

**Indiana WIC Program  
Indiana State Department of Health**

**Unusable, Lost, Stolen, Damaged or Destroyed eWIC Card**

**Policy**

The local agency is responsible for maintaining a log of unusable eWIC cards. All eWIC cards reported as lost, stolen or destroyed shall be deactivated and replaced.

**Authority**

7 CFR Part 246.12(q)

**Procedures**

- I. An eWIC card deemed unusable prior to issuance shall be entered on the Unusable eWIC card Log, stating the date determined unusable, the card number and the reason unusable. Staff must initial the entry. Reasons may include but are not limited to:
  - A. Card damaged in shipping
  - B. Card damaged in storage
  - C. Card failed to load

The card log will be retained along with other WIC financial records. Unusable cards must be destroyed and discarded.

- II. A lost, stolen, damaged or destroyed eWIC card shall be reported for deactivation by the client, Authorized Representative or Proxy to the Indiana eWIC customer service line or to the local WIC clinic.
  - A. Reporting to the customer service line is the preferred method for card deactivation.
    1. Electronic deactivation of a card through the customer service line is immediate. The deactivation is not reported to INWIC until the end of the day (midnight).
    2. A replacement card must be reissued to the Authorized Representative or to a Proxy in the WIC clinic. Replacement eWIC cards will not be mailed.

- B. Reporting to the local WIC clinic is an allowed method for card deactivation.
1. Contact by the client, Authorized Representative or Proxy to deactivate a card can be made via phone or in-person.
  2. Clinic staff must verify the Authorized Representative's name, date of birth and mailing address zip code prior to deactivating a card.
  3. The Authorized Representative or Proxy may or may not report a card for deactivation to the customer service line prior to coming to the clinic for a card replacement. Deactivation of a card in the clinic is immediate, including on the same day the card was reported to the customer service line.
  4. A replacement eWIC card may be issued to the Authorized Representative or Proxy in the clinic. Replacement cards will not be mailed.
  5. Clinic staff will inform the Authorized Representative or Proxy that only current, unredeemed and future benefits will be replaced and loaded to the new eWIC card. (Benefits used by unauthorized users will not be replaced).
  6. The INWIC system tracks each card cancellation and replacement after end of day process. Entry of a note by staff is not required.
- C. Lost, stolen, damaged cards that are later found and returned to the clinic must be destroyed and discarded.

- III. An Authorized Representative or Proxy must be re-educated on the proper use and sharing of the eWIC card.