

Texas WIC Health and Human Services Commission

Effective October 1, 2022

Policy No. CS:36.0

Process for Mailing Food Benefits

Purpose

To provide Local Agencies (LAs) guidance on the process for mailing Texas WIC Cards.

Authority

7 CFR Part 246.4; 246.7(f)(2)(iv); 246.12(r)(4)

Policy

When picking up benefits in person creates a service barrier, LAs may mail Texas WIC Cards under the following circumstances:

- Reasons as outlined in Policy CS:04.0 (T): Physical Presence
- Lack of transportation and inability to reschedule during the issuance month
- National or State declared Emergencies, Disasters, or Public Health Emergencies, such as a pandemic or natural disaster

Procedures

I. Mailing the Texas WIC Card.

- A. Prior to mailing the Texas WIC Card to a client, staff must:
 1. Verify the current mailing address.
 2. Document in the notes of the Family page of the MIS that the address has been confirmed.
- B. When issuing benefits to a new card, a personal identification number (PIN) must be assigned to the card.
 1. The client may choose their own PIN. If the client does not have a preference, staff must use the primary endorser's birth year as the PIN. The client may choose to change their PIN at any time.

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2. Document the PIN in the notes section of the Family page in the MIS and notify the primary endorser of the PIN.
 - C. The card should be mailed with required handouts or a way to access the required material (*Your Guide to Texas WIC, Rights and Responsibilities, Texas WIC Shopping Guide, Guide to Helpful Program and Services* and other handouts discussed as part of nutrition education). The PIN and Texas WIC Card must never be mailed together, e.g., do not write the PIN on the Texas WIC card or on any documents mailed with the card.
 - D. Texas WIC Cards must be mailed within 1 business day of remote certification eligibility determination and issuance of benefits to a Texas WIC Card.
 1. Clients who receive cards after the last day of the month will only have access to benefits for the month the card is received in addition to future months' benefits.
 2. The envelope must specify "do not forward, return to sender".
 - E. Once the circumstance is resolved, mailing should be discontinued, and the client will attend appointments at the clinic.
- II. When Texas WIC Cards are not received by the client via mail:
- A. Staff should contact the carrier to verify delivery.
 - B. If a client notifies the clinic that the Texas WIC Card was not received, staff must verify in the MIS that benefits have not been redeemed.
 1. If benefits have not been redeemed, lock the current card, schedule an appointment to issue a new Texas WIC Card on or after the third calendar day. See *WIC Policy CS:26.0 Issuance and Disposition of Replacement Texas WIC Cards* for detailed instructions.
 2. If benefits have been redeemed, notify the client that the benefits have been partially or fully redeemed and follow the

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procedures in *WIC Policy CS:26.0*. If necessary, Local Agency staff must use the Client Dispute Form (13-06-13134-PDF) to gather information from the client and conduct research.

- C. If a card is not delivered to the client and returned to the clinic, staff must contact the client to confirm the correct address. If the delivery address is incorrect, update the MIS with the correct address and mail the Texas WIC Card to the correct address.

III. Drop box for Texas WIC Cards

- A. LAs may choose to use a secure drop box outside of the clinic where clients can drop their Texas WIC Card for loading of benefits and other important documents such as formula prescriptions for benefit issuance.
- B. LAs must provide instructions to the client on what to place in the drop box related to the Texas WIC Card and/or other documents for benefit issuance.
- C. Staff must load benefits to the Texas WIC Card and mail it within one business day of receiving the card. When possible, the card should be mailed the same day.