

# **Maine Center for Disease Control and Prevention WIC Nutrition Program**

Effective: October 1, 2020

Policy No. FD-2

Revised: October 1, 2021

## **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 eWIC Card Holder for its WIC benefit delivery system.
2. eWIC benefits (electronic benefits) shall include benefits for the household unit. They may be issued to, received by or mailed to the participant, an authorized representative or a designated proxy.
3. The eWIC card must be presented at the time of transaction.

### **Procedures**

1. All Local Agency WIC counseling and administrative staff may issue eWIC cards.
2. Local Agency staff may issue WIC benefits to participants/authorized representatives/alternate representatives/proxies on a monthly, bi-monthly or tri-monthly basis.
  - 2.1. Authorized representatives/alternate representatives/proxies must show proof of identification at time of eWIC card pick-up. The eWIC Card Holder may serve as proof of identification. Refer to CE-1 for other acceptable forms of identification.
3. The Local Agency shall ensure that issuance of all eWIC cards are documented with either:
  - 3.1. Signature of participant/authorized representative/proxy on the SPIRIT signature pad or paper signature form (Appendix FD-2-A) which must be scanned into the electronic record, or

- 3.2. Local Agency staff initials and method of issuance (such as “mailed”) on SPIRIT signature pad, along with general note explaining reason for issuing WIC benefits outside of the regular appointment time.
- 3.3. Local Agency staff username and date of WIC benefit issuance are captured electronically.
- 3.4. In the event benefits are mailed, Appendix FD-2-A will need to be signed and returned.
- 3.5. If benefits are loaded after the start date, benefits will need to be pro-rated by the Local Agency.
- 4. The State Agency requires Local Agency staff to provide each new participant/authorized representative with training in the following:
  - 4.1. How to identify authorized vendors
  - 4.2. How to redeem WIC benefits, including:
    - 4.2.1. Food items and quantities
    - 4.2.2. Monthly eWIC balance
    - 4.2.3. How to download the WICShopper Application
  - 4.3. Reasons for using a proxy
  - 4.4. Selecting WIC-approved foods
  - 4.5. The need for a signature at benefit issuance
  - 4.6. Selection of secure PIN for eWIC card
  - 4.7. Reporting problems and requesting assistance
  - 4.8. Actions considered abuse/misuse of the Program
  - 4.9. Confirm with the participant/authorized representative that it is their own responsibility to train their proxy on all of the above.