

Policy

Local agency (LA) staff must issue an eWIC card for the household to the participant, parent / legal guardian, caretaker determined as the Primary Card Holder (PCH) at the participant(s) initial certification appointment.

A foster child shall be considered a household of one and will be their own Head of Household (HOH). The foster parent will be documented as the caretaker, receiving an eWIC card with benefits for each foster child in their care. (See [Policy CT 840.05 Foster Care](#))

LA staff shall educate the participant on the eWIC benefit process, Personal Identification Number (PIN) selection, replacement methods, and benefit timeframes. Once the eWIC Card has been issued to the PCH the card must be activated by creating a PIN. The PIN can only be created by the PCH. At no time may a WIC staff person ask the PCH for their PIN or store it in the "GA-WIC" system.

Replacement cards may be issued to the PCH if lost, stolen, damaged etc., as needed in person at the LA. The LA must replace the eWIC card within twenty-four (24) hours of being notified. Prior to replacing an eWIC card the LA must view proof of identity of the individual. (See [Identity Requirements](#).) If staff cannot verify the identity of the PCH, then an eWIC card issuance cannot occur. Replacement cards may not be issued to proxies. If an eWIC card was lost or stolen, the LA must deactivate the eWIC card before replacing it. Once the card is deactivated, it cannot be reactivated or used again, even if found. eWIC cards may also be replaced by mail by the LA ([See Mailing-Delivery of eWIC Cards](#)), or by advising the PCH to contact Georgia WIC Customer Service via the website or phone number listed on the back of the eWIC card. The PIN for the card will remain the same as the previous card. The LA should advise participants that mailed cards may take up to 7 days to be received. Replacing an eWIC card does not change the amount of food benefits to the household. Any current food benefits reported as missing or stolen from an eWIC card cannot be reissued.

Purpose

To ensure local agency staff appropriately issue eWIC cards to WIC families in order for them to access the food benefits for which they are eligible.

Procedures

- I. Issue an eWIC card for the household to the participant, parent / legal guardian, caretaker determined as the primary card holder as follows:
 - A. Initial certification.
 - B. Replacement cards if lost, stolen, or damaged.
 - C. Out of state transfers

eWIC Card Issuance and Replacement**Policy No. FD-910.02**

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- II. Inform the PCH they will need their name, date of birth and zip code to activate their card.
- III. When undisclosed shelter is selected as housing type, the PCH will use the clinic zip code to activate their card.
- IV. Verify Identity whenever issuing eWIC cards. (See [Identity Requirements.](#))
- V. Manually enter the card number or scan the eWIC card with the scanner into the “GA-WIC”.
- VI. LA staff shall provide appropriate education to all clients on the eWIC benefit process as follows:
 - A. Review the WIC Rights and Responsibilities associated with using the eWIC Card. (See [Rights and Responsibilities Policy](#)).
 - B. Educate the PCH approved foods using the eWIC card.
 - C. Educate the PCH how to determine family benefits balance.
 - D. Inform the PCH that neither redeemed nor expired food benefits can be replaced.
 - E. Advise the PCH how to report the card as lost or stolen by contacting the clinic, Georgia WIC Customer Service line at 1-844 309-5653, or by logging into www.WICConnect.com website.
 - F. Educate the PCH to keep the card after all benefits are redeemed as the card can be loaded with new benefits.
- VII. Assist the PCH in setting up their 4-digit PIN by calling the Georgia WIC customer service line or through the www.WICConnect.com website.
 - A. Instruct the PCH and advise that they will need to provide their date-of-birth and the zip code for the household’s mailing address.
 - B. If the PCH chooses not to set-up a PIN while at the clinic, and instead intends to do it later, advise that their benefits can’t be accessed until a PIN is set-up.
 - 1. If the card is a replacement, the original PIN transfers to the new Card, and the card can be used immediately.
 - C. Provide the PCH access to a PIN pad, a phone, or internet in the clinic when the PCH does not have easy access to a phone or the internet for the PCH to set their PIN.
- VIII. LA staff shall instruct the PCH on PIN security as follows:
 - A. Advise the PCH not to write the PIN on the eWIC card.
 - B. How an account can become locked.
 - C. How to reset their PIN.

IX. Replacement Cards.

- A. Verify Identity when requesting a replacement card. ([See Identity Requirements.](#))
- B. Advise the PCH that chooses not to come into the clinic the option to log onto the website or calling the number both listed on the back of the eWIC card to report lost or stolen when requesting by phone.
- C. Advise the PCH choosing to have an eWIC card mailed it may take up to 7 days to be received.
- D. Deactivate the eWIC card if determined lost, stolen, or damaged in the “GA-WIC system.
- E. Advise the PCH lost or stolen eWIC cards cannot be reactivated if found.
- F. Advise the PCH that their PIN for the card may remain the same as the previous card.
- G. Replace the eWIC card if requesting in person.

Authority

7CFR 246.12 (p)

Definitions/Supporting Information

Benefit Period – The period when benefits are valid and available to be used by WIC participants. This is similar to the “First Day to Use” and the “Last Day to Use” on WIC voucher. The Benefit period is usually 30 days and is automatically enforced at the point of sale.

eWIC card- The issuance of benefits to participants via Electronic Benefit Transfer (EBT)

Food Benefits- The foods a client receives from WIC for a selected benefit month. Depending on the client category, food benefits provide specific amounts of WIC authorized foods, formulas, and/or a fixed-dollar amount for clients to receive fresh fruits and vegetables”

Head of Household (HOH)- An adult participant, or a non-participating parent/guardian/caretaker of an infant or child. Head of Household to receive food benefits for all household members.

Personal Identification Number (PIN)- Participants and proxies must enter a PIN number after swiping the WIC card. Anyone who knows the PIN can use the WIC card.

Primary Card Holder (PCN)- The required cardholder for a WIC family Electronic Benefit Account (EBA). The primary cardholder is either the adult participant or the parent/guardian/caregiver from the same household as the infant or child participant, therefore sharing the same address.

Revisions

Month & Year	Reasons for Revision	Summary
December 2022	eWIC Implementation	Incorporated language to be in alignment with eWIC terminology