



## Memorandum

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**#13-080**

**TO:** WIC Local Agency Directors

**FROM:** Linda Brumble, Unit Manager  
Nutrition Education/Clinic Services Unit  
Nutrition Services Section

**DATE:** August 7, 2013

**SUBJECT:** **Policy Memo** – Revised Policy – *Texas WIC Policies FD:04.0 Disposition of Unusable WIC EBT cards*

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This memo announces revisions to the subject policy as follows to be effective September 1, 2013. At that time it will be posted and you may update your *Policy and Procedures Manual* by accessing the WIC website at [http://www.dshs.state.tx.us/wichd/policy/table\\_of\\_contents.shtm](http://www.dshs.state.tx.us/wichd/policy/table_of_contents.shtm).

### Summary of Revisions

- Removed references to Lone Star throughout the policy.
- Procedure II – Cards that fail while being loaded: added verbiage from Policy Removed the referral to policy CS:26.0.
- Procedure III – Added “Log for Unusable WIC EBT cards.”
- Procedure IV – Added title of log and changed the requirement to return unusable cards from weekly to monthly.
  - Added new codes for cards returned to SA – from foster parent, transferred out of state, lost then found.
  - Added title of log.
  - Provided the address for the IRM group.
- Added Procedure V – Instructions on how to complete the Log for Unusable WIC EBT Cards.

If you have questions, please contact your IRM liaison at 877-341-4491, select Option 6, followed by Option 4 for assistance or [WICGeneral@dshs.state.tx.us](mailto:WICGeneral@dshs.state.tx.us).

<b>Nutrition Services</b> <b>Department of State Health Services</b>
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Effective September 1, 2013

Policy No. FD: 04.0

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### **Disposition of Unusable WIC EBT Cards**

#### **Purpose**

To ensure unusable WIC EBT Cards are coded appropriately in the EBT WIN system, reported to the Information and Response Management (IRM) liaison, and returned to the state agency (SA) to maintain an adequate audit record.

#### **Authority**

7 CFR Part 246.12

#### **Cross Reference**

Policy GA:04.0

#### **Policy**

Local Agencies shall ensure unusable WIC EBT cards are documented appropriately as to disposition and returned, as applicable, to the SA.

#### **Procedures**

I. WIC EBT Cards, deemed unusable **prior** to issuance shall be appropriately coded by clinic staff in the clinic WIC EBT WIN system. Enter the **most** appropriate code from the following selection.

- F** – Failed Before Issued
- D** – Damaged Before Issued
- M** – Missing Before Issued

II. Cards that fail **while being loaded**, shall be reported to the SA. When a WIC EBT Card fails during benefit issuance due to a

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problem with the card that is not visible and the participant has not left the clinic the following procedure shall apply:

A. The clinic staff shall contact the Automation Help Desk at 1-800-650-1328.

1. If the Automation Help Desk determines the card has failed, the PAN must be disabled as damaged by the IRM liaison. The state agency will override the Hot Card waiting period.

2. Once the Hot Card record arrives at the clinic, a new WIC EBT card shall be issued.

III. Cards deemed unusable **after** issuance shall be reported to the IRM liaison by the LA staff and returned to the SA with the Log for Unusable WIC EBT Cards.

IV. Clinic staff shall complete the Log for Unusable WIC EBT Cards and submit the log and all unusable cards to the SA on a monthly basis.

A. Codes for the log entries are:

<b>F</b>	–	Failed Before Issued
<b>D</b>	–	Damaged Before Issued
<b>B</b>	-	Damaged After Issuance
<b>Z</b>	-	Failed After Issuance
<b>L</b>	-	Lost then Found
<b>T</b>	-	Transferred Out of State
<b>R</b>	-	Returned by Foster Parent

B. Cards that were coded in WIN as **M**(issing) Before Issued are not entered on the Log for Unusable WIC EBT cards as the card cannot be returned to the SA.

C. Return the cards along with the log to:  
Department of State Health Services  
Nutrition Services Section – IRM Group  
P.O. Box 149347 Building 2, Suite 275  
Austin, TX 78728 Mail Code 4554

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V. Instructions on filling out the Log for Unusable WIC EBT Cards:

- A. Complete the top section with LA number, site number, and month.
- B. Document the PAN# in the column labeled WIC EBT Card,
- C. Document the date EBT card was determined unusable in a mm/dd/yy format in the column labeled "Date Determined Unusable", .Document the date, in XX/XX/XXXX, staff reported the PAN to the SA in the "Date Reported to SA" column. Use one of the reason codes listed at the bottom of the form to describe the reason the WIC EBT card was disabled.  
in the olumn labeled "Reason Code" Document the initials of the staff member that reported the WIC EBT card in the column labeled "Staff Initials", Document any necessary comments in the column labeled "Comments" fill in

Unusable WIC EBT Card log stock no.EF 13-06-14016 is downloadable through the online WIC Catalog .

