

Maine Center for Disease Control and Prevention WIC Nutrition Program

Effective: October 1, 2020

Policy No. FD-4

Revised: May 1, 2020

Special Food Benefits Issuance Accommodations

Authority

7 CFR §246.4(a)(11)(iii), (a)(14)(i), (a)(14)(vi), and (a)(22); §246.12(r)

Policy

1. Participants/authorized representatives/alternate representative /proxies are expected to pick up benefits whenever a certification appointment is due or nutrition education is scheduled, except in unusual circumstances.
2. The State Agency permits benefits to be mailed on a case-by-case basis:
 - 3.1 In the event of participant hardship
 - 3.2 Where the participant has difficulty traveling to the agency
 - 3.3 For participant safety
3. The State Agency permits benefits to be issued to authorized representatives between appointments requiring physical presence (certification and mid-certification).

Procedures

1. The State Agency provides Local Agencies with guidelines/procedures for mailing of benefits, including the following:
 - 1.1 When benefits are mailed, the envelope shall be marked RETURN SERVICE REQUESTED
 - 1.2 When benefits are mailed, Local Agency staff shall document issuance by noting reason for mailing in the participant record.
 - 1.3 Local Agency staff shall follow-up with participants that the card was received and the PIN was set.
 - 1.4 Local Agency staff may issue benefits to participants between appointments which require physical presence (certifications) when:
 - 1.4.1 A pregnant woman, infant or child has a medically documented need demonstrating inability to be physically present at WIC education appointments

- 1.4.1.1 Local WIC Agency staff shall contact authorized representative to review current condition, goal(s) established at previous appointment, and establish new goals if applicable
 - 1.4.1.2 Local WIC Agency staff shall verify current contact information (address and phone number)
- 1.5 Issuance of eWIC cards shall be made in person, except as noted above, to the participant/authorized representative/alternate representative or proxy(ies).
 - 1.5.1 The participant/authorized representative/alternate representative or proxy's electronic signatures shall be captured at the time of eWIC card issuance.