
REQUIRED GUIDANCE: Remote Food Benefit Issuance

Staff must offer both in person and remote food benefit issuance appointments and let the participant or caregiver decide which option they prefer.

As part of the American Rescue Plan Act (ARPA) policy waivers allowed by the Food and Nutrition Service (FNS), this policy is in effect from September 1, 2023 until September 30, 2026.

Staff must issue one, two, or three months of WIC food benefits based on the participant's category, certification period, and required contacts or proof documentation:

- Issuing two or three months of benefits is the best way to provide benefits for participants and make the most efficient use of local agency resources.
- Issue one month of food benefits when the participant needs to provide missing proof(s) (e.g. identity, residency, or income).
- Issue the appropriate number of months of food benefits to accommodate scheduling a required contact (e.g. nutrition education, mid-certification health assessment, breast pump check, etc.).
- State staff may have clinic staff issue monthly benefits to a participant, for example, if the participant is under investigation for a program violation.

Staff don't need to see participant's or caretaker's identification when issuing benefits remotely.

Caregivers must return unopened, undamaged containers of formula to the clinic when requesting replacement formula before staff can issue replacement benefits.

See the following policies in [Volume 1, Chapter 22 – Issue WIC Food Benefits](#) for more information:

- “Replace WIC Benefits for Returned Formula”
- “Monthly or Multi-Monthly Food Benefit Issuance”
- “Identification to Receive WIC Food Benefits” - when issuing benefits in person

PROCEDURE:

Staff:

- A. Issue food benefits for the appropriate number of months (1, 2 or 3 months of issuance) based on required documentation and next appointment needs.
- B. Staff sign for the food benefits and write “RBI” (Remote Benefit Issuance) and their initials.
- C. Share options for viewing food benefits in the Electronic Benefit Account.
 1. Encourage the participant to consider downloading the WIC Shopper App.
 2. Offer to send a print-out of the participant’s Shopping List from Cascades by mail.
 - Delete any downloaded shopping lists from the Downloads folder on your computer after generating or printing a Shopping List from Cascades.
 3. Call the WIC Card Line and follow the prompts to check the food benefit balance.
 4. Check the last WIC grocery store receipt.
 - The receipt shows the beginning food balance, the foods purchased, and the foods remaining.
- D. Offer a Shopping Guide and other WIC Card materials as needed.
- E. Schedule the participant’s next appointment based on their needs and if follow-up on missing documentation or measurement and bloodwork values is needed.
- F. Let the participant, Parent Guardian or Caretaker know what to provide at (or before) the next appointment, as appropriate.
- G. Thank the participant for participating in WIC and offer a phone number for questions.

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

To request this document in another format, call 1-800-841-1410.
Deaf or hard of hearing customers, please call 711 (Washington Relay) or email
wic@doh.wa.gov.