

Job Aid: Dealing with category changes when vouchers have been issued into the future

If a participant changes category and has been issued future vouchers based on their previous category, they may be getting more food than they are eligible for with their new category. When this happens, we need to void their future vouchers and replace them with vouchers appropriate for their new category.

NOTE: See **Policy 560** for details on replacing vouchers. A new Policy 560, effective August 1, will be sent to your agency in the next few weeks. There has been no change to the policy or procedure on other reasons for voiding and/or replacing vouchers.

Women changing category (WP to WN, WE to WB, WB to WN, WB to WBN, etc.)

- Encourage participants to bring in all their current vouchers every time they come to your office.
- Women may keep and use their current month's vouchers.
- Change their category as usual.
- Void incorrect future months printed vouchers using the void reason "Category Change – Women".
- Assign a new food package suitable for their new category if appropriate. (WBN over 6 months postpartum will not receive any food package.)
- Print new vouchers if appropriate.
- If the woman brings the vouchers being voided to the clinic, shred them as usual.
- If the woman does not have the vouchers being voided with her, ask her to return them to your clinic or destroy them.
 - Complete the paper form "Voiding Vouchers Due to Category Change" and have the participant sign it.
 - Explain that spending the voided vouchers is against the rules and can result in being suspended from the program for a year or being required to repay the amount of the original vouchers.
 - Send the completed form to the state office.
- **NOTE:** You may not wait to print vouchers for an infant while you wait for the mother to bring in her vouchers to be voided.

IE infant (7-12 months) changing category to IB, IBN, or IN

- Encourage participants to bring in all their current vouchers every time they come to your office.
- Change the category as usual.
- Void current (including paid) and future month's printed vouchers using the void reason "Category Change – Infant".
 - Since IE baby food modules include meat and double the fruit and vegetables of an IB infant, the spent vouchers need to be voided to keep the food package from going over the max allowed for their new category.

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- Current month vouchers: Void the two baby food meat and two of the baby food fruits and vegetables vouchers in TWIST using the void reason “Category Change-Infant.”
- **NOTE:** The participant may keep two of the originally issued four baby food fruits and vegetables vouchers. The above vouchers need to be voided to avoid an “Over Max” error in TWIST and allow the issuance of formula vouchers.
- Assign a formula module for the current month.
- Assign a formula module and a new food module appropriate for their new category for future months.
- Print new vouchers.
 - For the current month, only print the necessary formula vouchers.
 - For future months, print formula vouchers and new baby food vouchers.
- If the participant brings the vouchers being voided to the clinic, shred them as usual.
- If the participant does not have the vouchers being voided with them, ask them to return the vouchers to your clinic or destroy them.
 - Complete the paper form “Voiding Vouchers Due to Category Change” and have the client sign it.
 - Explain that spending the voided vouchers is against the rules and can result in being suspended from the program for a year or being required to repay the amount of the original vouchers.
 - Send the completed form to the state office.

About using the form

- The form is available in English and Spanish.
- The form is available to order from the mail room and is on the website.
- Initial quantities of the form will be sent to your agency.
- Complete one form per participant.
- Within three days, send the form to the state WIC office, Attn: Batch Mail.
- If the information is the same for all rows in the “Original WIC Category,” “Voucher Issue Date,” “Void Date,” “New WIC Category,” and “Reissue (Print) Date” columns, this information need only be filled in once on the top row.
- The original and replacement vouchers will not necessarily be a one to one replacement, as in reporting lost or stolen vouchers, as participants may receive fewer or more vouchers with their new category. Until the report is programmed to automatically print from TWIST, list each original and reissued voucher number in the appropriate column without attempting to reconcile each original with a reissued voucher.
- **NOTE:** The state WIC office will be able to determine the voucher issuance by benefit month for any required follow up.

