

Check Handling and Issuance

- I. The maximum issuance of food benefits will be no more than a three-month supply of checks at any one time to any participant. The clinic may issue one, two, or three months of checks depending on the nutrition risk as determined by the clinic or State Agency Nutritionist.
- II. All categories of participants are eligible to receive food benefits until the last day of the month during which the infant/child reaches a specific age. All participants are eligible for a full month's food benefits for their final month of eligibility.
- III. Clinics are not authorized to pre-print checks prior to the WIC participant arriving at the clinic unless the State Agency has granted an exception in writing.
 - a. Checks are printed and issued only when the WIC client is present in the clinic (except in the case of mailing).
 - b. All checks that are not issued to the client at the time of pickup will be voided and shredded.
- IV. Once the checks are printed, the clinic staff must tear the sheet into three separate checks. Do not give the participant checks that are attached to each other. When separating the checks, ensure that they do not tear improperly. Fold the sheet along the perforation line and tear off each check. If the MICR line is torn, the check must be reprinted. Do not cut the checks with scissors or a blade; this could compromise the reading of the MICR line at the bank and cause a rejection.
- V. Clinic staff should examine each check to ensure that the check printed correctly. If the food item(s), quantity, description, dates or MICR line is not accurate for issuance to the WIC participant, the clinic cannot issue the check and the clinic should immediately contact the State WIC office.
- VI. The checks should be placed in the ID Packet pockets by month as a safeguard against the participant cashing them early. Checks should not be stapled together as the checks cannot have a staple or staple hole that could affect bank processing.
- VII. The food package issued may only use one or two checks on the last sheet of check paper. Checks that are printed with VOID across them need to be separated and shredded. Do not discard them in the trash intact.
- VIII. Ensure that the endorser or proxy signs for receipt of the checks on the electronic signature pad.

- a. Enter the proof of ID type shown by the endorser/proxy to ensure that checks are given to the correct person.
- b. If a signature is not obtained, then the clinic staff will choose one of the drop-down menu items to document why the signature was not obtained.
 - i. If the signature cannot be obtained due to signature pad malfunction, the clinic staff will print the screen that contains the participant name and food instrument numbers and obtain the signature on the printout. That hard copy with the signature will then need to be scanned into the participant's record.
 - ii. If the MICR Printer malfunctions and checks are not printed, do not collect a signature from the endorser. Select "No Signature Available" and choose the reason "Printer malfunction- checks didn't print".
 - iii. If the reason "NE Class" (Nutrition Education Class) was selected to skip the signature until the class is over and checks are distributed, you must capture a signature for the checks from the scheduler screen after the class.
 - iv. If the client refuses to sign for any reason, document the situation in the comments.
 - v. If a disability makes it difficult for the client to sign, this reason may be marked.
 - vi. When a signature is missed because the staff person failed to get it before the person has left the building, clinic staff error should be marked and an explanation should be documented in the comments. Excessive missing signatures due to staff error will be considered a finding in management evaluations.
 - vii. If a signature is missed for some other reason, mark "other" and document the reason in comments.