

# Replacing WIC Cards – WINNIE Online Training Module

REVISION 2 - AUGUST 2024

## Introduction

### Intro

This online training module is provided by the Minnesota (MN) Department of Health WIC Program. It's an overview of replacing WIC Cards in WINNIE, the MN WIC Information System.

### Date

All dates in this module are based on today's date being August 31, 2023.

## Overview

### Overview 1

We can replace WIC cards if lost, stolen, damaged, or rendered unusable.

Replacing a WIC card automatically deactivates the original card and transfers the PIN to the new card.

### Overview 2

Only the representatives listed in the eWIC Household Demographics page can request that we replace a WIC Card.

We should always verify their identity (if they're not known to staff).

If on the phone, or for verbal verification of identity, we can confirm their identity by making sure their name matches the name of an adult participant or a representative (authorized or alternate).

We must also ask them to provide at least two of the following details: the Primary Cardholder's date of birth, the mailing address zip code, and/or the names of the household members participating in WIC.

### <Transition Slide>

<screen description – no audio> Slide transitions from topic page to Search page.

## Scenario

### Scenario 1

Here's our scenario.

Ana Horse has called the WIC Clinic.

Her kids Charlie and Rhoda are on WIC and she's calling because she lost her WIC Card; she thinks it fell out of her pocket after the last time she went shopping.

PARTICIPANT: "Hi! My name is Ana Horse, my kids Charlie and Rhoda are on WIC, and I lost my WIC Card. I think it fell out of my pocket after the last time we went shopping."

WIC STAFF: Oh no! Well, we can replace that card and get a new one for you...

### Verify Identity 1

Since she's on the phone, we need to verify her identity, and she's already provided part of that by telling us her name, which matches the Authorized Rep, as well as the names of the two household members on WIC.

We'll double-check her birth date or mail zip code before we replace the card.

WIC STAFF (thought bubble): OK. So I can verify part of her identity already since Ana's the Auth Rep and she told me the kids' names.

I'll double-check her birth date or mail zip code when I replace the card.

### Benefit Cycle 1

Before we replace a card, it's best practice to review their current issuance status.

If Ana chooses to have the new WIC Card mailed, we want to make sure there is enough time left for her to finish shopping for this month's benefits.

Their new cycle just started 4 days ago, on the 27<sup>th</sup>, so we should be good, whatever she decides.

### Benefit Cycle 2

If it were a tighter timeline, we would also want to check the Account Balance to see if there are still foods available to purchase, and if so, let them know that by mailing the card, they may lose out on the rest of this month's foods.

WIC STAFF: Your card might not arrive in time for you to buy the rest of your foods for this month...

Go ahead and double-click on Charlie’s card to open his folder.

<Waiting>

<screen description – no audio> Spin icon and “Working...please wait” display.

## Replacing the WIC Card

### Replace 1

Where do we go to replace a card? Go ahead. Click anywhere for a hint.

<audio – hint> Select Manage eWIC Account on the sidebar.

<Waiting>

<screen description – no audio> Spin icon and “Working...please wait” display.

### Verify Identity 2

Before we replace the card, we need to get that second verbal verification of identity and we do that by asking Ana what her birth date is.

Once she provides it and it matches what we have recorded, we are good to go.

### Replace 2

To replace a card, we simply click the Assign/Replace Card button.

However, first there are some policy requirements around replacing cards that we need to be aware of.

We must replace WIC cards within 5 business days of being notified that a household’s current card has been lost, stolen, damaged, or rendered unusable.

If a situation occurs, whereby it is not replaced within 5 days, we need to explain why in a General Note with the Subject of WIC Card.

We do not have any requirements around how many times a card can be replaced.

If a household’s WIC Card needs to be replaced, we replace it.

Our requirement is that the household is able to access their WIC benefits and they need a card to do that.

## Replace 3

WIC STAFF: For sure! I noticed that you still have lots of time left to use your card for this month's benefits, so you should receive it in plenty of time.

