

Steve Sisolak
Governor



Richard Whitley, MS
Director

**DEPARTMENT OF
HEALTH AND HUMAN SERVICES**
DIVISION OF PUBLIC AND BEHAVIORAL HEALTH
Helping people. It's who we are and what we do.



Lisa Sherych
Administrator

Ihsan Azzam,
Ph.D., M.D.
Chief Medical Officer

MEMORANDUM

#22-01

DATE: January 21st, 2022
TO: Nevada WIC Program Local Agencies
FROM: Nevada WIC Program State Office
RE: Required EBT Card Signatures from Participants, HOHs, and Proxies

This guidance supersedes all previous guidance issued by the Nevada WIC Program related to the required signatures for receipt of EBT card issuance.

This interim guidance is being issued to provide clarification regarding signatures that are required from participants, HOHs, or proxies when EBT cards are issued in person, in order to comply with CFR § 246.12 (r).

Effective immediately, WIC staff shall ensure participants sign for the receipt of their issued EBT card on the Nevada WIC EBT Card Issuance Log (attached). Participants, HOHs, or proxies are required to sign for receipt of their issued EBT card when they are issued an EBT card in person.

To comply with all privacy and confidentiality regulations and guidelines, when a participant is signing for receipt of their EBT card, WIC staff shall ensure that any and all other participants' signatures and information on the Nevada WIC EBT Card Issuance Log is covered from sight. WIC staff shall use an opaque covering, or other non-transparent covering, to protect the participant information.

A Local Agency may opt to mail EBT cards to participants who are unable to be physically present at a WIC Clinic. When mailing EBT cards, WIC staff must use first class mail with the phrase: "Do Not Forward, Return to Sender" on the envelope. WIC staff may not use a window envelope, and may not identify the name of the WIC Clinic on the envelope. WIC staff shall use the Mailer Card (attached) when mailing an EBT card to a participant, HOH, or proxy. If an EBT card is mailed, staff must document this on the Nevada WIC EBT Card Issuance Log by writing "MAILED" in the "Cardholder Signature" box.

The participant, HOH, or proxy is not required to sign for receipt of the EBT card when WIC staff mail the EBT card to the participant, HOH, or proxy.

WIC staff shall sign the Receipt of Memorandum Log (attached) upon receipt of this Memorandum, to communicate understanding of this Memorandum, and to agree to comply with the guidance in this Memorandum. Please have Receipt of Memorandum Log returned to the State Office by 2/28/22.

Please contact Blanca Ayala at blancaayala@health.nv.gov or Caitlin O'Leary at c.oleary@health.nv.gov with any questions regarding the Memorandum.

A handwritten signature in blue ink, appearing to read "Andrea Rivers".

Andrea Rivers
WIC Program Manager

This institution is an equal opportunity provider.

HERE IS YOUR NEVADA eWIC CARD

Tape EBT Card Here

DO NOT THROW THIS CARD AWAY!

It is the only way to get your
WIC food benefits.

www.ebtEDGE.com

WHERE TO GET HELP WITH YOUR eWIC CARD OR ACCOUNT

Help with your eWIC card or account is always just a click or phone call away.

**CALL YOUR
LOCAL WIC CLINIC**

- To ask questions or report problems about your WIC benefits
- To set up a Second Cardholder who can shop for you
- To report your card lost or stolen

**CALL
CUSTOMER SERVICE**

1-844-892-2932

- To set or change your PIN
- To check your balance and purchase history

GO ONLINE

www.ebtEDGE.com

- To change your PIN
- To check your balance and purchase history

