

## POLICY MANUAL

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### 3. CLINIC OPERATIONS.

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#### 3.04 Processing Standards and VOCs

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##### A. POLICY OVERVIEW:

The PA WIC Program shall adhere to the processing standards described in federal regulations, and facilitate movement of participants between states using the Verification of Certification (VOC).

##### B. POLICY:

###### 1. Processing Standards for Applications

- a. The application date is the date on which processing standards begin. The application date will be automatically assigned upon entry of the minimum information required in the MIS to create a participant record. Minimum information required includes applicant name, date of birth, sex, race, ethnicity, participant category and physical address. The application data entry into MIS should occur upon any of the four events listed below
  - (1) A prospective participant or representative contacts the clinic during clinic hours by telephone, visiting the clinic or written notice, including online pre-applications, to request benefits
  - (2) A WIC mother (current participant) notifies the WIC clinic that she has given birth.
  - (3) Contact by a Healthy Beginnings Plus provider who has a written provider profile with a local agency.
- b. Pregnant women, infants under six months of age, and members of migrant farm worker households shall be given an appointment for initial certification within ten calendar days of the application date.
- c. All other applicants shall be given appointments for initial certification within 20 calendar days of the application.
- d. When no participation openings are available and a waiting list is being maintained, the LA shall follow notification procedures outlined in Policy 3.01, Caseload Management.
- e. Document in the participant's file the date Program benefits were requested (application date), date eligibility or ineligibility was determined, and when Program benefits were first issued.

###### 2. Verification of Certification

- a. The Pennsylvania WIC Program only issues a Verification of Certification (VOC) to a participant moving out of the state. All moves within the state are completed

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in the MIS.

- b. The LA staff shall ensure issuance of a VOC (to every participant who is a member of a family in which there is a migrant farm worker, active duty military personnel, support staff and their dependents, or any other participant who is likely to move out of Pennsylvania during their certification period.
- c. LA staff shall inform participants of their ability to receive a VOC if they are moving out of state.
- d. Issuance of VOC
  - (1) Ask participants who are members of a family in which there is a migrant farm worker, active duty military personnel, support staff and dependents, and any other participant who is likely to relocate during the certification period at the time of their certification if they are planning on moving or if there is a possibility of them moving during their certification period.
  - (2) Ensure all information is completed.
    - (a) Inform participants affiliated with the military that:
      - 1. There is no guarantee that the WIC Overseas Program will be operational at the site where they will be transferred. The locations of the WIC Overseas Program site can be found at <http://www.tricare.mil/wic/>
      - 2. By law only certain individuals are eligible for the WIC Overseas Program.
  - (3) Information shall be shared with any State or local WIC agency that calls requesting information about a participant who has moved.
    - (a) A release of information form is not required to be signed by the participant to share VOC information with other State or local WIC agencies.
    - (b) Document that the participant has moved in MIS.
- e. Acceptance of VOC
  - (1) The LA shall not delay or deny program benefits to participants who present proof of identity, residency, and a valid VOC that contains, at a minimum, the name of the participant, the date of certification, and the certification expiration date.

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- (2) A VOC must be considered valid if it contains the following information:
  - (a) The participant's name
  - (b) The date of certification
  - (c) The date the current certification period expires
- (3) The LA must use risk code 502, "Transfer of Certification" to establish nutritional risk for participants transferring into the state that were certified based on a nutrition risk condition not in use by the receiving agency.
- (4) Participants transferring into the state shall surrender unused WIC benefits. The receiving agency must destroy the unused food instruments or EBT card from the transferring participant.
- (5) Infants under six months of age who present a valid VOC shall be certified until their first birthday regardless of the ending date entered on the VOC. Infants six months of age or older shall be certified for the remaining portion of the six-month certification period.
- (6) The LA may conduct recertification for participants who present a VOC to a receiving agency whose certification will expire within the next 30 days.
- (7) Retain all VOC forms in the participant file.

f. Eligibility for the overseas program

- (1) Accept a valid WIC Overseas VOC presented by a WIC Overseas Program participant if it includes the participant's name, certification date, and date certification period expires.
- (2) Contact military personnel with any questions of the validity of the VOC.
- (3) Go to <http://www.fns.usda.gov/wic/wic-contacts> for the addresses and phone numbers of all of the WIC State Agencies.
- (4) Accept all valid VOC and add the participant to the Program. If the LA has a waiting list, participants with a valid VOC shall be placed on the list ahead of all waiting applicants regardless of nutritional risk.
- (5) If the VOC is lacking the participant's name, date of certification and the certification expiration date do not enroll.
  - (1) Contact the previous LA for certification information, or
  - (2) Complete a new certification using Pennsylvania's criteria if this

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procedure would save time.

- (2) Retain all VOC in the participant's file.

#### Reference(s):

1. WIC Regulations: 7 CFR Part 246.
2. WIC Regulations: 7 CFR Part 246.7(e)(2)f.
3. SFP 01-076, dated May 17, 2001.
4. SFP 01-079, dated May 24, 2001.

#### Policy Status:

1. This Policy supersedes P&P 3.04, dated May 15, 2017.
2. This P&P supersedes P&P 2.07, dated January 9, 1995.
3. This P&P supersedes P&P 2.08, dated June 1, 1999.
4. This P&P supersedes P&P 2.13, dated February 2, 2009.