

Managing WIC Cards

Intro

This HuBERT on-demand training module ...

Intro1

... is provided by the MN Department of Health WIC Program. It provides an overview of managing WIC Cards.

Deactivating WIC Cards

Deactivate

We can deactivate WIC Cards if lost, stolen, damaged or deemed unusable in HuBERT. Participants can also cancel their cards using the Customer Service Line.

If a card is canceled by Customer Service, we will not be notified, although HuBERT will display the reason why the card was deactivated in the View EBT Card History screen. We'll take a longer look at this screen later in this module.

Only the Authorized or Alternate Representatives can report that a WIC Card is lost, stolen, damaged or unusable to our Local Agency.

<Transition Slide>

Deactivate 1

Mama Toaste is calling on June 4th because her WIC Card has been rendered unusable.

<Transition Slide>

Deactivate 2

Melba Toaste was issued benefits for May, June and July. Go ahead and open her folder.

<no audio – hint after 7 seconds>

Benefit Management Menu

Where do we go to deactivate a card? Go ahead.

<no audio – failure hint> Click on **Benefit Management** menu.

<no audio – failure hint> Select **EBT Household Demographics**.

Verify ID

We must always verify the identity of the person requesting deactivation.

If in person, she can either be known to staff or she can provide a valid form of identification that we can use to verify her as an Authorized or Alternate rep for the household.

If they don't have identification, or are on the phone, we need to ensure they know at least two of the following: The name of the primary card holder or a representative/proxy, the primary card holder's date of birth, the zip code of the household's mailing address, and/or the names of the members participating in WIC.

<Fade>

Deactivate 3

To deactivate, we must first select the Primary Cardholder's row, which will enable the Deactivate Account button.

<no audio> Click on the **Primary Cardholder's row** to highlight it and enable the Deactivate Account button.

Deactivate 4

And then simply click the button.

<no audio> Click the **Deactivate Account** button.

Deactivate 5

Once deactivated, the Card Number no longer displays in the Primary Cardholder's row and the Status at the bottom left of the screen now reads: The account has been deactivated. Send the change to the EBT system.

If we aren't going to replace the card immediately, we must click the **Send EBT Data** button to complete the deactivation.

<no audio> Click the **Send EBT Data** button.

<no audio> Click **OK** or press the Enter key.

Done

<no audio – screen description> Returns to Demographics tab in Participant Folder.

Food Benefits & Deactivated Cards

Any food benefits on the deactivated card remain in the household account at the WIC Processor and automatically transfers to the new WIC Card once it's assigned.

Fade

<screen description> Fades to Participant List.

Deactivated Lookup

Let's see what happens if we try to look up Melba using her deactivated card number.

<no audio> Click the **PAN#** radio button.

<no audio> Type: 6107279300000592 into the field and start the search.

Lookup

The message that displays indicates the card is listed as Status Replaced in the EBT System.

"Status Replaced" isn't actually correct since we haven't replaced the card yet but this message displays regardless of whether the card was just deactivated or deactivated and replaced.

If the card had been deactivated by Customer Service, the message will display the reason.

<no audio> Click OK or press the Enter key.

Deactivated Lookup 1

Once a card is deactivated it can no longer be used to look up a household.

<Transition Slide>

Deactivated

It is no longer associated with a household in HuBERT or linked back to any identifying participant information, cannot be assigned to another household, and is rendered unusable, cannot be reactivated nor used to purchase food items,

If the card is damaged or unusable (and given back to you in clinic) make the Household ID written on the back illegible with a permanent marker and then throw it away.

Print Account Balance

Open Account Balance

Before we replace the Toaste's deactivated card, let's take a look at the Account Balance.

Go ahead and open the **Benefit Management** menu.

<no audio> Click the **Benefits Management** menu.

...and select **Print EBT Account Balance**.

<no audio> Select **Print EBT Account Balance**.

Report Destination

Our default option is to Display on Screen, or we can send it to the printer or save it as a file.

We just want to take a look at it for now, so let's display it to the screen.

<no audio> Click **OK**.

Account Balance 1

The Account Balance opens in Microsoft Word.

It is a real-time snapshot of the household's aggregated **current** balance.

This means it will reflect purchases or redemptions.

It shows all currently available food benefits for the entire household, as well as the time period during which they can be used.

My MN WIC App

This is the same information that is available in the My MN WIC App >> Current Benefits screen.

Like the app, it also shows the household's aggregated future benefit sets.

Transition Slide

Account Balance 2

The bottom of the Account Balance lists the cert end dates for any currently certified household members and a line where the next appointment or nutrition education visit can be written.

Transition Slide

Account Balance 3

According to her Account Balance, the household still has some foods that can be purchased in the next two days.

<no audio> Click when ready to continue.

Replacing WIC Cards

Mail or Pick-up

The account balance is important because once we replace the card we can offer to mail it to her or to have her pick it up at the clinic, whatever works best for her. However, since mailing may take longer than what she has left in her May benefit period, she could lose out on those foods and we need to make sure she's aware of that.

Transition Slide

Verify Address

If she does choose for us to mail it to her, we will need to make sure we verify her mailing address.

Transition Slide

Replace

There are a couple of things to keep in mind about replacing WIC Cards.

