



## Policy 511

### Food Benefit Issuance

September 23, 2019

#### POLICY

Local programs must implement a food benefit issuance procedure to ensure WIC participants receive food benefits at their initial certification and at subsequent nutrition education and follow up appointments.

#### PURPOSE

To provide guidance for local WIC program staff on when to appropriately issue food benefits.

#### RELEVANT REGULATIONS

- ◆ §246.12(r)—Issuance of food instruments, cash value vouchers and authorized supplemental foods
- ◆ §246.7(f)(2)(iv)—Processing Standards: Time frames for processing applicants

#### OREGON WIC PPM REFERENCES

- ◆ [561—Program Integrity: Replacement of Food Benefits](#)
- ◆ [610— Required Proofs: Identity, Residency, Income](#)
- ◆ [620— Certification and Issuing Benefits to Relatives, Friends and Co-workers](#)
- ◆ [641— Documentation Requirements in the Absence of TWIST](#)
- ◆ [646— Mid-Certification Health Assessment](#)
- ◆ [655— Homeless Applicants](#)
- ◆ [713— Breastfeeding: Use of Supplemental Formula](#)
- ◆ [769— Assigning WIC Food Packages](#)
- ◆ [810— Nutrition-Focused Education and Counseling](#)
- ◆ [820— Quarterly Nutrition Education Contacts](#)
- ◆ [830— Nutrition Counseling and Services for High-Risk Participants](#)

#### TWIST TRAINING MANUAL REFERENCE

- ◆ Chapter 3, Lesson 1100 – Family Summary Screen

#### DEFINITIONS

**Food benefits:** The foods a participant receives on WIC for a selected month. Depending on the participant category, food benefits provide specific amounts of WIC authorized foods, formulas, and/or a fixed-dollar amount for participants to obtain WIC authorized fruits and vegetables (referred to as a “Cash Value Benefit” or “CVB”).

**Electronic Benefit Account (EBA):** An account established for each WIC family administered by the Oregon's eWIC banking contractor. Accounts are identified by the WIC family ID number assigned to that family. Food benefits for all participants in the family are aggregated into a single account.

**Food benefit balance:** Unspent food benefits which are available for purchase by a cardholder during authorized benefit timeframe.

**eWIC card:** Magnetic stripe card used to purchase WIC authorized foods or formulas from a WIC family's Electronic Benefit Account (EBA). Each card has a 16-digit Primary Account Number (PAN).

**First cardholder:** The required cardholder for a WIC family Electronic Benefit Account (EBA). The first cardholder is either the adult participant or the parent or caregiver from the same household as the infant or child participant(s), therefore sharing the same address.

**Second cardholder:** The optional cardholder who has been issued the second eWIC card with the permission of the first cardholder. The second cardholder may attend nutrition education appointments, bring in a child for certification appointments and purchase WIC food benefits using an eWIC card.

**Single issuance:** When a participant is issued Food Benefits for one month (also referred to as "one-month issuance").

**Double issuance:** When a participant is issued Food Benefits for two months (also referred to as "two-month issuance").

**Triple issuance:** When a participant is issued Food Benefits for three months (also referred to as "three-month issuance").

## PROCEDURE

### When to issue food benefits

- 1.0 Food benefits issuance should be coordinated with regularly scheduled WIC appointments when possible. Once the Competent Professional Authority (CPA) has assigned the appropriate food package, food benefits shall be issued for participants for the following reasons:
  - 1.1. Initial program enrollment for new WIC participants.
  - 1.2. The next three months of food benefits are available to issue at a nutrition education contact.
  - 1.3. Recertification of WIC participants.
  - 1.4. To replace food benefits as allowed by [♦561–Program Integrity: Replacement of Food Benefits](#)

### Last month to issue food benefits

- 2.0 Participants are eligible to receive food benefits through the last month of their certification period.
  - 2.1. A **child** may receive food benefits through the month of their fifth birthday.

- 2.2. A **non-breastfeeding** or **some breastfeeding postpartum woman** may receive food benefits through the sixth month after her pregnancy ends. A **some breastfeeding** woman may continue to receive all other program benefits through the month of her child's first birthday.
- 2.3. An **exclusively or mostly breastfeeding woman** may receive food benefits through the month of her child's first birthday.
- 2.4. A **pregnant woman** may receive food benefits for six weeks after the end of pregnancy rounded to the end of the month.

### **Food benefit issuance**

- 3.0 Issue **three months** of food benefits unless there is a situation that warrants less than triple issuance (see ¶3.2 and ¶3.3). Food benefits may be issued to the participant when the first or second eWIC cardholders provide appropriate documentation of identity. See [◆610—Required Proofs: Identity, Residency, Income](#).

