 4: eWIC Cards

The Learner has been asked to practice the following QRC's:

- Card Deactivation
- Card History



Activity 3

The trainee will mark the following questions T (true) or F (false) and correct any false statements to make them true.

1. The Second Cardholder can deactivate the First Cardholder's eWIC card.
 - **False**, the second cardholder can deactivate their own eWIC card. The first cardholder can deactivate either eWIC card.
2. WIC staff member needs to document in WISPr who, when, and why the eWIC card was deactivated?
 - **False**, the staff member needs to select a reason. Other details above are automatically captured.
3. WIC Staff must contact the second cardholder to make them aware their eWIC card has been deactivated?
 - **False**, the first cardholder can make the second cardholder aware if they choose, but do not have to. It is not the responsibility of WIC staff to alert the second cardholder of deactivation.

Module 5: Staff & Customer Service Line Responsibilities

In addition to the main activities, the trainee may be asked the following items within this module (look for the discussion symbol in the Activities Workbook):

- Discuss with your trainer what can happen over the phone and what the CSL can/cannot do for cardholders



Activity 4

Practice using resources and talking about eWIC:

The trainee has been asked to practice how they would explain the Using Your eWIC Card brochure and ebtEDGE account.