Only WIC local agency staff can replace a deactivated or canceled card.

We can replace a card as many times as necessary to ensure the household has access to their benefits.

Cards must be replaced within 5 business days of deactivation or of our being notified by the participant of the cards cancellation by Customer Service.

If the card is not replaced within 5 days we should document why in a General Note with a subject of WIC Card.

Transition Slide

Open Replace

OK. So, where do we go to replace a card? Go ahead.

<no audio – failure hint> Click the **Benefits Management** menu.

<no audio – failure hint> Select **EBT Household Demographics**.

Replace 1

Remember, we could have deactivated her card then immediately assigned a new one before sending the EBT data. We don't have to send EBT data between deactivating and replacing as long as we stay in the EBT Household Demographics screen.

To replace, we simply assign a card. Go ahead and do that.

<no audio – failure hint> Click the **Primary Card Holder row** to highlight and enable the Assign Card button.

Assign Card

<no audio – failure hint> Click the **Assign Card** button.

Type Card

Go ahead and type the new card number, then click OK.

<no audio> Type 6107279300000600 and click OK (or press the Enter key).

Send EBT Data

And the Status now reads: Replacement Card has been assigned, send the change to the EBT System.

<no audio – failure hint> Click the **Send EBT Data** button.

Send EBT Data 1

<no audio – failure hint> Click **OK** or press the Enter key.

Capture Signature

Ant time we assign a card, we must also capture the Primary Card Holder's signature. Go ahead.

<no audio – failure hint> Click the **Capture Electronic Signature** button.

Capture Signature 1

<screen description> Signature screens display.

Save Signature

If we were mailing the replacement card, we would sign the signature pad with our own signature and write "MAILED".

Go ahead and save the signature.

<no audio – failure hint> Click the **Save Signature** button.

Cursor Spins

<screen description> Cursor spins.

Fade to PF

<screen description> Screen automatically closes.

PIN Transfers

Once a card is replaced, the existing PIN automatically transfers to the new card and **does not have to be reset.**

Reset Bad PIN Count

Reset PIN Count

We can reset a household's PIN count if they've exceeded their four PIN attempts when entering their PIN at the store.

There is no way for us to know if the PIN count has been exceeded unless one of the card's representatives contacts us and asks us to reset it.

Reset PIN Count 1

Where do you think we go to reset a bad PIN count? Go ahead.

<no audio> Click the **Benefits Management** menu.

<no audio> Select **EBT Household Demographics**.

Reset PIN Count 2

We should always verify the Primary Cardholder's date of birth and the mail zip code before resetting the PIN count, which is what is required if they were to call Customer Service to reset their PIN count.

In order to enable the Reset Bad PIN Count button, we must select the Primary Cardholder's row.

Reset PIN Count 2A

<no audio> Click the **Primary Cardholder's row** to highlight it and enable the Reset Bad PIN Count button.

<no audio> Click the **Reset Bad PIN Count** button.

Reset PIN Count 3

We can see from the Status in the bottom left corner of the screen that the PIN reset was successful.

We should note that we do not have to Send EBT Data to reset it.

(Although it doesn't do any harm if we do click it.)

<no audio> Click the **Exit** button.

View EBT Card History

Open Card Hx

As promised earlier, let's take a look at the EBT Card History. Guess where we find that. Go ahead.

<no audio – failure hint> Click the **Benefit Management** menu.

<no audio> Select **View EBT Card History**.

Card History

The EBT Card History displays information about when an action is performed on a card, including the date and time of the action, the card number the action was performed on, and the action itself, which is defined in the status column.

For instance, when a card is assigned or replaced, or a PIN is changed, the status reads "Activated", when the primary cardholder's signature is captured, the status is "Signature". If a card is deactivated by a WIC staff person, the status is, rather non-intuitively, "Stated by Authorized Person".

Lost <Fade>

When the EBT Processor, or Customer Service, deactivates a WIC Card, they select from a list of potential reasons, and as we saw briefly earlier, the reason they select displays.

Card History 1

The Primary column indicates that this is the main card and, as long as a card is assigned to the household, will always be selected since we only issue one card per household.

The **View Signature** button is enabled when we select a Signature row.

<no audio> Click the Signature row to highlight it and enable the View Signature button.

<no audio> Click the **View Signature** button.

View Signature

<no audio> Click the **Close** button.

Close Card History

<no audio> Click the **Close** button.

<Transition Slide>

Cancel Signature

We have one more thing to look at. Go ahead and open View EBT Card History in Mack Truck's folder.

<no audio – failure hint> Click the **Benefit Management** menu.

<no audio – failure hint> Select **View EBT Card History**

Cancel Signature 1

If we click the Close button instead of capturing the Primary Card Holder's signature, the status displays "Signature Cancelled by User".

If we view the signature...

<no audio> Click the **Signature Cancelled by User** row to highlight it and enable the View Signature button.

<no audio> Click the **View Signature** button.

View Canceled Signature

It displays the same thing.

<no audio> Click the **Close** button to continue.

Cancel Signature 2

<no audio> Click the **Close** button to continue.

End

Thank you for reviewing this HuBERT on-demand training module presented by the MN Department of Health WIC Program.