

X. Monitoring and Audits

10.1.020 Participant Violations

Authority 2019 7 CFR 246.2, 246.7(j), 246.7(l), 246.12(u), 246.23(c)

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POLICY: Action shall be taken on all reports of misuse of WIC services and benefits.

Participant violations are defined as any intentional act of an applicant, participant, authorized representative, or proxy that violates federal or state regulations, policies, or procedures governing the WIC program. Participant violations include, but are not limited to:

- A. Intentionally making false or misleading statements or intentionally misrepresenting, concealing, or withholding information to obtain or increase program benefits.
- B. Selling or offering to sell, trade, donate, or give away food instruments, WIC food, or a WIC-provided breast pump in person, in print, or online.
- C. Exchanging or attempting to exchange food instruments or WIC food for cash, credit, services, non-food items, or unauthorized food.
- D. Intentionally altering, counterfeiting, or otherwise causing deception in the use of a food instrument.
- E. Redeeming a food instrument reported lost or stolen in addition to redeeming the replacement food instrument.
- F. Giving WIC food to anyone other than the participant(s) to whom the food was issued.
- G. Simultaneously participating in the WIC program in more than one (1) WIC agency, whether within one (1) state or in multiple states.
- H. Physically or verbally abusing or threatening to cause harm to local agency (LA) staff, authorized WIC retailer staff, other participants, authorized representatives, or proxies.

PROCEDURES:

- A. The LA shall contact the State Program Integrity Specialist regarding all allegations of participant violations.
- B. The state agency (SA) will investigate allegations and seek additional information when needed.
- C. The WIC Coordinator and SA technical assistance (TA) staff will be notified if an allegation is substantiated.
 1. If the participant violation results in a warning, repayment to the WIC program, or disqualification, the SA will send the appropriate letter(s).
 2. If the participant violation does not require a warning, repayment to the WIC

program, or disqualification, the SA will coordinate with the LA regarding communication with the participant about the violation.

- D. The WIC Coordinator will ensure all documentation is scanned into the Missouri WIC Information Network System (MOWINS) record and an alert is entered to review the documentation at the participant's next scheduled appointment. The LA will document any discussion with the participant, authorized representative, or proxy in the MOWINS record.
- E. If dual participation is substantiated between Missouri LAs, the SA and the LAs will determine from which LA the participant must be immediately terminated. If dual participation is substantiated between Missouri and another state, the SA will contact the other state to determine actions and notify the LA.
- F. The LA shall prominently display the fraud prevention poster in each WIC clinic including satellite sites. The poster is located on the Missouri WIC website.