

## **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.

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

- May keep their current month's vouchers.
- Change the category as usual.
- Void 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.
  - Complete the paper form "Category Change Voucher Replacement" 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.

### **IE infant changing category to IB, IBN, or IN**

- 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.
- Assign a formula module and a new food module appropriate for their new category.
- Print new vouchers. (If they have already spent all the baby food vouchers for this month, only print the necessary formula 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.
  - Complete the paper form "Category Change Voucher Replacement" 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.

# Category Change Voucher Replacement Documentation

# Draft

WIC Local Agency: \_\_\_\_\_

Participant Name: \_\_\_\_\_

WIC ID Number: \_\_\_\_\_

Original WIC Category	FI Issue Date	Originally Issued Vouchers	Void Date	New WIC Category	Reissued Vouchers	Reissue Date (Print Date)

I am reporting a change in my WIC category or the category of an infant/child in my custody. I have been informed that this category change results in a new WIC food benefit and new vouchers are being issued to reflect this new food benefit.

By signing this form, I understand:

- Originally issued vouchers must be returned to the WIC clinic or destroyed;
- I may not spend the originally issued vouchers listed about. I also understand my second shopper must **not** spend the originally issued vouchers;
- Using the original vouchers after receiving replacements is against WIC rules;
- If I or my second shopper uses the originally issued vouchers I will be required to repay the WIC Program the amount of the original vouchers or will be suspended from the program for up to one year.

Signature of Participant or Guardian: \_\_\_\_\_

Date Signed: \_\_\_\_\_