

3.4 Food Benefit Issuance

The Food Benefit Issuance functional area captures and maintains information about WIC approved foods and food packages and the issuance of food benefits to WIC participants and reporting participation. The functions deal with preparing and issuing the food benefits, obligating funds, and handling the replacement of benefits. Two options are presented for the issuance of benefits—paper food instruments and EBT. Although many functions are the same for both paper and EBT systems, there are some specific differences in method and terminology that are outlined in the functional descriptions. It is likely that when converting from paper instruments to EBT, the WIC system may need to be able to support issuance using both formats concurrently during the transition phase.

The functions for benefit issuance include the following:

- Issue Paper Food Instruments
 - Prepare Individual Food Instruments
 - Print Food Instruments
 - Process Food Instrument Changes
- Issue Benefits via EBT
 - Establish EBT Account
 - Add Participant(s) to an Account
 - Issue Electronic Benefits
 - Issue EBT Card
 - Obtain Account Balance
 - Update EBT Account Information
 - Remove Participant(s) from an Account
 - Process Changes to Electronic Benefits
 - Process Changes to EBT Card (Status Changes/Card Replacements)

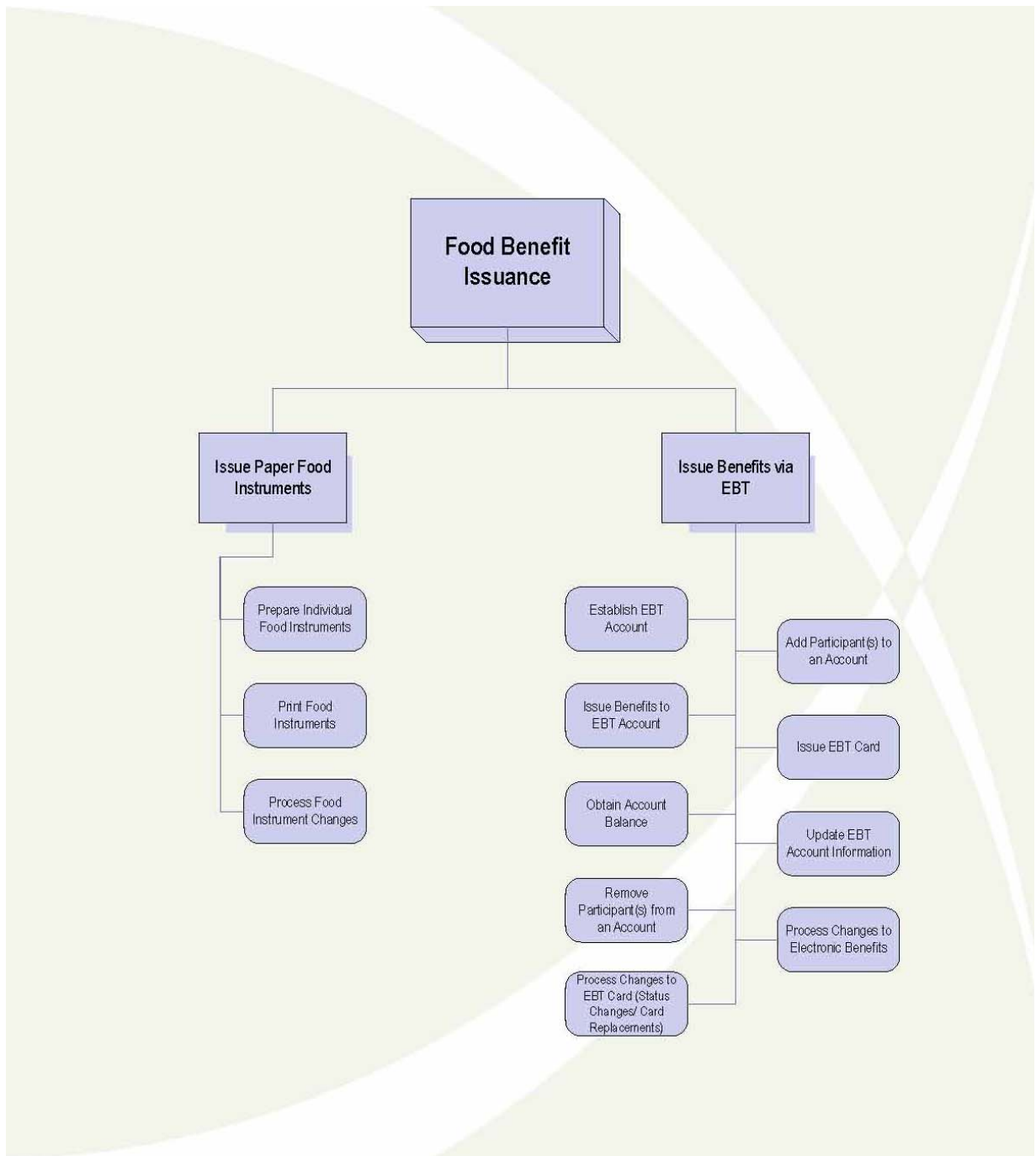


Exhibit 3-4: Functional Decomposition Diagram – Food Benefit Issuance

3.4.1 Issue Paper Food Instruments

After certification is completed and a food benefit package has been prescribed to each participant, the system prints the food instruments for each participant while they are present at the local agency. There may be some rare circumstances that would merit advance printing of food instruments. However, advance printing is generally not recommended because of the potential costs of large numbers of food instruments that would be voided if participants do not pick up their food instruments as scheduled.

The system must process any damaged/lost/stolen food instruments and support the replacement of food instruments if State policy allows (many State agencies do not permit replacement of lost or stolen food instruments). In addition, local agencies must safeguard food instruments from fraudulent use. It is very important that the system maintains an inventory and provides records to the State agency to reconcile with the State agency food instrument inventory. The functionality for inventory maintenance is described in *Section 3.8.5: Maintain Inventory*.

