Maine Center for Disease Control and Prevention
WIC Nutrition Program

Effective: October 1, 2011 Policy No. FD-4
Revised: October 1, 2018

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/proxies are expected to pick up FIs whenever a certification appointment is due or nutrition education is scheduled, except in unusual circumstances.
2. The State Agency permits paper form FIs 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 FIs, including the following.
   - 1.1 When paper form FIs are mailed, the envelope shall be marked RETURN SERVICE REQUESTED
   - 1.2 When paper form FIs are mailed, Local Agency staff shall document issuance by noting reason for mailing in the participant record.
   - 1.3 Participants who receive paper form FIs by mail shall be sent the same quantity of FIs as they would receive if they were picking them up in person.
   - 1.4 Local Agency staff may issue FIs to participants between appointments which require physical presence (certification and mid-certification) 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 to the participant/authorized representative or proxy(ies).

1.5.1 The participant/authorized representative or proxy's electronic signatures shall be captured at the time of eWIC card issuance.