

Section 8.3: Issuing WIC Cards

6/2024

References: 7CFR 246.12 (r)(1)(2)(3)

Policy: Issue a WIC Card to the household of WIC participant(s) within a valid certification period to ensure access to household food benefits.

Purpose: To ensure that certified participants have access to the food benefits for which they are eligible.

Procedures

These procedures pertain to initial WIC card issuance only. To replace a previously issued WIC card that has been lost, stolen, or damaged, see [Section 8.5: Replacing WIC Cards](#).

1. Verify identification of the adult participant, authorized representative (e.g., parent/guardian), or proxy *whenever* issuing a WIC Card. See Guidance.
2. Issue the card to the adult participant, authorized representative (e.g., parent/guardian), or proxy whose identity was verified.

Note: The person issued the WIC Card is designated the *Primary Card Holder* (PCH) in the Information System, whether that person is the adult participant, authorized representative (parent/guardian) or proxy.
3. Ensure the PCH signs the signature pad to acknowledge receipt of the WIC card. See Guidance for primary cardholder signature options.
4. Explain to the Primary Card Holder (PCH) how to use the WIC Card, reviewing either the flyer “How to use your WIC Card” or the information in the Shopping Guide.
5. Review the *WIC Rights and Responsibilities* associated with using the WIC Card. Staff must inform participants that *neither redeemed nor expired food benefits* can be replaced.
6. Assist the PCH in setting up their 4-digit PIN either by calling the WIC customer service line or through the Web Portal; benefits cannot be accessed until a PIN is set-up.
 - The person setting up the PIN will need to provide the *PCH’s date-of-birth* and the zip code for the *household’s mailing address*. See Guidance below.
 - The PIN is private - it should be set by the PCH. It should *not be known* to WIC staff and is *not stored* in the system.

Guidance

- Only issue one WIC card per household.
- Alternate Representative/proxy must be a competent person, at least 16 years old.
- Identity of an Adult Participant may be verified during certification according to the ID requirements in [Section 5.2.3 - Identity](#).
- See Exhibit 5-C: [Identification Requirements by WIC Contact Type](#) for acceptable forms of parent/guardian or proxy identification.
- Ensure that a participant whose address is listed as the local agency or *Safe at Home* address is informed of the appropriate zip code to use when setting up or changing their PIN number. See [Section 5.2.2 - Residency](#) for more about *Safe at Home*.
- Primary Card Holder Signature Options:

If staff are unable to collect the Primary Card Holder's signature when setting or changing the WIC Card's Primary Card Holder, the staff member must enter the reason on the signature pad. Use one of the following options to obtain the signature and scan the form into the Information System:

- Obtain an electronic signature using the [Primary Cardholder Signature Register](#) or by another electronic signature platform like DocuSign.
- Use [Exhibit 5-B: Registers for Manual Signatures](#).

Reference – Complete Listing of Hyperlinks

[Section 5.2.2 - Residency](#)

(https://www.health.state.mn.us/docs/people/wic/localagency/program/mom/chsctns/ch5/sctn5_2_2.pdf)

[Section 5.2.3 - Identity](#)

(https://www.health.state.mn.us/docs/people/wic/localagency/program/mom/chsctns/ch5/sctn5_2_3.pdf)

[Section 8.5: Replacing WIC Cards](#)

(https://www.health.state.mn.us/docs/people/wic/localagency/program/mom/chsctns/ch8/sctn8_5.pdf)

[Primary Cardholder Signature Register](#)

(<https://redcap.health.state.mn.us/redcap/surveys/?s=KCRNPKHRRJ>)

[Exhibit 5-B Registers for Manual Signatures](#)

(<https://www.health.state.mn.us/docs/people/wic/localagency/program/mom/exhbts/ex5/5b.docx>)

SECTION 8.3: ISSUING WIC CARDS

Exhibit 5-C Identification Requirements by WIC Contact Type

(<https://www.health.state.mn.us/docs/people/wic/localagency/program/mom/exhbts/ex5/5c.pdf>)

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