Finally, when the person is issued food benefits, they are considered a “participant” for Federal reporting purposes. (Prior to food benefit issuance, the individual is considered an enrollee.) Infants who are exclusively breastfed and have mothers for which food instruments were issued (i.e., infants breastfed by participating breastfeeding women) and a breastfeeding woman who did not receive supplemental foods or food instruments but whose infant received supplemental foods or food instruments are also counted as participants.³⁴ The data are stored and later compiled for the FNS-798, WIC Financial Management and Participation Report.

3.4.1.1 Prepare Individual Food Instruments

The printing of food instruments on demand requires the retrieval of the most recent food package prescribed for the participant during certification. The prescription may include adjustments to the food package (i.e., reduced quantities, prorating) recorded in the system, if a participant is several weeks late in picking up his/her food instruments. Each food instrument issued (with the exception of prorated food instruments) is valid for thirty (30) days. Depending on State agency program policy, the valid date is either a calendar month (static month), or a month that starts with the issue date of the instrument (rolling

³⁴ Some State agencies issue a non-negotiable food instruments for counting participating breastfed infants while others count them based on their participant category/type.

month). The local agency determines the number of months of food instruments to print (from one to three months) based on policy and participant circumstances. Most local agencies elect to issue food instruments for more than one month to the participant. This reduces the number of trips the participant must make to the local agency and reduces local agency traffic.

The system should allow a user to find the participant record(s), make any prorating adjustment required, and consolidate all family/household participant benefit issuances for printing together.

