

## Redeemed Voided Checks

- I. Voided FIs That Have Been Redeemed or Rejected Report. This VISION report identifies checks that were voided and have been redeemed. A report and cover letter along with images of redeemed checks that were voided as lost will be sent to the clinics for investigation monthly by the State WIC Office. Procedures for resolving this report are as follows:
  - a. Each case on this report must be researched, resolved and documented within VISION.
  - b. If the redeemed check was voided with a Lost code, the clinic will determine whether both the check reported as lost and the replacement check was redeemed. If so, the clinic will initiate participant violation procedures. (See Participant Violations.) If a participant violation is not entered, a comment must be entered into the participant's record in VISION documenting why there was no violation by the participant.
  - c. Redeemed checks that were voided as In-Hand, Did Not Print or Reissued are clinic errors.
    - i. The Reissued void code should not be used by clinic staff.
    - ii. Clinic staff must understand that voiding checks with an In-Hand void code means the clinic has physical possession of the check.
    - iii. Clinic staff must research these redeemed voids to determine the responsible staff member and cause of the clinic error. Staff must research whether the clinic error allowed the WIC participant to receive excessive food benefits. A comment must be entered into the participant's record in VISION regarding the resolution of the clinic error.
    - iv. If the client had been notified that they were mistakenly given a voided check, and they redeemed the voided check after the date they were notified, this will be considered a participant violation. The notification must have been documented in VISION with the date the client was notified about the voided checks indicated. The client will be required to make repayment to the State for the amount of the redeemed check or be suspended or disqualified as appropriate according to participant violation procedures.
    - v. If the client was not notified that they had been given voided checks they cannot be held accountable for a participant violation.

- II. Excessive clinic errors allowing checks that are voided to be given to the participant will be considered a finding during the clinic's management evaluation visit. Failure to research and document the resolution of each case listed on this report will also be considered a finding.