

POLICY: Replacing Stolen or Destroyed WIC Checks

Staff replace stolen or destroyed checks for clients or caregivers with documentation. “Checks” refers to both regular WIC checks and WIC Fruit and Vegetable checks.

Definitions:

Stolen: Taken unlawfully.

Destroyed: Completely ruined where important information on the check is unreadable. For example the check was destroyed in a house fire or a flood.

Note: See the “Replacing WIC Checks” policy in this chapter for damaged checks. Staff can replace damaged checks with intact identifying features without documentation.

To replace stolen or destroyed checks:

1. The client or caregiver must provide a police report, fire report, or similar documentation of the incident. Staff can’t replace stolen or destroyed checks without documentation.
2. A police report number is allowed as documentation when the police department doesn’t provide copies of police reports.
3. There is no time frame or limit to the number of times staff can replace stolen or destroyed checks. The client or caregiver must provide documentation of each occurrence.

Staff have the client or caregiver fill out and sign the WIC Check Replacement Form.

1. Keep the WIC Check Replacement Form on file for a total of four years, with the first six months in the clinic.
2. Alternate endorsers can’t receive replacement checks for stolen or destroyed WIC checks or sign the WIC Check Replacement Form.

This policy doesn’t cover checks mailed by the clinic and not received by the client. See the policy “Replacing WIC Checks That Have Been Mailed and Not Received” in this chapter for more information.

PROCEDURE:

Staff:

- A. Only replace stolen or destroyed checks when documentation or a police report number is available.
- B. Only replace checks with a current “First Day to Use” and “Last Day to Use.” Don’t replace expired checks.
- C. Ask questions to determine which checks to replace.
- D. Complete the WIC Check Replacement Form.
 1. Have the client or caregiver document all pertinent information on the form.
 2. Make a copy of the documentation provided and attach it to the completed WIC Check Replacement Form.
 3. Staff can scan the documentation and keep an electronic copy. Note on the form where the scanned copy is saved.
 4. If the clinic doesn’t have a copier at a mobile site, ask to keep the document to make a copy at the main clinic then mail back the original to the client or caregiver.

Note: If the person doesn’t want staff to keep the document until copies can be made (for example he or she needs the document), the person can make the copy then bring it to the clinic and get replacement checks.
 5. List the police report number on the form when the police department doesn’t provide a written police report.
- E. Review the form with the client or caregiver and emphasize the following:
 1. Don’t use the original checks reported as stolen or destroyed.
 2. Bring the original checks back to the clinic if they are found.
 3. Use the replacement checks only. The words “Replacement Check” are printed on all checks printed in the Void and Replace wizard to distinguish them from the originals.
 4. Using the original checks in addition to the replacements is against WIC rules. The client or caregiver may have to repay WIC and can be taken off the program.

- F. Have the client or caregiver sign the form and offer a copy.
 - 1. The copy can be blank, it doesn't have to be a signed copy.
 - 2. It isn't required to give a copy of the form if the client or caregiver doesn't want one.
- G. Keep the original form and additional documentation on file for 4 years. Keep at the clinic for 6 months.
- H. Document the checks as stolen or destroyed in the client's file in Client Services.
- I. Document the replacement reason in Client Services. List additional information as appropriate.
- J. Issue replacement checks to the client or caregiver.

Information:

The WIC Check Replacement Form is in the Appendix. Staff can make copies of the form or download the form from the WIC website at <http://www.doh.wa.gov/cfh/WIC/materials.htm#checks>.

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