

Voucher Overrides**Policy No. FD-910.03**

Effective Date: October 1, 2016

No. of Pages: 2

Policy

Voucher override requests must be approved by an authorized manager. Permission must be granted for a Voucher Management and Reporting System (VMARS) override to print vouchers for a participant who has already received benefits for the requested month. Acceptable reasons for conducting a voucher override include:

- change in guardianship;
- food package change in which all vouchers are not voided;
- participant name similarity that has been identified as non-dual participation;
- stolen or destroyed vouchers; and,
- domestic violence situations.

Purpose

To prevent over-issuance of benefits to a participant and provide guidance on re-issuing vouchers for foster children and domestic abuse victims.

Procedures

- I. The Nutrition Service Director (NSD) must submit the name(s) of staff that need permission for override vouchers to the state WIC Technology Manager. The State WIC Office will respond to the NSD within 5 days of receipt of the request.
- II. When staff are no longer authorized to override vouchers, the local agencies (LA) must notify the State Technology Manager within three (3) days of the change. The notification must include the name of the staff person and a formal request to have that individual's rights to override vouchers terminated.
- III. To override and replace vouchers when the original vouchers were not returned for voiding, due to one of the acceptable reasons listed above:
 - A. List the previously issued vouchers on the Lost/Stolen/ Destroyed Voided Voucher Report
 - B. Submit the [Lost/Stolen/Destroyed Voided Voucher Report](#) to the State WIC Office and its ADP contractor, Computer Science Corporation (CSC), to be flagged.
 - C. Flag the vouchers in the frontend system for monitoring to ensure vouchers that were reported as stolen or replaced were not cashed by the participant.

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- D. Issue new vouchers and document on the receipt the reason for re-issuance.

Note: Do not void the previously issued vouchers in the front end system and submit to CSC.

- IV. Monthly, the clinic supervisor or Nutrition Service Director (NSD) must sign, date, and review the **Monthly Override Report** to monitor why the overrides are being used in the clinic. If a pattern of inappropriate use of overrides is noted, the supervisor or NSD must train staff.

Authority

7 C.F.R. § 246.12(r)(5)

Definitions/Supporting Information

Override Report- Report that list all vouchers that were reissued to any participant that has previously received vouchers and were not voided or returned due to circumstances such as change in guardianship or reported as stolen.