

Deactivating and Replacing WIC Cards

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Verify Identity of Person Asking to Deactivate WIC Card

- Search for household and open participant folder of one of the household members
- Click **Benefit Management** menu
- Select **EBT Household Demographics**
- Verify identity of person asking to deactivate the card by asking for:
 - Known to staff or valid form of identification (should be one of the representatives/proxies listed) OR
 - If no identification, by requesting at least **two** of the following: Name of Primary Card Holder or Alternate Rep/proxy; Primary Card Holder's date of birth; Household mailing zip code; Name(s) of household member(s) participating in WIC

Deactivate WIC Card

- In the *EBT Household Demographics* screen, click on the **Primary Card Holder row** to highlight and enable the *Deactivate Account* button
- Click **Deactivate Account** button
 - Once deactivated cannot be used again
 - Any benefits issued to card remain with household and automatically transfer to new card once assigned
- If immediately replacing the card, go to next section **Replace WIC Card that Staff Just Deactivated**
- If **not** immediately replacing card:
 - Click **Send EBT Data** button
 - Click **OK** on *EBT Household Demographics* message

Replace WIC Card that Staff Just Deactivated

Note: A WIC Card can be replaced as many times as necessary. Deactivated cards must be replaced within 5 business days of deactivation (or notification of deactivation by participant). If not replaced within 5 business days, staff must document an explanation in a General Note (for all household members) with the Subject of WIC Card. The card can be replaced in person or mailed.

- The current WIC Card must be deactivated before replacing
- Click **Assign Card** button
- Swipe (or type) **new card number**
- Click **OK** (or press Enter) on the *Assign Card* dialog
- Click **Send EBT Data** button (to deactivate and replace card)
- Click **OK** (or press Enter) on the *EBT Household Demographics* message
- Click **Capture Electronic Signature** button
 - Issuing to Primary Card Holder: Primary Card Holder signs the signature pad
 - Mailing to Primary Card Holder: sign the signature pad with **your signature and write "MAILED"** after it; make sure to verify the mail address
- Click **Save Signature** button
- All benefits issued to deactivated card automatically transfers to the replacement card*
- The PIN associated with the deactivated card automatically transfers to the replacement card*

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Replace Card that has been PREVIOUSLY Deactivated

Verify Identity of Person Asking to Replace WIC Card

- Search for household and open participant folder of one of the household members
- Click **Benefit Management** menu
- Select **EBT Household Demographics**
- Verify identity of person asking to deactivate the card by asking for:
 - Known to staff or valid form of identification (should be one of the representatives/proxies listed) OR
 - If no identification, by requesting at least **two** of the following: Name of Primary Card Holder or Alternate Rep/proxy; Primary Card Holder's date of birth; Household mailing zip code; Name(s) of household member(s) participating in WIC

Replace Card

- In the *EBT Household Demographics* screen, verify the current card has been deactivated (no card number should display in the Primary Card Holder row)
- Click **Assign Card** button
- Swipe (or type) **new card number**
- Click **OK** (or press Enter) on the *Assign Card* dialog
- Click **Send EBT Data** button (to deactivate and replace card)
- Click **OK** (or press Enter) on the *EBT Household Demographics* message
- Click **Capture Electronic Signature** button
 - Issuing to Primary Card Holder: Primary Card Holder signs the signature pad
 - Mailing to Primary Card Holder: sign the signature pad with **your signature and write "MAILED"** after it; make sure to verify the mail address
- Click **Save Signature** button
- All benefits issued to deactivated card automatically transfers to the replacement card*
- The PIN associated with the deactivated card automatically transfers to the replacement card*

NOTE: Deactivated cards are no longer associated with a household in HuBERT or linked back to any identifying information, cannot be assigned to another household, is rendered unusable, and cannot be reactivated nor used to purchase food items. If the card is deactivated and given back to you in clinic, make the Household ID written on the back illegible with a permanent marker, and throw it away.