Inputs:

Food Benefit Prescription Date
Food Benefit Prescription Identification Number
Food Instrument Identification Number
Food Instrument Issuance Date
Food Instrument Number of Months
Food Instrument Type Identification Number
Food Instrument Type Quantity Allowed
Food Instrument Valid End Date
Food Instrument Valid Start Date
Food Item Prescribed First Date to Spend
Food Item Prescribed Last Date to Spend
Participant Family/Household Identification Number
Participant Identification Number

Process:

- Retrieve participant record and food package prescription data from Participant, Food Benefit Prescription, Food Package, and Food Instrument Type data stores
- Prompt the user to enter the appropriate number of months for each food package and calculate food instrument valid start and end dates for each month's issuance
- If prorating is used, select prorated benefit food package for late pick-up or to synchronize issuance dates for participants within a family/household
- Retrieve food prescription information on other family/household members if food instrument printing is consolidated

Outputs:

Screen display of food instrument issuance information to ensure all information is correct

Implementation Approaches

- ▶ The system should allow WIC staff to prepare food instruments to print on demand, i.e., when the participant arrives at the clinic to pick them up. To provide this capability, the system should prompt for the number of months of food instruments to be issued and prescribe the appropriate food package for each month. The system should assign the first valid date and last valid date for each food instrument issued. The system should prepare food instruments for all family/household members for printing/distribution to the family/household at the same time.
- ▶ The system could aggregate food items and consolidate food instruments for all family/household members for printing and distribution to the entire family/household at the same time.
- ▶ The system should provide the ability to prorate benefits for late pick ups of syncing of issuance periods among participants within a family. See section [3.3.2.3: Determine Food Package Proration Schedule](#) for more information about proration.

3.4.1.2 Print Food Instruments

When food instruments are actually issued to a certified applicant, the system recognizes the certified applicant as a “participant” in the month(s) for which the food instruments were issued, and adds this participant to the local agency participant count. (Exclusively breastfed infants that have mothers who are breastfeeding women participants and a breastfeeding woman who did not receive supplemental foods or food instruments but whose infant received supplemental foods or food instruments may be issued a blank or non-negotiable food instrument to ensure they are counted within the system as a participant.)

In addition, the system automatically updates obligation data in the Obligations data store. For State management purposes, participation counts and estimated expenditures are crucial for many program management functions, and these data are also reported to FNS on the monthly FNS-798, WIC Financial Management and Participation Report.

For a system issuing benefits via paper, the system should print food instruments on demand³⁵. When benefits are issued (printed) to a participant, the system should update the participation count function.

³⁵ Agencies using EBT to issue benefits may wish to have the ability to issue paper food instruments as a back-up measure.

Inputs:

Food Instrument Identification Number
Food Instrument Issuance Date
Food Instrument Number of Months
Food Instrument Pick Up Date
Food Instrument Printed Date
Food Instrument Type Average Value
Food Instrument Type Identification Number
Food Instrument Valid End Date
Food Instrument Valid Start Date
Participant Family/Household Identification Number
Participant Identification Number

Process:

- Retrieve family/household record.
- Check that user has entered data for a valid participant(s) and food package(s)
- Verify that participant(s) do not have any outstanding “active” food instruments. (For reissuance, the system should not allow new food instruments to be issued until previously issued food instruments are voided.)
- Confirm that the food instrument’s valid end date is based on number of days in the month of issuance or to the end of the calendar month
- Print food instruments
- Update the count of participants for the month and store in the Participation data store for later reporting and management purposes
- Update the estimated food instrument redemption values for the month and store in the Obligation data store for later reporting and management purposes

Outputs:

Food instruments
Food instrument register
Updated participation count by local agency

