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**Subject: Lost or Stolen Checks**

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Effective Date: October 1, 2014

Revised from: October 1, 2013

**Policy:** Checks reported as lost or stolen by clients, caregivers or alternate caregivers must be documented in KWIC and tracked for subsequent redemption. Lost or stolen WIC checks may be replaced for up to three months during a 12 month period, one month at a time. In order for lost or stolen checks to be replaced the following criteria must be met:

- The check(s) reported as lost or stolen have not been redeemed.
- No checks for any member of the family group have been replaced after being reported as lost or stolen within the past 12 months.
- The client, caregiver or alternate caregiver has not been involved in any type of abuse or fraud against the WIC program within the past 12 months.

The Local Agency staff shall assess the situation and implement a waiting period, not to exceed 7 days, before any checks reported as lost or stolen can be replaced. The waiting period can be waived for traveling clinics. Clients may be sanctioned if WIC checks replaced as lost or stolen are subsequently redeemed by the client, caregiver or alternate caregiver.

**Reference: CFR §246.12**

**Procedure:**

1. Determine if the checks may be replaced.
  - a. If the date reported lost or stolen is past the Last Day to Use, the check(s) are no longer valid and will not be replaced.
  - b. If a check was redeemed, gather more information from the client, caregiver or alternate caregiver.
    - i. Use check issuance history in KWIC; determine if any of the check(s) reported as lost or stolen have been redeemed.
    - ii. Contact the SA if more information regarding the check redemption is needed.
      - ◇ If the lost or stolen checks were redeemed, the SA can assist in determining if the checks were redeemed by someone other than the caregiver or alternate caregiver.
  - c. If any family member has previously received replacement check(s) for checks reported as lost or stolen, the family may not have any additional check(s) replaced for 12 months.
    - i. Review the KWIC "Check History" for any checks voided with a reason of either "Check Lost" or "Check Stolen" in the past 12 months and determine whether the checks were replaced.

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- ii. Review KWIC notes for all WIC group members for any report(s) of lost or stolen checks in the past 12 months and determine whether the checks were replaced.
  - d. If the client, caregiver or alternate caregiver has been involved in any other type of abuse/fraud against the WIC program that resulted in suspension or termination from the program within the last 12 months, the checks will not be replaced.
- 2. If the lost or stolen checks are eligible to be replaced, instruct the client, caregiver or alternate caregiver of the 7 day waiting period and to continue looking for the lost checks and contact the WIC clinic if they are found.
  - a. Schedule a check pick-up appointment up to 7 days out for the client to come back in to have the lost and stolen checks replaced.
  - b. If the checks are found, and they are current (today's date is before or on the "Last Day to Use"):
    - i. Tell the client, caregiver or alternate caregiver they may use the checks, as long as they do so by the "Last Day to Use."
- 3. If after the determined waiting period the checks are eligible to be replaced:
  - a. Place the client, caregiver and alternate caregiver on a monthly check pick-up schedule and replace one month's worth of the checks using the Check Issuance > Void and Replace Checks menu item and select the appropriate reason, either "Check Lost" or "Check Stolen".
    - i. Replacing one month's worth of checks at a time will make the checks easier to track and will give the client a chance to keep looking for the rest of the lost or stolen checks.
    - ii. Replace month two and month three of the lost or stolen checks at a separate scheduled monthly check pick-up appointment once it has been determined that the original checks have not been redeemed.
  - b. Document in KWIC notes the date the client reported the checks as lost or stolen, the check issuance month(s) and brief statement as to how/when checks were lost-stolen.
  - c. Clearly instruct the client, caregiver or alternate caregiver that if they find and use the original checks that are being replaced as lost or stolen, they will have to repay the WIC Program for the additional foods they received and they may be disqualified from the WIC Program for up to one year.

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- d. Inform the client, caregiver or alternate caregiver if there is another report of lost or stolen checks within one year, they will not be replaced.
  - e. A [Lost/Stolen Check Replacement Agreement Form](#) must be completed prior to giving the reissued checks to the client, caregiver or alternate caregiver.
    - i. A copy of the completed form is given to the client, caregiver or alternate caregiver.
    - ii. The original completed form is attached to the Caregiver Signature for Checks Received page and filed in a separate folder for monitoring.
4. Continue to monitor if the checks reported as lost or stolen have been redeemed to date, beginning with the date reported, through at least seven calendar days after the last day to use.
- a. Place appropriate alerts in the client's record in KWIC.
  - b. Notify the SA if the checks that are reported as lost or stolen are redeemed.
  - c. The SA will help determine if the lost or stolen checks were redeemed by the caregiver or alternate caregiver.
  - d. If it is determined that the caregiver or alternate caregiver redeemed the lost or stolen checks a sanction may be imposed (See PRI [02.00.00 Program Abuse and Sanctions](#)).