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**Purpose** To provide guidance for follow-up and documentation of problem checks.

**Identifying Questionable WIC Checks** Post payment edits are performed on all paid checks to help detect problems and/or concerns. In addition, problem check reports are run monthly to identify errors. The following are those which may be a result of participant or staff error:

- WIC check voided in the system and subsequently paid (paid voids)
- Check over issuance
- Using checks at stores that are not WIC authorized

WIC checks meeting these edits are identified and reviewed by the State WIC staff. If follow-up is deemed necessary the State WIC staff will send a copy of the WIC check along with the Problem Check Report, example at the end of this procedure, to the local WIC agency.

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**Follow Up When A Voided Check Is Paid** If staff made the error:

- ✓ **Follow -up with staff**

**Step**

1. Review the procedure for Voiding Checks in Volume III, Section E.

It is critical that **the voided checks are not given to the client** for accurate WIC check reconciliation and documentation.

If error was not made by staff (in the case of a participant redeeming the check that was reported as lost or stolen and replaced by the clinic)

- ✓ **Follow-up with the client.**

**Step**

1. Complete Integrity Form to determine if sanctions are warranted.
2. Refer to Volume I, Section P for additional guidance.

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**Follow up When  
Check Over issuance  
Occurs**

✓ **Follow-up with staff**

**Step**

1. Determine reason for error; discuss with appropriate staff and document in chart

✓ **Follow-up with client**

**Step**

1. In some cases, an Integrity Form may need to be completed and sanctions issued.
  2. Refer to Volume I, Section P for additional guidance.
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**Using Checks At  
Stores That Are Not  
WIC Authorized**

WIC checks that are redeemed at non-WIC authorized stores are **not** paid. These checks are sent back to the store unpaid.

✓ **Follow-up with client**

**Step**

1. Emphasize to client that only stores which are **Nebraska WIC authorized** may accept Nebraska WIC checks. A poster that states **APPROVED NEBRASKA WIC VENDOR** identifies these stores. If in doubt, the client may ask the clinic or store.
  2. Complete the Integrity Form to determine if sanctions are warranted.
  3. Refer to Volume I, Section P for additional guidance.
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# Nebraska WIC Program Problem Check Report

Date \_\_\_\_\_ Agency \_\_\_\_\_

The following item(s) are problem checks or issuance problems. Please complete the table below and follow up with staff, client or WIC vendor as appropriate. A copy of the problem check or participant food instrument look-up is attached. See Volume III, Section H of the WIC Procedure Manual for review of the follow-up procedures.

| Check No | Error Code | Reason for Error | Follow Up | Staff Signature |
|----------|------------|------------------|-----------|-----------------|
|          |            |                  |           |                 |
|          |            |                  |           |                 |
|          |            |                  |           |                 |
|          |            |                  |           |                 |
|          |            |                  |           |                 |

**Error Codes**

1. Paid – Lost Check
2. Paid – Stolen Check
3. Over issuance
4. Using WIC check at non-WIC authorized store
5. Other \_\_\_\_\_

**Follow Up**

- All problem checks and issuance problems should be followed up with staff, clients, or the store.
- Document any actions taken on the Client/Vendor integrity forms when appropriate.
- Submit completed reports to the Food Operations Coordinator, State WIC Office within 30 days. Thank you.