Updated food obligations

Updated food instrument issuance file

Implementation Approaches

- ▶ The system should print food instruments on demand. The system should support special password protection to ensure that only authorized employees have access to the input screens that support the printing of food instruments and should include time locks to prevent the printing of food instruments before or after clinic hours (authorized users should be able to override the time lock when necessary).
- ▶ The system should retain internal records of all food instruments issued, including all information printed on the instrument, and the user identifier for the WIC employee who printed the instrument, to provide an audit trail.
- ▶ The system should ensure the appropriate food instrument stock is loaded in the printer. Laser printers with blank secure check stock can be used to prepare food instruments and print receipts. The system could assign and print the serial numbers and the Magnetic Ink Character Recognition (MICR) line.
- ▶ The system should provide a food instrument register that lists the serial numbers of the food instruments issued so that the participant or proxy can sign as proof of receipt. The register also serves as reference for future food instrument reconciliation activities and as a record of any voided or unredeemed food instruments.
- ▶ The system should be able to support the printing of checks with check stubs. The check stubs can be used during the issuance process for participants to sign acknowledging the receipt of their checks.
- ▶ In systems that use digitized or electronic signatures, it is possible for the participant to sign for the receipt of the instruments “electronically” and this signature is maintained in the participant’s electronic record. In such cases, a food instrument register is not needed.
- ▶ The system should allow print on demand for group nutrition education class attendees. A screen on the system would allow staff the ability to view all class attendees that have checked in. From that screen, staff can select all or individual participants for printing food instruments.

3.4.1.3 Process Food Instrument Changes

Food instruments may be damaged, lost, or stolen and need replacement. The benefit issuance process manages the replacement and accounting for food instruments in such situations. Many State agencies void these food instruments and do not reissue replacement food instruments to the participant. When food instruments are lost or stolen, it is possible the instruments will be fraudulently redeemed. Some State agencies notify the vendor, bank, or processor of food instrument numbers that should not be transacted.

Food instruments may also need to be replaced when a food benefit prescription needs to be changed. This happens most frequently for participants requiring an infant formula change when the issued infant formula is not tolerated and a new infant formula must be issued. The benefit issuance process also manages the replacement and accounting for food instruments in these cases.

The system should support the voiding and reissuance of food instruments as allowable by Federal regulation and State policy. The system should automatically adjust obligations and participation counts as necessary to support the change.

To help facilitate the voiding of a series of food instruments printed in advance with sequential serial numbers (such as when a participant does not pick up any instruments), the system should provide a capability for users to void the entire series of instruments with a single entry.

Inputs:

Food Instrument Identification Number
Food Instrument Issuance Date
Food Instrument Number of Months
Food Instrument Pick Up Date
Food Instrument Printed Date
Food Instrument Type Identification Number
Food Instrument Valid End Date
Food Instrument Valid Start Date
Food Instrument Void Date
Food Instrument Void Reason Code
Participant Family/Household Identification Number
Participant Identification Number

Process:

- Void food instrument serial/identification numbers for damaged/lost/stolen food instruments or food instruments to be replaced and update the Food Instrument data store
- De-obligate the food instrument estimated redemption
- Prepare notification to vendors/bank/or processor with the food instrument serial/identification numbers to not transact

- Verify that participant does not have any outstanding “active” food instruments. (For reissuance, the system should not allow new food instruments to be issued until previously issued food instruments are voided.)
- Confirm that the food instrument valid end date is based on number of days in the month of issuance or to the end of the calendar month
- Reissue and print food instruments with new serial numbers and update Food Instrument data store

Outputs:

Food instruments (if reissued)

Screen or report of food instrument void or loss history

Notice to vendor, bank, or processor of lost/stolen food instruments

Implementation Approaches

- ▶ The local agency retrieves the participant record, voids the food instrument serial numbers issued to the participant, and assigns new food instrument numbers for the reissued instruments (see Print Food Instruments process above for reissuance details). The system should not allow new food instruments to be issued until the previously issued food instruments are voided.
- ▶ The system should maintain a history of food instrument losses in the participant’s record. If the participant has a pattern of recurrent losses, the local agency may wish to take action, such as counseling.

3.4.2 Issue Benefits via EBT

During the certification process a benefit package will have been selected for the participant. As part of the EBT issuance process, an EBT account will be established in *the EBT system* and will be used for all participants in the family/household. The account is established using the family/household identification and demographic information.