### **Partial packages**

- 3.1. Issue the partial package assigned by the data system for the current month for new and reinstated participants receiving food benefits on or after the 20th of the month. Food packages may be tailored after the 20th to meet the needs of the participant for the remainder of the month. See [◆769—Assigning WIC Food Packages](#).

### **Single issuance required**

- 3.2. In the following situations, single issuance of food benefits is **required**:
  - WIC Medical Documentation form- or Health Care Provider authorization needed (automatic single issuance by data system);
  - Eligibility pending (automatic single issuance by data system);
  - Missed nutrition education appointment (see [◆810—Nutrition-Focused Education and Counseling](#) for more information and for exceptions to the single issuance requirement);
  - Missed mid-cert health assessment (see [◆646—Mid-Certification Health Assessment](#) for more information and for exceptions to the single issuance requirement);
  - Custody dispute;
  - Unresolved program integrity issue (program abuse, sanctions, overdue multi-user breast pump, etc.).

### **Single or double issuance optional**

- 3.3. Local program staff **may** issue single- or double-month's food benefits on a case by case basis. Examples are listed below.
  - Foster child
  - Multi-user breast pump on loan
  - High-risk participant
  - Trial of new formula

## **NE refusal**

- 3.4. Local agencies may issue up to three months of food benefits in the rare situation when a participant refuses all nutrition education (NE) and the refusal is documented in TWIST. Refer to ♦ [810—Nutrition-Focused Education and Counseling](#).

## **Issuance of benefits over the phone**

- 4.0 Issuance of benefits may be done over the phone in the following situations:
  - 4.1. After proofs of identity, residence, and income have been received and “eligibility pending” status is removed.
  - 4.2. After changes have been made to the WIC food package by a CPA.
  - 4.3. Issuance of supplemental formula to a participating infant by a CPA following a full assessment (see ♦ [713: Breastfeeding: Use of Supplemental Formula](#)).
  - 4.4. Change in the form of formula (for example, from powder to concentrate).
  - 4.5. Upon completion of online nutrition education and telephone or video conferencing appointments. . Refer to ♦ [820 – Quarterly Nutrition Education Contacts](#) and ♦ [830 – Nutrition Counseling and Services for High-Risk Participants](#).

## **Timeframe for food benefit issuance following a paper certification**

- 5.0 After completing a paper certification, local program staff have **two working days** to enter the information in to the data system and issue food benefits for the participant. Refer to ♦ [641—Documentation Requirements in the Absence of TWIST](#) for more information.

## **Issuing food benefits to relatives, friends and co-workers**

- 6.0 Local WIC program staff members **may not** issue food benefits for themselves, relatives, friends or co-workers. Refer to ♦ [620—Certification and Issuing Food Benefits to Relatives, Friends and Co-workers](#) for additional guidelines.

## **Hospitalized or institutionalized participants**

- 7.0 Benefits may not be issued to a WIC participant who is hospitalized or institutionalized.
  - 7.1. When a WIC participant is in a hospital, long-term care facility or institution, WIC food benefits cannot be issued until discharge, since the institution is responsible for feeding the patient. See ♦ [769 Assigning WIC Food Packages](#).
  - 7.2. If an infant is with the mother who is staying in a residential treatment center. See ♦ [655—Homeless Applicants](#) for an exception which allows the infant to receive infant foods and infant formula.

## Homeless Applicant in Shelter or Institution

- 8.0 Eligible applicants residing in homeless facilities may be eligible for WIC and receive WIC food benefits if the facility meets specific criteria. See ♦655—Homeless Applicants for specific eligibility criteria.

## Participants transferring from out of state

- 9.0 If a participant transfers from another state, Oregon food benefits can be issued if they did not receive food benefits for the current month from the other state, or when any food benefits they received are brought in for replacement with Oregon food benefits. See ♦[769 Assigning WIC Food Packages](#).

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**This institution is an equal opportunity provider.**

## POLICY HISTORY

Date	* Major Revision, Minor revision
June 1, 2016	Revised
Sept. 23, 2019	Major revision

The date located at the top of the policy is the implementation date unless an “effective date” is noted on the policy. Policies will become compliance findings 6 months from the implementation date.

Release notes can be found in the corresponding document on the [Policy and Procedure Manual page](#).

**\*Major Revisions:** Significant content changes made to policy.

**Minor Revisions:** Minor edits, grammatical updates, clarifications, and/or formatting changes have occurred.

**Date of Origin:** Date policy was initially released