

Administration Volume
Vendor Responsibilities Section

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

ER# 3.08500

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POLICY: When a participant brings in a properly completed "Partial-Formula Food Instrument Redemption" form (WIC-21), the local WIC provider (LWP) 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 LWP shall sign and note the replacement WIC check number on the form.

The LWP shall scan the completed form in the participant folder in MOWINS and send the form to the state WIC office within ten (10) days.

PROCEDURES:

- A. When a participant brings a "Partial Formula Food Instrument Redemption" form (WIC-21) to the local WIC provider, the agency shall:
 1. Verify in MOWINS the original food instrument issued and compare 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 LWP shall call the store which issued the form for the information or correction.
- C. When the LWP has assured that all information is complete and correct, the LWP shall do ONE of the following:
 1. Issue a replacement food instrument for the number of cans that were not redeemed by the vendor.
OR
 2. Give the participant the number of cans that were not redeemed by the vendor from the same formula on hand at the local WIC provider. Refer to [ER# 2.07400](#).
OR
 3. Give the participant a date to return to receive a replacement food instrument.
 - a. The date shall be within the clinic month, before the 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 LWP shall sign and note the replacement WIC check number on the form.

- E. The LWP shall scan the form in the participant folder in MOWINS and send the form to the state WIC office Food Delivery Unit within ten (10) days.
- F. The contracted vendor should have their own supply of the form. The LWP may keep a supply of these forms to provide to the contracted vendor who requests them. The LWP shall assure that the supply of forms is stored in a secure place, to prevent participant violation.