Replacing Checks and WIC Cards between Client Services and Cascades

Information:

From March through December 2019, Washington WIC clinics will transition from Client Services and WIC checks to Cascades and WIC Cards. During this time participants will transfer between clinics issuing checks and those providing WIC Cards.

This document provides guidance about replacing checks and cards for participants and preventing dual participation (receiving more benefits than allowed in a month).

Benefit information for participants in your clinic:

- When a clinic implements Cascades: check issuance and food package information for checks with a last day to use within the past 31 days plus all future issuance migrates from Client Services to Cascades.
  - Staff can use Cascades to void the migrated food issuance from Client Services and change the food benefits.

Benefit information for participants transferring into your clinic:

- If a participant transfers from a Client Services clinic to a Cascades clinic (or vice versa), staff must replace only the amount of food benefits as appropriate. Staff get issuance information in one of the following ways:
  - Review transfer documentation
  - Work with the previous clinic
  - Call Cascades Support when staff from the previous clinic aren’t available

1. Participant request for WIC Card
   a. Staff can’t replace WIC checks with a WIC Card due to participant preference.
      - We aren’t allowing this practice to prevent possible discriminatory practices across state.
   b. Staff can limit check issuance to monthly or bi-monthly to decrease the amount of time a participant has to wait to receive a WIC Card.

2. Checks that are Lost, Stolen, Damaged, Destroyed, or Not Available for Use
   a. Staff can replace checks with a WIC Card when the checks are lost, stolen, damaged, destroyed or aren’t available for use.
   b. Follow guidance in the “When to Replace WIC Cards and Checks” Transition Guidance table and in Cascades Volume 1, Chapter 22 – Issue WIC Food Benefits policy chapter.
3. Changes in WIC Foods or Formula
   a. Staff can replace checks with a WIC Card to make changes to the WIC foods or formula.
   b. Void migrated food issuance in Cascades and make adjustments to the WIC foods or formula.
      - Assess if a Medical Documentation Form is required and follow policy and procedures in Cascades Volume 1, Chapter 24 – Medical Documentation for Formulas and Foods.
   c. Provide a WIC Card and issue benefits.

4. Participant Transfers within Washington State
   a. Wait to transfer the Washington WIC participant into the clinic until their current benefits are used (WIC checks or benefits issued to a WIC Card), unless the person needs a change to the foods or formula provided.
      - This follows current practice.
      - This also decreases the risk of over-issuing WIC benefits (dual participation) since food issuance information in CIMS isn’t available in a Cascades clinic and vice versa.

5. Participant Transfers Into Washington State
   a. Transfer in the out of state WIC participant.
   b. Issue a Washington WIC Card.
   c. Replace out of state food benefits.

   **Note:** Follow policy in Cascades Volume 1, Chapter 21 – Transfers/Verification of Certification.

This institution is an equal opportunity provider.
Washington State WIC Nutrition Program doesn’t discriminate.

For persons with disabilities, this document is available on request in other formats. To submit a request, please call 1-800-841-1410 (TDD/TTY 1-800-833-6388).