



WASHINGTON WIC PROGRAM

Washington State WIC Manual
Notice of Revision



Date: 5/28/2025

Notice Number: 2024-03

<input checked="" type="checkbox"/> Volume 1	<input type="checkbox"/> Volume 2
Chapter: 22 – Issue WIC Food Benefits	
Section: See Table of Revisions	
Policy/Recommendation/Description/Procedure:	
Type of Action/Change: <input checked="" type="checkbox"/> Supersedes <input type="checkbox"/> New <input type="checkbox"/> Delete	
<p>If you have questions about this revision or wish additional copies, call or write:</p> <p style="text-align: center;"> Department of Health Washington WIC Program P.O. Box 47886 Olympia WA 98504-7886 Call: 1-800-841-1410 </p>	

Explanation of Revisions:

- This chapter was updated to align with the new food rule updates.
- This chapter goes into effect June 30, 2025.

Attachments:

Memo

Manual Revision

Other _____

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



Volume 1, Chapter 22 – Issue WIC Food Benefits

Table of Revisions

Policy/Page	Revision	Comments
Throughout chapter	Updated language to be more gender neutral (for example changing from “he or she” to “they” and “breastfeeding” to “breastfeeding/chestfeeding”)	
Monthly or Multi-Monthly Food Benefit Issuance p. 1 - 3	<p>Policy</p> <ul style="list-style-type: none"> • Minor wording and format changes. • Policy content and intent unchanged. <p>Procedure</p> <p>Added C: documenting in the Individual Care Plan when food issuance is on a limited frequency (when the reason isn’t included in state or local agency policy).</p>	
Issue Food Benefits p. 4 - 6	<p>Procedure</p> <ul style="list-style-type: none"> • C, removed references to proration. • E, notes: <ul style="list-style-type: none"> • Removed previous # 1 related to benefits not being available until the participant or authorized person signs. Benefits are available in the EBA. • Added new # 2 with information that Cascades no longer prorates food benefits with examples. • F, removed requirement to delete downloaded Shopping Lists from the computer downloads folder. The shopping list no longer contains the participant or family name. • Added G, Note. Participants can use the QR code at farmers markets and farm stores to redeem their FMNP benefits and WIC fruit and vegetable cash value benefit. • Added G, second bullet with reference to the FMNP chapter for information about using the QR code. 	Cascades will no longer prorate benefits.
WIC Cards and QR Codes are used to Redeem WIC Food Benefits p. 7 - 8	<p>Policy</p> <p>Added policy (already approved by FNS) to chapter with minor edits.</p>	
Issue WIC Cards to Participants p. 9 - 10	<p>Policy</p> <ul style="list-style-type: none"> • Added: Use WIC Cards to redeem WIC food and fruit and vegetable Cash 	

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	<p>Value Benefits (CVB) at authorized grocery stores.</p> <ul style="list-style-type: none"> • Added: Use QR codes to redeem FMNP or fruit and vegetable CVBs at farmers markets and farm stores. • Added # 3, a, 2nd bullet: See the “Remote Certification” policy for more information about issuing WIC Cards to participants who opt for a remote certification appointment. • Added # 3, d: Staff may not physically deliver WIC Cards to participants who can’t come into the clinic to receive them, including participants who don’t have a permanent address. 	
<p>Caretakers and Proxies, p. 11 - 13</p>	<p>Policy</p> <ul style="list-style-type: none"> • Revised: Instructs WIC staff to provide education to caretakers and proxies on WIC Card usage, regardless of whether the caretaker or proxy is physically in the clinic. • Added: Enter the effective date(s) for Proxies in the appropriate field. Document the effective date(s) for Caretakers in the Family Care Plan. <p>Procedure</p> <ul style="list-style-type: none"> • Added A, 4, 2nd bullet: Reference to Chapter 18 for information about assigning caretakers and proxies. • Added D, to share how to shop at WIC authorized stores, <i>farmers markets, and farm stores.</i> 	
<p>Identification to Receive WIC Food Benefits p. 14 - 15</p>	<p>Policy</p> <ul style="list-style-type: none"> • Added: Participants, Parent Guardians, Caretakers, and Proxies must show personal identification (ID) to receive WIC food benefits <i>for in-person appointments.</i> • Added note: Staff don’t need to see ID when issuing benefits remotely. See the Remote Food Benefit Issuance Policy. <p>Procedure</p> <p>Added to B, Note: We require staff to see the person’s ID before issuing food benefits <i>during in-person appointments.</i></p>	

