

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

Benefits Issuance

Policy

The local agency is responsible for accurately issuing WIC benefits to the client. The client, authorized representative or proxy must be present in the clinic for benefit issuance.

Authority

7 CFR 246.12 (p)
7 CFR 246.12(q)
7 CFR 246.12(r)(1)(2)(4)

Procedures

- I. Proof of identification must be presented at each benefit issuance.
 - A. A client or authorized representative may present the eWIC card instead of proof of identification prior to benefit issuance.
 - B. A proxy must present a valid ID or benefits cannot be issued.

- II. Voiding and replacing benefits for change of household
 - A. A replacement can only be provided if the benefits loaded through date (BLT) has not expired.
 - B. Current month benefits, if they can be identified as belonging to the client, and future benefits should be voided in the previous household. If the current month benefits belonging to the client cannot be determined, the food benefits may be replaced.
 1. For a client being transferred between agencies, the agency processing the change of household must contact the previous local agency as soon as possible to void benefits.
 2. For a client not being transferred between agencies, the current agency voids the current and future benefits in the previous household.

III. Voiding and replacing benefits for a food package change

- A. When benefits have been used against the eWIC card the food package must be disabled on the food package screen before completing the food package change. Void remaining benefits on the benefits void screen. The new food package may then be added on the food package screen and replacement benefits issued.
- B. When no benefits have been used against the eWIC card the food package must be removed on the food package screen before completing the food package change. Void all benefits on the benefits void screen. The new food package may then be added on the food package screen and replacement benefits issued.

IV. Benefit proration

- A. Benefits start date in INWIC is locked for the household.
- B. Benefits issuance may occur at any point during the month. The INWIC system identifies when proration should occur.
 - 1. When food benefits are loaded more than 15 days (on or after the 16th day) after the benefits start date, food package proration for the current month will occur. Half a package will be issued under proration for those items that are able to be prorated.
 - 2. Proration will include infant formula. Infant formula will never be less than one can.
- C. Overriding INWIC to issue more than a prorated package should be infrequent and requires adding a note on the food package screen to show justification.

- V. Household benefits may be synchronized by changing the number in the "Months" column of a new household member's line on the Issue Benefits screen. This allows the new client's benefits valid through (BVT) date to match that of other household members currently receiving benefits.