
Purpose To specify when WIC checks are replaced and to provide guidance on the replacement of lost or stolen checks in an isolated situation or lost in a catastrophe.

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). Any check lost in a catastrophe may be considered for replacement.
- Checks for formula for infants and/or special needs clients. In an isolated situation of loss of checks or theft (not a catastrophe) only formula checks for infants or special needs clients (food package III) will be considered for replacement.

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
- Checks that are damaged and cannot be used
- Other possible situations that may warrant replacement.

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

Step	Action
1	If the reported lost or stolen check is for formula for an infant or special needs client, or one that is lost in a catastrophe 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. Upon replacement of the checks, have the client sign the form. Emphasize to the client that if the reported checks are later found, they may not be cashed. They should be turned into the local agency. If they are found and cashed, the client is subject to sanction points and a possible claim. An example of the form 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.
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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.

Food Benefit Checks Reported as Lost or Stolen When a client reports that their checks, other than formula checks, (food benefits, fruit and vegetable check) have been lost or stolen in an isolated situation, explain that we do not replace them. Encourage them to continue to look for the checks that are lost. **Do not void these checks in the computer system.** Record the incident in the client chart. Do not complete the Lost and Stolen Check Report.

Replacement Package When replacement checks are warranted, the appropriate package must be determined. Federal guidance dictates that the “quantity of replacement food benefits should be based on that portion of food benefits for which the participant would normally still be eligible (i.e., from the present to the remaining days in the month)”. See Volume III, Section B, Page 5a for guidance on Prescribing and Issuing Prorated Packages. 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 checks are not formula checks for infants or special needs clients.
- 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

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
 Lost in a Catastrophe

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