

In Case of Participant Death

SEPTEMBER 2024

The following steps will assist you with updating a participant's record if the participant dies.

Assess Whether There Are Other Members in the Household

- Search for the deceased participant.
- Click the **Household ID** on their participant card on the Search page.
- If other members exist in the household, they will display in the Search Results.
- Is the participant that died the **ONLY MEMBER** of the household?
 - Yes – they are the only household member.
 - Go to the [Only Member in the Household](#) section.
 - No – there are other members in the same household as the deceased participant.
 - Go to the [Other Members in the Household](#) section.

Only Member in the Household

Step 1: Deactivate the WIC Card

- Open the deceased participant's folder.
- Select **Manage eWIC Account** from the sidebar.
- Click the **row with the card number** in it.
- Click the **Deactivate Card** button.
 - Deactivation is immediately and automatically communicated to the WIC Processor. A green banner reading "Status: The Deactivate Card message was successfully sent" should display.
 - Any foods still issued to the deactivated card can no longer be accessed or used.
- If the deactivated card is physically in-hand, use a permanent marker to render the household ID on its back illegible then throw it away.

Step 2: Terminate the Deceased Participant's Certification

- Click the **Participant Menu**.
- Select **Manually Terminate Participant**.
- Select **Death of Participant** from the *Termination Reason* dropdown.

- Click the **Save** button.

Step 3: Create an Alert

- Create an alert to inform other staff that this participant is deceased.

Other Members in the Household

NOTE! The only instance whereby mom's Household ID is changed is if **she** is the deceased participant.

Step 1: Get Information

- Open the deceased participant's folder.
- Write down the **current address**.
- Select **Manage eWIC Account** from the sidebar.
- Write down the **current Authorized Rep's name and date of birth**.

Step 2: Change Household ID

- Click the **Participant Menu**.
- Select **Change Household ID**.

Create New Household

- Click the **Create New Household** button.
 - Complete the required fields.
 - Enter the **current address**.
 - Select **Participated Previously** from the *How Heard about WIC* dropdown.
 - Enter the **current Authorized Rep's name**.
 - Select **Other (explain in notes)** from the *Reason for ID Change* dropdown.
 - Click the **Save** button.

Review Original Household's eWIC Information

- Select **Review Original Household's EBT HH Demographics** from the sidebar.

- Is the Primary Cardholder the deceased participant?
 - NO – the Primary Cardholder is NOT the member that died.
 - Click the **Save** button.
 - YES – the Primary Cardholder died.
 - Assign a NEW Primary Cardholder.
 - Double-click the **Primary Cardholder row**.
 - Enter the **NEW Primary Cardholder’s name**.
 - Enter the **NEW Primary Cardholder’s date of birth**.
 - Select the **NEW Primary Cardholder’s Relationship** to the children in the household.
 - Click the **Update** button.
 - Click the **Save** button.
 - **Capture the Electronic Signature** for the NEW Primary Cardholder.

Review New Household’s eWIC Information

- Select **Review Original Household’s EBT HH Demographics** from the sidebar.
- Click the **Save** button.

Adjust Benefits

- Select **Adjust Benefits** from the sidebar.
- Does the deceased participant have current benefits?
 - NO - the participant doesn’t have any current benefits.
 - A message displays that reads “Benefits cannot be adjusted because the participant does not have valid benefits for this current period.”
 - Click the **OK** button.
 - YES – the participant has current benefits.
 - Is the deceased participant an infant or child receiving formula/infant foods?
 - YES – the participant is an infant or child receiving formula/infant foods.
 - Do **not make any changes** to the *Remove* column quantities.
 - Leave the default *Reissue Removed Quantity* toggled on.
 - Click the **Save** button.
 - These food items will be removed from the current household’s account and added to the new household’s account.

IN CASE OF PARTICIPANT DEATH

- Since no WIC Card was issued to the new household, the foods cannot be accessed and will simply expire.
- NO – the deceased participant is a woman or child receiving WIC foods.
 - **Change all quantities** in the *Remove* column to 0.00.
 - Leave the default *Reissue Removed Quantity* toggled on.
 - Click the **Save** button.
- Since all quantities were changed to zero, no foods will be removed from the original household's eWIC account.

Complete Change Household ID

- Select **Complete Change Household ID** from the sidebar.
 - Is the deceased participant an infant or child receiving formula/infant foods?
 - YES – the formula/infant foods will be issued to the new household account (these foods cannot be accessed and will expire)
 - The Aggregated Issuance modal opens.
 - Click the **Send eWIC Data** button.
 - Click the **Close** button.
 - NO – the food items will remain with the original household account.
- A message displays that reads “Future benefits and associated Direct Shipped items (if any) were voided. Click Issue Benefits from the participant folder to reissue future benefits.”
 - Click the **OK** button.
- A message displays that reads “Household ID change complete.”
 - Click the **OK** button.

Step 3: Adjust Benefits if Any Direct Shipped Formula

- Were any of the benefits direct shipped formula?
 - NO – none of the original benefits were direct shipped formula.
 - Skip to [Step 4: Write a Note](#).
 - YES – some or all of the benefits were direct shipped formula.
 - Select **Benefits History** from the sidebar and verify whether WINNIE automatically:
 - **Returned** the direct shipped cans from the original issuance.
 - **Direct shipped** the same number of cans that were originally direct shipped.

IN CASE OF PARTICIPANT DEATH

- This will occur if none, fewer, or the same number of cans of formula are direct shipped during Change Household ID.
- This can look like over-issuance because it **is in addition to** what you issued to the new household account, even if you re-issued the full amount.
- Select **Adjust Benefits** from the sidebar.
 - **Return** the number of cans that were automatically direct shipped by WINNIE and that show as a negative quantity in the *Available* column.
 - Click the **Send eWIC Data** button.
- Were the same number of cans returned as were automatically returned by WINNIE?
 - YES – Skip to [Step 4: Write a Note](#).
 - NO – document what was actually returned in a note.
 - Select **Manage Notes** from the sidebar.
 - Add a **General Note** with the subject of **Benefit Issuance**.
 - Indicate the number of cans that were returned (if any) and why the discrepancy.
 - Example: <#> cans direct shipped on were NOT returned. WINNIE shows returned due to HHID change.
 - Click the **Save** button.
 - Go to the second bullet in Step 4: Write a Note.

Step 4: Write a Note

- Select **Manage Notes** from the sidebar.
- Add a **General Note** with the subject of **Other**.
 - Note text: HHID Change due to participant death.

Step 5: Terminate the Deceased Participant's Certification

- Click the **Participant Menu**.
- Select **Manually Terminate Participant**.
- Select **Death of Participant** from the *Termination Reason* dropdown.
- Click the **Save** button.

Step 6: Create an Alert

- Create an alert to inform other staff that this participant is deceased.

IN CASE OF PARTICIPANT DEATH

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, www.health.state.mn.us; to obtain this information in a different format, call: 1-800-657-3942.

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