As we mentioned before, we can mail the card if that is the representative's preference.

Let's replace the Horse household's WIC Card, which Ana would like us to mail to her.

Go ahead. Click anywhere for hints.

<no audio> Replace the card. Click anywhere for hints.

<audio – hint> We must select the Primary Cardholder's row.

## Replace 4

<no audio> Replace the card. Click anywhere for hints.

<audio – hint> Click the Assign/Replace Card button.

## Replace 5

We'll just quickly swipe the card.

<no audio> Replace the card. Click anywhere for hints.

## Replace 6

<no audio> Replace the card. Click anywhere for hints.

<audio – hint> Click the Save button.

## <Waiting>

<screen description – no audio> Spin icon displays.

## Replace 7

<no audio> Replace the card. Click anywhere for hints.

<audio – hint> Click the Send eWIC Data button.

## <Waiting>

<screen description – no audio> Spin icon and "Working...please wait" display.

## Replace 8

<no audio> Replace the card. Click anywhere for hints.

<audio – hint> Click the Capture Electronic Signature button or press the Enter key.

## Signature & Mailing Card 1

OK. We are required to capture a signature when assigning a card, but if mailing it, and the Primary Cardholder or representative is not available to sign, in these circumstances, we can write our Initials and the word “mailed” on the sig pad.

We would tap Next on the sig pad...

<no audio> Replace the card. Click anywhere for hints.

## Signature & Mailing Card 2

Sign our initials and add the word “mailed”...

<no audio> Replace the card. Click anywhere for hints.

## Replace 9

And tap OK on the sig pad.

Continue replacing the card.

<no audio> Replace the card. Click anywhere for hints.

## Replace 10

<no audio> Replace the card. Click anywhere for hints.

<audio – hint> Click the Save Signature button or press the Enter key.

## Household ID 1

As best practice dictates, we’ll just quickly write their Household ID on the back of their card.

## Mail Reference 1

We should reference MOM, Section 8.5 Replacing WIC Cards for more information about requirements when mailing the WIC Card.

## Replacing Cards & the WIC Processor

### WIC Processor 1

When we send eWIC data after replacing, the original card number is automatically deactivated, its status becomes Replaced, and it’s made inactive at the WIC Processor.

The new card is now Active, and the PIN automatically transfers to the replacement card.

## Replacing Cards and the App

### App 1

If the family has already registered for the My MN WIC App, they **do NOT have to re-register in the app when the card is replaced.**

The card number is only used as validation of the Household ID during the initial registration, and once completed, the card number is no longer associated with the registered household in the app.

### End Slide 1

That's all there is to replacing a card in WINNIE.

We'll take a look at deactivating cards and Card History in the next module.

Click the button to continue.

## Test Your Knowledge

### True/False Q#1

The representative does not have to reset the PIN when we replace a WIC Card.

### Answer #1

The answer is True.

Just like food benefits, the PIN is stored at the WIC Processor, not on the actual card. When we replace a card, the representative or participant can simply continue using the same PIN.

## End

### End Slide 2

Thank you for reviewing this WINNIE online training module presented by the Minnesota Department of Health WIC Program.

If you have any feedback, comments, or questions about the information provided, please submit the [WINNIE Questions for the State WIC Office](#) form.

## Revisions

### REVISION 2 – August 2024

- Revised information about verbal verification of identity (per State Consultants).

### REVISION 1 – July 2024

- Divided WIC Card 1C into two modules: Replacing WIC Cards and Deactivating WIC Cards & Card History.
- All slides corrected since two new buttons added (Reset Pin Count and Assign/Replace Card).
- Found during Pilot that the PIN does not transfer to the new card if the card is deactivated before assigning the new card.
- Added headers for TOC into script.

*Minnesota Department of Health - WIC Program, 625 Robert St N, PO BOX 64975, ST PAUL MN 55164-0975; 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.*

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