

# In Case of Participant Death

## HUBERT CHEAT SHEET - UPDATED JUNE 2022

Participant dies and has benefits issued to WIC Card.

### Assess if Other Members in the Household

**Step 1:** Search the Statewide database for the Household ID.

**Step 2:** Is the participant that died the ONLY MEMBER of the household?

- Yes – Go to [Only Member in the Household](#) section.
- No – Go to [Other Members in the Household](#) section.

### Only Member in the Household

**Step 1:** Open the deceased participant's Participant Folder.

**Step 2:** Deactivate the WIC Card.

- Click the **Benefit Management** menu.
- Select **EBT Household Demographics**.
- Click on the **Primary Card Holder** row to highlight and enable the *Deactivate Account* button.
- Click **Deactivate Account** button.
- Click **Send EBT Data** button.
- Click **OK** on *EBT Household Demographics* message.
- Once deactivated, the WIC Card is rendered unusable. If card is deactivated and in-hand, make the Household ID written on the back of the card illegible with a permanent marker and throw away.

**Step 3:** Terminate the Deceased Participant

- Click **Participant Activities** menu.
- Select **Manually Terminate Participant**.
- Select **Death of Participant** from the *Termination Reason* drop-down.
- Click the **Generate Official Notification** checkbox to de-select.
- Click the **OK** button.

**Step 4 (OPTIONAL):** Create an alert indicating the participant has died.

## Other Members in the Household

**Step 1:** Open the deceased participant's Participant Folder.

NOTE: The only instance whereby mom is moved to a new Household ID is if **she** is the deceased participant.

**Step 2:** Write down the current address and current Authorized Rep's name and Date of Birth.

**Step 3:** Change Household ID

- Click the **Participant Activities** menu.
- Select **Change Household ID**.
- Click **Step 1 – Determine New Household**.
  - Click **Create New Household**.
    - Complete all required fields.
      - Type **current** address.
      - Type **current** Authorized Rep's name.
      - Select **Participated Previously** from *How Heard about WIC* drop-down.
      - Select **Other (explain in notes)** from *Reason for ID Change* drop-down.
    - Click **OK**.
    - Click **Close**.
  - Click **Step 2 – Remove Current Benefits**.
    - Have ALL benefits been redeemed?
      - NO – ALL benefits have NOT been redeemed.
        - For infants or children receiving formula/infant foods: do not make any changes.
        - For women/children: change the quantity to 0.00 for **all** food items in the *Benefits to Remove for Current Month* grid.
        - Click the **Send EBT Data** button.
      - YES – ALL benefits redeemed.
        - The following message displays: *There are no benefits eligible to be removed.*
        - Click **OK** on the message.
        - A checkmark will display for *Step 2 – Remove Current Benefits* and the screen will not open.

## IN CASE OF PARTICIPANT DEATH

- Click **Step 3 – Remove Cards (remove deceased participant from household account)**.
  - Is the Authorized Representative the deceased participant?
    - NO – the Authorized Representative is NOT the member that died.
      - Click the **Send EBT Data** button.
      - Click **OK**.
    - YES – the Authorized Representative died.
      - Assign a **new** Authorized Representative.
        - Click the *Authorized Representative* row.
          - Enter the **NEW Authorized Representative’s name**.
          - Enter the **NEW Authorized Representative’s Date of Birth**.
          - Click the **Update** button.
      - Click the **Set as Primary** button.
      - Click the **Send EBT Data** button.
      - Click **OK** on the message.
      - **Capture the Electronic Signature** of the NEW Authorized Representative for the existing household.
- Click **Step 4 – Review New EBT Household Demographics**.
  - Click the *Authorized Representative* row.
  - Enter the **CURRENT Authorized Representative’s Date of Birth**.
  - Click the **Update** button.
  - Click the **Set as Primary** button.
  - Click the **Send EBT Data** button.
  - Click **OK** on the message.
- Click **Step 5 – Add Benefits to New Household**.
  - Based on Step 2 – ALL benefits redeemed?
    - Yes or No – women/children and all quantities were changed to 0.00
      - Click **OK** on the message: There are no benefits to issue...
    - No – infants or children receiving formula/infant foods.
      - Click the **Send EBT Data** button (NOTE: the foods will be issued to the new Household ID’s account but since no WIC Card was issued in Step 4, the foods cannot be accessed and will simply expire.)
      - Click the **Close** button.

## IN CASE OF PARTICIPANT DEATH

- Click **OK** on the message: Future benefits were voided...
- Click the **Close** button on the *EBT Household Change Guided Script* modal.

**Step 4:** Write a General Note.

- Select **Other** from the *Subject* drop-down.
- Note text: *HHID Change due to participant death.*

**Step 5:** Terminate the deceased participant.

- Click **Participant Activities** menu.
- Select **Manually Terminate Participant**.
- Select **Death of Participant** from the *Termination Reason* drop-down.
- Click the **Generate Official Notification** checkbox to de-select.
- Click the **OK** button.

**Step 6 (OPTIONAL):** Create an alert indicating the participant has died.

*Minnesota Department of Health - WIC Program 85 E 7<sup>th</sup> Place, PO BOX 64882, ST PAUL MN 55164-0882; 1-800-657-3942, [health.wic@state.mn.us](mailto:health.wic@state.mn.us), [www.health.state.mn.us](http://www.health.state.mn.us); To obtain this information in a different format, call: 1-800-657-3942*

*This institution is an equal opportunity provider.*