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Effective August 1, 2009

Policy CS: 26.0

Issuance of Replacement WIC Lone Star Cards

Purpose

To limit interruption of services to the WIC participant due to the loss, theft, damage, or failure of the WIC Lone Star Card.

Authority

State Policy

Policy

The local agency (LA) clinic sites shall issue replacement WIC Lone Star Cards when reported lost, stolen, or damaged by the participant/WIC Lone Star Card recipient.

Definitions

Decrement – the process of deducting (removing) WIC foods from the WIC Lone Star Card.

Hot Card – an indicator that a WIC Lone Star Card has been permanently disabled due to being lost, stolen, or damaged or administratively disabled due to a family transfer to a non-EBT clinic, partial family transfer or dual participation.

Procedures

- I. When a participant or parent/guardian reports that his/her WIC Lone Star card has been lost or stolen:
 - A. Instruct the participant or parent/guardian to call the State Agency (SA) WIC 1-800-942-3678 number to report the card as lost or

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- stolen. If current benefits were on the card, inform the individual that it will take six business days for replacement.
- B. The SA 1-800 operator will permanently disable the card (hot card) and instruct the participant or parent/guardian to call the clinic the next business day to schedule an appointment for a replacement card. The Local Agency Administration site and/or clinics shall view and/or print the EBT Hot Card Report at minimum on a weekly basis. The retention period for the printed report shall be determined by each LA. Instructions on how to process the EBT Hot Card Report are located at <http://www.dshs.state.tx.us/wichd/hd/qwest.shtm>
- C. When the participant calls the clinic to schedule an appointment for the replacement card, the LA staff shall confirm the card/PAN has been hot carded through the EBT Hot Card report available through TWIN.
1. If current benefits were not on the card, a replacement card may be issued as soon as the Hot Card record is received at the clinic.
 2. If benefits were on the card, schedule an appointment for a replacement card on or after the sixth business day. Five business days must elapse before the replacement benefits are available (sent by the SA) to the clinic electronically for issuance.
 3. If a family member (e.g., a newborn) is certified during the hot card period, issue a replacement card on the day of the certification with benefits for this individual. Schedule an appointment for the participant or parent/guardian to return (in accordance with I. C. 2 of this policy) to load the other family member's replacement benefits on the card.
- D. Replacement benefits, if available at the time the replacement card is issued, are automatically loaded on the replacement card when it is issued. Receipt of replacement benefits can be verified through the participant's Shopping List.

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- E. Once benefits are received electronically at the clinic, a replacement card can be issued. The participant or parent/guardian shall present appropriate identification as stated in Policy CS:05 and select and confirm the personal identification number (PIN).
 - 1. If benefits were available on the card when the card was reported lost, stolen, or damaged, all remaining benefits for the current month will be replaced in full (regardless of the number of days remaining in the month) if the benefits are loaded within the same month. Benefits for past months will not be loaded on the card.
 - 2. If the card was lost, stolen, or damaged at the end of the month, remaining benefits for the month may be lost due to the time element, six business days for the replacement process.

 - F. A shopping list/benefits receipt shall be printed and signed by the participant or parent/guardian. The clinic staff shall:
 - 1. retain the original signed shopping list/benefits receipt and ask the participant or parent/guardian to sign the back of the WIC Lone Star Card; and
 - 2. provide the bottom copy of the shopping list/benefits receipt to the participant or parent/guardian with his/her replacement WIC Lone Star Card.

 - G. Counsel the participant or parent/guardian on the importance of taking care of his/her WIC Lone Star Card. Document in TWIN, under the issuance screen in the "comment" field, that the participant or parent/guardian was counseled.
- II. When a participant or parent/guardian reports his/her WIC Lone Star Card is damaged the following procedure shall be followed.
- Instruct the participant or parent/guardian to come to the clinic with the card to determine if a replacement card is necessary.

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Check the card for physical damage and/or the Texas WIC Information Network (WIN) system to determine if the card is indeed damaged. If the card is damaged, the **staff** shall:

1. contact the local agency's SA Information and Response Management (IRM) liaison to disable the card. Refer to **Policy FD:04** for procedures on the disposition of the card; and
2. have the card physically available when contacting IRM. If the card is damaged and benefits are on the card, inform the individual that it will take six business days for a replacement. Follow procedures I. C through F. of this policy.

III. When a WIC Lone Star Card fails during benefit issuance due to a problem with the card that is not visible and the participant has not left the clinic (card failure could occur during transition from vouchers to the WIC Lone Star card or for an initial certification), the following procedure shall apply:

- A. The clinic staff shall contact the Automation Help Desk at 1-800-650-1328.
 1. If the Automation Help Desk determines that the card has indeed failed, the clinic must call the IRM liaison to Hot Card the PAN as damaged. The State agency will override the Hot Card waiting period.
 2. Once the Hot Card record arrives at the clinic, a new WIC Lone Star Card shall be issued.
- B. Refer to **Policy FD:04** for the disposition of a card that fails to load benefits. Code the card as D – Damaged After Issue on the Unusable WIC Lone Star Card Log.

IV. Hot Cards:

- A. Once a card has been placed on the hot card list as permanently disabled (lost/stolen/damaged) it can never again be used for redemption. In order for the participant to obtain more benefits the card must be replaced.

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B. Cards placed on the hot card list as administratively disabled due to a family separating (splitting) and one or more family members transferring:

1. The losing clinic (EBT clinic) shall be responsible for notifying the family with the WIC Lone Star Card, by phone and/or mail, that their WIC Lone Star Card will not work the first day of the following month unless they return to the clinic with the card before that date to have the appropriate benefits removed from the card.
2. Once the benefits have been removed, the card will be reactivated for issuance and redemption.
3. If only the transferring participant exists on the WIC Lone Star Card, the card shall not be reactivated.

C. The Local Agency administration site and or clinics shall view and or print the EBT Hot Card Status/Family Notification Report at minimum on a weekly basis. The retention period for the printed report shall be determined by each L A. Instructions on how to process the EBT Hot Card Status/Family Notification Report are located at <http://www.dshs.state.tx.us/wichd/hd/qwest.shtm>.

Guidelines

Refer to the Texas WIC Information Network (WIN) EBT Quick Guide for Clinics for instructions on WIN issuance of replacement of WIC Lone Star cards.