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Family Issuance Day p. 16	Policy and Procedure Removed references to proration.	
Prorate Foods Benefits	Removed policy.	<ul style="list-style-type: none"> • Washington WIC will no longer prorate food benefits. • Deleted references to proration throughout the chapter.
Delayed Signature for Food Benefits p. 17	Policy Added: Staff must ensure the participant <i>or an authorized person</i> signs for benefits by going to the Issue Food Benefits screen or the Delayed Signature for Food Instrument (FI) Issuance screen.	
Remote Food Benefit Issuance p. 18 - 19	Policy Renamed policy from “Issue Food Benefits without Physical Presence” to “Remote Food Benefits Issuance” based on current waivers.	
Issue WIC Benefits when Computer System is Down or During an Emergency, p. 20 - 21	Policy Removed reference to proration. Procedure Updated to align with remote food benefit issuance policy.	
Replace WIC Cards p. 22 - 24	Policy Added: The participant, Parent Guardian, or Caretaker can report the card lost, stolen, or damaged to their WIC clinic. Procedure <ul style="list-style-type: none"> • Added E, 1, Note: The family must set up a new PIN code when they receive a newly activated card when their previous card was deactivated. • Revised E, 3, d, Note to share the WIC Card Line activities/function: Only WIC staff can issue WIC Cards. The WIC Card Line will direct participants who call to report their card as the card lost, stolen, or damaged to their clinic. 	
WIC Card Education p. 27 - 32	Procedure <ul style="list-style-type: none"> • Added italicized words to A, 3, 2nd bullet: The Cardholder’s date of birth, not the child’s (<i>unless the child is in foster status, in which case the child is</i> 	

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	<p><i>the cardholder and the child’s date of birth should be used).</i></p> <ul style="list-style-type: none"> • Added B, 2, a: Only use WIC foods and formula for the person on WIC. • Added B, 2, b: Don’t buy, or try to buy, foods or formula with a WIC Card that aren’t part of the WIC food benefits. • Added to C, 1: If using a club card, scan the club card after paying for WIC foods. • Added D: Details of how to use QR codes at authorized farmers markets and farm stores. • Removed E, 4 reference to “Rain checks.” • Added E, 4: WIC benefits do not accrue. • Added E, 5: Report lost, stolen, or damaged WIC Cards to WIC staff right away. • Added E, 6: Keep the WIC Card and PIN safe. Make sure anyone designated to use the card knows WIC rules. 	
<p>Washington WIC Authorized Stores p. 33 - 34</p>	<p>Policy</p> <ul style="list-style-type: none"> • Added italicized words: Participants, Parent Guardians, Caretakers, and Proxies must use the WIC Card only at Washington WIC authorized stores, <i>farmers markets, and farm stores.</i> • Added: Staff must also let participants, Parents Guardians, Caretakers, and Proxies know about authorized farmers markets and farm stores where they can make purchases using their QR code. <p>Procedure Added information about farmers markets and farm stores.</p>	
<p>Exchange WIC Formula for Returned Formula p. 38 - 39</p>	<p>Policy</p> <ul style="list-style-type: none"> • Changed name from Replace WIC Benefits for Returned Formula. • Added “non-expired” formula. <p>Procedure</p> <ul style="list-style-type: none"> • Added to A: “non-expired” • Added C, Note: Be sure to have all formula that will be exchanged 	

