

# WIC WORDS



## Certification Update

**October 1, 2009**

**Follow-up from the Sept 2009 – Training Update call**

### **ID FOLDER UPDATE**

- WIC ID Folder (Not Required at store)
- WIC ID Folder (Required at clinic)
- Lost or Stolen Checks

## **WIC ID Folder - Not Required at the Store**

**NEW**

- Effective October 1, 2009 - WIC clients no longer need to present the WIC ID to the cashier when shopping. This will be a change. The stores are being notified by vendor management staff about the change, and WIC staff will need to notify clients about it in October.
- Cashiers are no longer required to compare the signature on the check to the signature of the ID folder.
- The cashier must still make sure WIC checks are signed. Checks without a signature are rejected for payment – they always have been and always will be.
- Since WIC staff only issue WIC checks to authorized people, only authorized people should be using the checks at the store.
- If the WIC client loses their checks, the checks would be reported as lost or stolen and our Lost & Stolen procedures would be followed by State & LA staff.

## **WIC ID Folder - Required at Clinic**

- The WIC ID folder is still required to be shown at the clinic
- WIC staff should continue to use the ID folder to identify WIC clients during check pick-ups and subsequent certification visits
- Official signatures are no longer needed on the ID folder; RP names & check proxy names should be filled in by staff or RP.
- WIC staff should continue to use the ID folder as a place to hold WIC checks, the Approved Foods Booklet, the 2<sup>nd</sup> month envelope, and other important papers & pamphlets provided at the WIC clinic visit.
- WIC staff can only issue WIC checks to the responsible party or check proxy (alternate shopper).

## **Lost or Stolen Checks**

- If checks are reported lost or stolen, continue to follow our current procedure:
  - Void as lost or stolen in the WIC computer system using the proper void code
  - Voided checks that are redeemed will be flagged
  - The state WIC office will continue to monitor redemption of all checks and follow-up to determine if any checks have been fraudulently redeemed