
Purpose To specify when WIC checks are replaced and to provide guidance on the replacement of lost or stolen checks.

WIC CPA May Authorize Replacement Checks The WIC Competent Professional Authority (CPA) may authorize replacement checks for:

- Checks lost in a catastrophe (e.g., fire, tornado or flood)
- Checks for formula for infants and or special needs clients

Call State WIC Staff For Any Other Situations The WIC CPA will call the State WIC Food Operations Coordinator for possible replacement of checks for other situations including but not limited to: Lost mailed checks
Issues involving changes in foster care
Other possible situations that may warrant replacement.

Recording The Loss Or Theft When a client reports the loss or theft of WIC checks, follow these steps to record the loss or theft:

Step	Action
1	Look up the status of the check in the WIC computer system to determine if it has been redeemed. If staff is using a laptop call the State WIC Food Operations Coordinator. If the check has not been redeemed proceed with the following steps. If the check has been redeemed contact the State WIC Food Operations Coordinator.
2	Complete a Lost or Stolen Check Report. An example is found at the end of this procedure. Place a copy in the client's chart.
3	When replacing checks instruct the client to return any checks to the clinic if found.
4	Void the checks in the WIC computer system using the void code of "L" for lost or "S" for stolen. Individually void each check prior to issuing replacements.

If Checks Are Found Later **Physically mark void on checks that have been reported as lost or stolen** and are later returned to the clinic. The checks should be filed numerically with the agency's other voided checks.

If checks that have been reported as lost or stolen are later found and used by the client, contact the State WIC Food Operations Coordinator.

**Replacement
Package**

When replacement checks are warranted, the appropriate package must be determined. Issue the appropriate amount of formula which will cover the amount of time from check replacement until the next WIC appointment. If there is not a food package that provides the exact amount of formula, choose the amount of formula that comes the closest. You may need to use “Whole Package - No” and issue the appropriate number of checks. For help in these situations contact the State WIC Food Operations Coordinator.

**Situations Where
Lost Or Stolen
Checks Are Not
Replaced**

Do not replace lost or stolen checks if

- The client reports lost or stolen checks more than once in 6 months.
 - There is reasonable suspicion that the client is attempting to defraud the program
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Sample Lost and Stolen Check Report-

Nebraska WIC Program
Lost or Stolen Check Report

Client ID Number: _____ Family ID Number: _____

Client last name: _____ Client first name, Middle Initial: _____

I certify that the following checks were: Lost Stolen

Check Numbers (List Individually)	
Original Checks	Replacement Checks
Date of Issue: _____ (MM/YY)	Date of Issue: _____ (MM/YY)

If I receive replacement checks and the lost/stolen checks are found, I will not use the previously lost/stolen checks at the store and will return them to the clinic to be voided.

Responsible Party Signature/Date

Authorized WIC Staff Signature

Check One: Benefits until next appointment have been replaced.
 Benefits have not been replaced.

01/05