

# ☺ Job Aid: Policy Summary on Mailing and Replacing FIs

## Chapter 5: Food Instruments

### Section 1: Food Instruments

#### Lesson: Void Issued FIs

♪ *NOTE: This Job Aid is not a substitute for reading the policies!*

#### Policy 506: Exceptions for Mailing Food Instruments

Routine mailing of FIs is not allowed. However, in limited circumstances, FIs can be mailed. Before mailing, first see if the participant can reschedule their NE appointment or have a proxy pick up FIs. Notify participants that FIs lost in the mail will NOT be replaced and verify the correct address before mailing FIs. FIs can NOT be mailed if the participant is past due for a recertification appointment.

In the following situations, you may mail **one month** of FIs (single issuance):

- ❑ Participant or immediate family member is ill.
- ❑ Pregnant woman is on bedrest.

In the following situations, you may mail **two or three months** of FIs (double or triple issuance):

- ❑ Participant faxes or mails in missing proofs or a prescription (up to 3 months)
- ❑ Participant was certified using a “Paper Cert” and FIs were not printed at the time of the certification (up to 3 months)
- ❑ Temp newborn (up to 2 months)
- ❑ FIs for extra foods may be mailed to an exclusively breastfeeding woman after she delivers her baby (up to 2 months)
- ❑ Participant is unable to keep an appointment at a satellite clinic and the clinic

isn't open again until the following month (up to 2 months)

When FIs are mailed, staff must initial each FI stub, write "mailed" and write the reason the FIs were mailed. The stubs of mailed FIs must be filed separately from other FIs stubs.

### **Policy 560: Replacing Food Instruments**

Valid FIs may be replaced under limited certain circumstances. Do not replace expired FIs or FIs from a previous month.

- ❑ You may replace damaged FIs if the participant brings in the damaged FIs.
- ❑ You may replace FIs that are stolen or destroyed in a fire if the participant has a police report or report number.
- ❑ You may replace lost **formula** FIs one time during a participant's certification period.
- ❑ You may replace FIs for a participant who transfers to Oregon from another state.
- ❑ You may replace FIs with an incorrect formula or food package if the participant brings in the incorrect formula or FIs.
- ❑ You may replace FIs if there is a change in guardianship.
- ❑ You may replace FIs if there is a domestic violence issue and the participant does not feel safe going to get the FIs.