

I-WIC: EBT Card Status

The **Get Cardholders/Cards** popup found under the Benefits menu, allows agency staff to view specific data for the household that is in the EBT processor system. For example, if a participant reports an EBT card as Lost in the EBT system, this is where you would see the status of the card or verify the EBT card number in the WIC MIS is the same number in the EBT system. This screen allows staff to view the following items:

- EBT card number
- Head of Household
- Cardholder Name
- Type
- Card Status Date
- Card Status
- Reason
- Email Address, if applicable
- DOB

Household ID	Card Number	Card Status	* Start Date	* End Date				
9344662		Active	08/17/2019	02/17/2020	<input type="button" value="Go"/>			

Cardholders/Card Data

Card Number	HOH ID	Cardholder Name	Type	Card Status Date	Status	Reason	Email Address
6087600000002568	9344662	WHEATON, WHITNEY	Primary Cardholder	2/4/2020	A001	C007	

If a card has been reported as Lost or Stolen by the Head of Household through the EBT processor cardholder web portal, the customer service line or the BNFT app, the *Status* and *Reason* codes in the grid will change, but the *Card Status* at the top of the screen will remain as ACTIVE until the agency Replaces the card. See below for the definitions of the *Status* and *Reason* codes.


Status Reasons	
Value	Description
A001	Activated
A002	Deactivated
A003	Reactivated
A004	Lost Card
A005	Stolen Card

Reason*	
Value	Description
C001	Lost
C002	Stolen
C003	Damaged after Issued
C004	Returned
C005	Undeliverable
C006	Damaged Before Issued
C007	Issued
C008	Hold Expired
C009	Compromised, other than Lost or Stolen
C010	Hold Requested
C011	Cardholder Data Update
C012	Failed to Function Prior to Issuance
C014	Failed to Function After Issuance
C015	Dual Participation, Card In
C016	Administrative Lock
C017	Change in Family Status

Reporting the card as Lost or Stolen, immediately stops access to the benefits. Participants must come back to the clinic to receive a new card.

ACTION STEPS When HoH Reports Card Lost or Stolen:

- Agency will need to REPLACE the card. The Replace function allows the clinic to stop and issue a new card to a household in a single action. The remaining benefits and PIN number will go with the new card.
 1. Access the **eWIC Card Account Maintenance** screen with the desired household record selected.
 2. Select the row of the eWIC Account for which the card is being replaced.
 3. Click on the *Replace* button. The **eWIC Card** pop-up will be displayed.

Card Issued to Head of Household	Card Holder Name BRYANT, CHELSEA
Head of Household DOB 7/8/1990	
Current Card Number 608760000001065	
* New Card Number 60876000	* Re-enter Card Number 60876000
Note <input type="text"/>	
* Replace Reason <input type="text"/>	
	<input type="button" value="Submit"/> <input type="button" value="Cancel"/>

4. Enter or swipe the New Card Number, including the check digit, in the New Card Number field.
5. Re-enter or swipe the eWIC card number, including the check digit, in the Re-Enter Card Number field
6. Select the reason the card is being replaced from the **Replace Reason** dropdown list. Possible replacement reason selections include:
 - Damaged
 - Lost
 - Stolen
7. Click on the *Submit* button. The previously assigned card will appear in the eWIC Accounts History grid at the bottom of the screen.

*If a participant reports trouble using their WIC EBT card at the vendor, DO NOT just replace the card assuming the card is damaged. There are many reasons why the participant may be experiencing problems at the store. Please fill out a Vendor Complaint Form describing the issue and submit to DHS.WICVendor@illinois.gov