

Maine Center for Disease Control and Prevention WIC Nutrition Program

Effective: October 1, 2012

Policy No. FD-2

Revised: August 1, 2014

Food Benefits Pick-up and Transaction

Authority

7 CFR §246.4(a)(11)(iii) and (a)(14)(vi); §246.12(r)

Policy

1. The State Agency shall utilize a participant identification card (ID Folder) for its paper form FI delivery system.
2. Paper form Food Instruments (FIs) shall be printed only in the name of the participant. They may be issued to, received by or mailed to the participant, an authorized representative, or a designated proxy.
3. eWIC benefits (electronic benefits) shall include benefits for the household unit. They may be issued to the authorized representative or a designated proxy.
4. The State Agency permits a participant to transact FIs with any vendor authorized by the Maine CDC WIC Nutrition Program.

Procedures

1. All Local Agency WIC counseling staff may issue FI.
2. FIs may not be altered or marked in any way.
3. If an error is made during printing of a paper form FI, the document shall be voided, scanned in the WIC MIS and reprinted.
4. Local Agency staff may issue FIs to participants/authorized representatives/proxies on a monthly, bi-monthly or tri-monthly basis.
 - 4.1. Authorized representatives/proxies must show proof of identification at time of FI pick-up. The WIC ID folder cannot serve as proof of identification. Refer to CE-1 for acceptable forms of identification.
5. The Local Agency shall ensure that issuance of all FIs are documented with either:
 - 5.1. Signature of participant/authorized representative/proxy on the SPIRIT signature pad or paper signature form (which must be scanned into the record), or

- 5.2. Local Agency staff initials and method of issuance (such as “mailed”) on SPIRIT signature pad, along with general note explaining reason for issuing paper form FIs outside of the regular appointment time.
- 5.3. Local Agency staff initials and date of FI issuance are captured electronically.
6. The State Agency requires Local Agency staff to provide each new participant/authorized representative with training in the following:
 - 6.1. How to identify authorized vendors
 - 6.2. How to redeem FIs, including:
 - 6.2.1. Food items and quantities
 - 6.2.2. Monthly eWIC balance
 - 6.3. Reasons for using a proxy
 - 6.4. Selecting WIC-approved foods
 - 6.5. The need for a signature on paper form FIs
 - 6.6. Selection of secure PIN for eWIC card
 - 6.7. Reporting problems and requesting assistance
 - 6.8. Actions considered abuse/misuse of the Program
 - 6.9. Confirm with the participant/authorized representative that it is their own responsibility to train their proxy on all of the above.