Once an account is established, benefits are issued for participants in that family/household and are associated or linked to a household/family account in *the EBT system*. All individual participant benefits in the household/family account are aggregated together. Benefit aggregation can be done by the WIC IS before issuing the benefits via EBT or once they are deposited into the account in which case aggregation would be a function of *the EBT system*. Like paper food instruments, benefits can be issued for future months. Benefits are only available for use beginning on their start date through their end date. Systems should synch benefit start

and end dates for all members of a family/household to avoid confusion on valid periods of use by participants.

A third component of the EBT issuance process is the issuance of the EBT card. During this process the card is linked to the EBT account using the card number also referred to as a Primary Account Number (PAN). The participant will select their secret personal identification number (PIN) which is encrypted and linked to the card. PIN selection is performed using a device separate from the WIC IS and *the EBT system* that encrypts the PIN and transmits it to the system/location where PIN validation will occur, e.g., the host EBT system for online processing or the smart card for offline processing. If an offline smart card is used, the issuance process may also include loading benefits to the integrated chip on the card.

To ensure that benefits have been issued properly or to provide information to participants, the WIC IS will have the ability to access and display the current balance information for the family/household account. This may be information resident on the WIC IS or accessible via an administrative screen connecting to *the EBT system*.

Following issuance, if there are any demographic changes to the family/household, the EBT account information will need to be updated. This includes the addition or removal of participants into the family/household. Additionally, the system must process changes to benefits to include updating current and future months benefits issued to EBT accounts. The system should also support the replacement of cards that have been lost, stolen, and damaged.

Finally, when the person is issued food benefits via EBT (e.g., added to the smart card chip or issued to a benefit account), they are considered to have met the definition for “participation” for Federal reporting purposes. Benefits are considered issued at the time they are accessible to the cardholder. The data are stored and later compiled for the FNS-798, WIC Financial Management and Participation Report.

Note that the data elements required to complete the functions described in this section may be dependent on system design and the requirements of the particular EBT system implemented. Data elements noted in this section provide a general guideline for each function. Additionally, the order in which the functions are performed will be depended on *the EBT system*. Functions in this section have been listed in a typical order in which they might be performed, but could be performed in a different order as required by the *EBT system*. For example many online systems require that the demographic information be transmitted and posted to the system prior to issuing a card or issuing benefits to the account.

It is also important to understand that the use of the term “*EBT system*” is a generic reference and is intended to include both offline and online solutions as well as in-house integrated solutions or outsourced systems. The term is used simply to logically differentiate functions that belong to the WIC IS and those that belong to a WIC *EBT system*. So when the document refers to “transmitting” data to *the EBT system*, it is simply referring to moving that information into the logical realm of EBT functionality. It does not imply that there is an outsourced third party providing EBT processing on behalf of the agency.

Note also that depending on *the EBT system* design and technology, functions may occur in a different order than what has been provided in this section. Additionally, functions may be combined or broken down further depending on *the EBT system* design and technology implemented.

3.4.2.1 Establish EBT Account

Many EBT systems require information to identify the primary cardholder or head of household (HOH) and demographic information, such as telephone, date of birth, or address. These are used for help desk calls to verify the caller’s identity for account security and in the event it is necessary to contact the HOH or to mail a replacement card or other notice to the household.

The cardholder or HOH may be a participant, caregiver, or proxy, however the preferred method is to use a parent/HOH as the primary cardholder. Data for the cardholder should also be maintained in the WIC IS. Many WIC IS are not currently designed to maintain demographics on individuals other than those authorized to participate in the Program and typically do not assign an HOH and consideration must be made as to what data will be provided to the EBT system for establishing the account. Specific inputs will be dependent on EBT system design.

The system shall compile the family/household data required to establish an EBT account and transmit that data to the EBT system. The system should capture and identify the cardholder or head of household.

