

Administration Volume
Retailer Responsibilities Section

Partial WIC Formula Redemption Form (WIC-21) (3.08500)

ER# 3.08500

Authority 7CFR 246.12(g)(3)
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POLICY:

- When a participant brings in a properly completed "Partial WIC Formula Redemption" form (WIC-21), the Local Agency (LA) shall issue a new WIC food instrument for the remaining cans of formula that were not redeemed as indicated on the form. The replacement WIC food instrument should have the same "last date to use" as the original WIC food instrument.
- The LA shall sign and note the replacement WIC food instrument (check) number on the form.
- The LA shall scan the completed form in the participant folder in MOWINS and send the form to the State Agency Retailer Group within ten (10) days.

PROCEDURES:

- A. When a participant brings a "Partial WIC Formula Redemption" form (WIC-21) to the LA, the agency shall:
1. Verify in MOWINS the original WIC food instrument issued and compare it to the information entered on the form.
 2. Assure that the form has been properly completed by the store.
- B. If the information on the form is incomplete or incorrect, the LA shall call the store that issued the form for the information or correction.
- C. When the LA has assured that all information is complete and correct, the LA shall do ONE of the following:
1. Issue a replacement WIC food instrument for the number of cans that were not redeemed by the WIC authorized retailer.
- OR
2. Issue the participant the number of cans that were not redeemed by the WIC authorized retailer from the same formula on hand at the LA. Follow procedures for issuing the formula as a direct shipment through MOWINS. (Refer to ER# 2.07400.)
- OR
3. Give the participant a date to return to receive a replacement WIC food instrument.

- a. The date shall be within the clinic month, before the WIC food instrument expires or the “last date to use” stated on the Partial WIC Formula Redemption” form, but before the participant will be out of the formula.
 - b. When participant returns, follow procedure C.1. above.
- D. The LA shall sign and note the replacement WIC food instrument (check) number on the form.
- E. The LA shall scan the form into the participant folder in MOWINS and send the form to the State Agency Retailer Group within ten (10) days.
- F. The WIC authorized retailers have access to the form that is located in the WIC Retailer Manual, Appendix G. The LA may keep a supply of this form to provide to WIC authorized retailers when requested. The LA shall assure that the supply of forms is stored in a secure place, to prevent a potential participant violation.