Replacing Checks and WIC Cards between Client Services and Cascades

From March through December 2019, Washington WIC clinics will transition from Client Services (CIMS) 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:**

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 CIMS to Cascades.

- CIMS benefits migrated to Cascades are “seen” in Cascades. Staff will know these are migrated because they’ll have a longer number than benefits issued in Cascades.
- Staff can use Cascades to void migrated food issuance from CIMS and change the food benefits.
  - This Cascades Transition Guidance provides information about when to void CIMS benefits in Cascades.
  - Additional information about when to void CIMS benefits in Cascades is provided in the “When to Replace WIC Checks and Cards” Transition Guidance table.

**Benefit information for participants transferring into your clinic:**

If a participant transfers from a CIMS 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 CIMS Support when staff from the previous CIMS clinic aren’t available
- These steps apply whether the participant has or hasn’t redeemed their CIMS benefits. Staff need to use the issuance information to assure the amount of foods replaced are appropriate.

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 Checks and Cards” Transition Guidance table and in Cascades Volume 1, Chapter 22 – Issue WIC Food Benefits policy chapter.

3. Checks that are Used Out of Order, or Mailed and Not Received
   c. Staff can replace checks with a WIC Card when the checks are used out of order or mailed and not received.
   d. Follow guidance in the “When to Replace WIC Checks and Cards” Transition Guidance table and in Cascades Volume 1, Chapter 22 – Issue WIC Food Benefits policy chapter.

4. 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. Before starting the process:
      • Ask participants to bring in all unused checks and any cans of formula purchased before making any changes.
      • 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. Call Cascades Support for help at 1-800-841-1410 and select option 3, then option 2.
      • Each situation is unique and benefits can be lost if we don’t follow specific steps.
   d. Provide a WIC Card and issue benefits.
      • You may need to issue a WIC Card to the person and send them home if it’s a complicated case. You can then call them once benefits are issued electronically.
   e. Print the Cascades Shopping List to assure the food benefits are correct.

5. 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 purchased with 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).

6. 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).