Inputs:

Data elements are dependent on system design, but should include:

Participant Family/Household Identification Number

Participant Parent/Head of Household Address

Participant Parent/Head of Household Date of Birth

Participant Parent/Head of Household Name- First

Participant Parent/Head of Household Name- Last

Participant Parent/Head of Household Name- MI

Participant Parent/Head of Household Telephone Number

Additional data elements may include the following if a participant in a household is used as a cardholder rather than a parent/head of household:

Participant Address- Apartment

Participant Address- Street

Participant Address- City

Participant Address- State

Participant Address- Zip Code

Participant Identification Number

Participant Date of Birth

Participant Name- First

Participant Name- Last

Participant Name- MI

Participant Parent/Head of Household Indicator

Participant Telephone Number

Process:

- Transmit the Participant Family/Household Identification Number and cardholder/HOH information to *the EBT system* for establishing a new EBT account
- Receive a response from *the EBT system* indicating the results of the account set-up process

Outputs:

Display message indicating the results of the account set-up process

3.4.2.2 Add Participant(s) to an Account

Some EBT systems maintain data on the participants who are receiving benefits that are deposited into the EBT account assigned to the family/household. Maintaining participant level data on the EBT system is at the State Agency's option.

Depending on the design of *the EBT system*, the WIC IS should support compiling the participant data required for establishing participant information in the EBT account and transmitting that data to *the EBT system*.

Inputs:

Data elements are dependent on system design, but may include:

Participant Family/Household Identification Number

Participant Identification Number

Participant Date of Birth

Participant Name- First

Participant Name- Last

Participant Name- MI

Process:

- Transmit participant data to *the EBT system* for establishing a new participant record in the EBT account
- Receive a response from *the EBT system* indicating the results of adding the participant to the account

Outputs:

Display message indicating the results of adding the participant to the account

3.4.2.3 Issue Electronic Benefits

Benefits are issued at the food package level with no need to break out the foods into food instruments. The food package data includes the category, subcategory, and quantity data required by the EBT system to establish and maintain the benefit information in the EBT account.

The system shall compile food benefit prescription data for each family/household member and transmit that data to *the EBT system*. The WIC IS and *the EBT system* should be set up to use the same Category/Subcategory Standard Units of Measure for each category and subcategory.

Inputs:

Category/Subcategory Category Code

Category/Subcategory Subcategory Code

Food Item Prescribed Unit Quantity
Food Benefit Prescription Date
Food Benefit Prescription Identification Number
Food Benefit Prescription Obligation Value
Food Item Prescribed First Date to Spend
Food Item Prescribed Last Date to Spend
Participant Family/Household Identification Number
Participant Identification Number (optional)

Process:

- Transmit benefit data (batch or real time) to *the EBT system* for issuing benefits to the EBT account
- Receive a response (batch or real time) from *the EBT system* indicating the results of the benefit issuance process
- Update the count of participants for the month and store in the Participation data store for later reporting and management purposes
- Update the estimated food benefit obligation value for the month and store in the Obligation data store for later reporting and management purposes

Outputs:

Display message indicating the results of the benefit issuance process

Implementation Approach

- ▶ Rather than sending individual participant benefits to *the EBT system*, a State Agency may choose to have the WIC IS aggregate the family/household benefits prior to transmitting the benefits to *the EBT system*. When using this approach, consideration must be made as to how individual benefit adjustments or void/replacements are processed without affecting other benefits that were issued and aggregated into the same file. Note that adjustments can be complex if benefits have been partially transacted and the category/subcategories are generic to the household ID so that it may not always possible to disaggregate. Adjustments may be done at category/subcategory level or prescription level.