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	<p>accounted for (on hand, and in the EBA) before starting the exchange.</p> <ul style="list-style-type: none"> • Added italicized words to G: Destroy all returned formula (<i>unless donating the formula per the clinic’s approved donation policy</i>). 	
<p>Contact State WIC Staff to Request Food and Formula Replacement in Emergency Situations p. 40- 41</p>	<p>Policy</p> <ul style="list-style-type: none"> • Added “Food” to the policy title. • Added food to the policy. • Added: Staff should prioritize this contact to ensure replacement requests are fulfilled in a timely manner. • Added # 2, a: If food and formula replacement is carried out remotely, staff may sign for the Benefit Replacement Form and write “RBI” (Remote Benefit Issuance) and their initials in place of the participant, Parent Guardian, or Caretaker. <p>Procedure</p> <ul style="list-style-type: none"> • Updated procedure for replacing not only formula, but foods as well. • Updated the Formula Replacement Form. 	
<p>Exchanging Formula in the 11th Month Benefit Period after Turning One p. 42 - 44</p>	<p>New policy</p> <p>Use this Policy and Procedure when a participant has had their first birthday <u>and</u> their 11-month benefits are issued and still within the First and Last Date to Spend.</p> <ul style="list-style-type: none"> • The Competent Professional Authority (CPA) must exchange unpurchased formula benefits or unopened, returned cans of formula when the caregiver requests to change to a different standard formula. <ul style="list-style-type: none"> • See WIC Approved Formulas for the list of standard formulas. • Staff must complete an Infant to Child Standard Formula Exchange Documentation Form when exchanging formula benefits after the first birthday during the 11th month benefit period. Note: Staff must obtain a completed WIC Medical Documentation Form when exchanging therapeutic formula 	

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	<p>after the first birthday. See the “Provide Therapeutic WIC Formulas and Foods to Women and Children” policy in Volume 1, Chapter 24 – Medical Documentation for Formulas and Foods for additional information.</p> <ul style="list-style-type: none"> • Assess the need to transition to a different formula. Staff must provide a reason for the formula exchange. Examples may include: <ul style="list-style-type: none"> • Family requests alternate standard formula. • Incorrect formula was issued. • Staff must sign the completed Infant to Child Standard Formula Exchange Documentation Form. • In the Attach Medical Documentation section of the Food Prescription Screen, staff must scan the Infant to Child Standard Formula Exchange Documentation Form into Cascades. • Staff must exchange formula benefits using Cascades. Refer to Cascades Steps-Exchanging Formula Benefits as needed. <p>Note: Staff may not issue physical cans of formula they may have.</p>	
<p>Change Breastfeeding Food Package Benefits when Formula is Provided p. 46 - 48</p>	<p>Policy</p> <ul style="list-style-type: none"> • Added “or an increase in formula” • Added # 3: If the participant has not spent any of their benefits for the current month, void the breastfeeding package for current and future months, and reissue benefits for the appropriate food package. • Added # 4: If the participant has spent benefits for the current month, void future month benefits and issue future benefits for the appropriate food package. Let the participant keep the current breastfeeding benefits. <p>Procedure Updated to align with policy revision.</p>	
<p>Replace WIC Benefits for Transfer WIC Participants</p>	<p>Procedure Removed references to “checks” states have transitioned to EBT cards.</p>	

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p. 49 - 50	<p>F, removed incorrect information: Cascades will automatically terminate the file when a VOC transfer card is printed.</p> <p>Information Removed, not needed.</p>	
Order WIC Cards p. 51 - 52	<p>Policy Updated Fulfillment Center to DES Printing and Imaging website.</p> <p>Procedure Added to A, 3: Cards will be shipped 2-3 days after State WIC staff review the order.</p>	
Secure WIC Cards p. 53	<p>Procedure</p> <ul style="list-style-type: none"> • Added B, 4: All cards that are taken out of inventory must be documented on the WIC Card Daily Check-out & Inventory Log, even if all removed cards are returned to the inventory that same day. • Added B, 5: If no cards are taken out of inventory on a given day, staff do not need to record an entry on the log for that day. 	
Appendix	<ul style="list-style-type: none"> • Removed proration tables – Cascades will no longer prorate benefits. • Removed Mailed WIC Card Letter – posted online. • Removed WIC Formula Replacement Form – updated and posted online. • Removed WIC Card Daily Check-out & Inventory Log (and example) – posted online. • Removed WIC Card Inventory Log (and example) – posted online. 	