- ▶ At the time of issuance, the State agency may chose to have a shopping list printed for the household. The shopping list typically identifies the foods or category/subcategories and quantities issued in an understandable way. Names of issued benefits may be displayed in a more descriptive way beyond the category/subcategory descriptions which may require an additional data element to support this information. Shopping lists often include information such as the benefit availability dates (first and last date to spend) and may also include future appointment information.
- ▶ In an online EBT environment, a State Agency may chose to wait to transmit future benefits to the *EBT system* closer to their First Date to Spend date (i.e., 5 dates before the First Data to Spend date). This allows the State Agency to make any adjustments to the food prescription for future benefits (i.e., formula changes) only in the WIC IS rather than also having to update benefits on the *EBT system*.
- ▶ To determine the obligation amount for the issued benefits, an option is calculate the obligation using the state-wide average for the categories/sub-categories issued.

3.4.2.4 Issue EBT Card

The system shall transmit the EBT card identifier – card number or primary account number (PAN) – to *the EBT system* for linking the card to the account. Note that in an offline system, this function might occur prior to or as part of issuing the electronic benefits.

Inputs:

Participant Family/Household Identification Number

Card Primary Account Number (PAN)

Optional data element(s) may include:

Participant Identification Number

Process:

- An over-the-counter card is selected from the clinic inventory and the card number is selected, keyed into, or obtained by the system through a card reading device.
- Transmit the card number and Participant Family/Household Identification Number (and/or optionally Participant Identification Number) to *the EBT system* for linking the card to the EBT account.

- The cardholder selects a PIN using a PIN selection device. The PIN is transmitted from the device to *the EBT system* or smart card depending on technology used.
- Receive a response (real time or batch) from *the EBT system* indicating the results of the card issuance process.

Outputs:

Display message indicating the results of the card issuance process

Implementation Approaches

- ▶ Generally, the EBT card and card status are data elements that are unique to EBT and are considered a part of *the EBT system*. The WIC IS will have requirements to capture status changed and transmit them to *the EBT system*, but does not necessarily have ownership of the data.
- ▶ Agencies may optionally want to maintain card data within the WIC IS environment to facilitate customer service queries and searches and for reporting and management purposes. If this approach is taken, consideration should be made as to how to keep the card information maintained on the WIC IS up-to-date or in synch with *the EBT system*, which typically handles card management functions.
- ▶ The decision to use an offline or online EBT solution could impact the decision on where to maintain and manage card related information.

3.4.2.5 Obtain Account Balance

The system shall access account balance information from *the EBT system* to display or print the current account balance for a family/household.

Inputs:

Data elements are dependent on system design, but should include:

Participant Family/Household Identification Number

Optional data element may include:

Card Primary Account Number (PAN)

Participant Identification Number

Process:

- Send balance inquiry message:
 - Offline: Read card balance from EBT card

- Online: Transmit a message requesting the current account balance to *the EBT system*. The message will include Participant Family/Household Identification Number (or, optionally, Participant Identification Number), or other data element to be used in identifying the account from which to retrieve the account balance
- Receive a response from the EBT card or *the EBT system* containing the account balance data

Outputs:

Display and/or print the account balance information

3.4.2.6 Update EBT Account Information

The system shall compile updated family/household and participant data and transmit that data to *the EBT system* to update account information. This function includes updating, adding and removing cardholders from an EBT account.

Inputs:

Data elements are dependent on system design, but should include

- Participant Family/Household Identification Number
- Participant Parent/Head of Household Address
- Participant Parent/Head of Household Date of Birth
- Participant Parent/Head of Household Name- First
- Participant Parent/Head of Household Name- Last
- Participant Parent/Head of Household Name- MI
- Participant Parent/Head of Household Telephone Number

Additional data elements include:

- Participant Address- Apartment
- Participant Address- Street
- Participant Address- City
- Participant Address- State
- Participant Address- Zip Code
- Participant Identification Number
- Participant Date of Birth

Participant Name- First
Participant Name- Last
Participant Name- MI
Participant Parent/Head of Household Indicator
Participant Telephone Number

Process:

- Transmit family/household and/or participant data to *the EBT system* for updating account demographic data in the system
- Receive a response from *the EBT system* indicating the results of updating the account information

Outputs:

Display message indicating the results of updating the account information

3.4.2.7 Remove Participant(s) from an Account

Some EBT systems may maintain data on the participants who are receiving benefits that are deposited into the EBT account assigned to the family/household.

Depending on the design of *the EBT system*, the WIC IS should have the ability to compile the participant data required for removing a participant from an EBT account and transmit that data to *the EBT system*.

Inputs:

Data elements are dependent on system design, but should include:

Participant Family/Household Identification Number
Participant Identification Number

Process:

- Transmit participant data to *the EBT system* for removing a participant from the EBT account
- Receive a response from *the EBT system* indicating this action.

Outputs:

Display message indicating the results of removing the participant from the account.

3.4.2.8 Process Changes to Electronic Benefits (Benefit Adjustments, Voids and Reissuance)

The system shall compile changes to a food benefit prescription for individual participant and transmit that data to *the EBT system*. This includes voiding, reissuing, and adjusting benefits for current and future months.

Inputs:

Food Benefit Prescription Identification Number

Food Benefit Prescription Adjustment Reason

Participant Family/Household Identification Number

Participant Identification Number

Category/Subcategory Category Code

Category/Subcategory Subcategory Code

Food Item Prescribed Unit Quantity

Process:

- Transmit benefit data to *the EBT system* for updating benefits in the EBT account.
- Receive a response from *the EBT system* indicating the results of updating benefits in the EBT account.
- This may be implemented by the EBT system as a complete void and reissue of benefits or as an adjustment to existing benefits. Both capabilities may be necessary.

Outputs:

Display message indicating the results of updating benefits in the EBT account.

Implementation Approaches

- ▶ It is recommended that adjustments made to issued benefits be tracked back to the original benefit issuance (Food Benefit Prescription Identification Number) so that the redeemed benefits can be reconciled to the issued benefits.

3.4.2.9 Process Changes to EBT Card (Status Changes/Card Replacements)

The system shall have the ability to notify *the EBT system* of a change in card status such as lost, stolen, damaged, locked, or replaced. The system shall transmit the EBT card identifier for a replacement card³⁶ to *the EBT system* for linking the new card to the account.

Inputs:

Participant Card Replacement Reason Code

Participant Card Replacement Date

Participant Family/Household Identification Number

Participant Identification Number

Card Primary Account Number (PAN)

Process:

- For status changes, the system transmits Participant Family/Household Identification Number, Participant Identification Number, or current card number (PAN) (if known) along with the Card Status Change/Replacement Reason Code³⁷ to *the EBT system* to update the card status and/or hot card list
- Receive a response from *the EBT system* indicating the results of the card status change process
- For card replacements, the new card number (PAN) is entered into the system or obtained by the system through a card reading device. The system transmits the new card number (PAN) and the, reason code, date, and Participant Family/Household Identification Number or Participant Identification Number to *the EBT system* for linking the card to the EBT account and updating the status of the old card
- Receive a response from *the EBT system* indicating the results of the card replacement process

³⁶ While over-the-counter is the typical issuance/replacement method used, State agencies may opt, depending on the EBT technology used, to replace cards by mail. For instance, a replacement card can be mailed by a customer service group or clinic for participants who are unable or would prefer not to travel to the clinic to receive their replacement card.

³⁷ Depending on how card management is handled, the WIC IS may or may not want to send the card replacement reason code to the *EBT system*.

Outputs:

Display message indicating the results of the card status change process

Display message indicating the results of the card replacement process

Implementation Approaches

- ▶ Some EBT technologies support the replacement of EBT cards centrally by mail. This approach is typically associated with online EBT systems in which the card replacement information is received by the EBT system with an issuance type indicator of over-the-counter or by mail. If by mail, card and demographic information is forwarded to a card vendor for printing and mailing.