

## POLICY MANUAL

---

### 3. PROGRAM OPERATIONS.

---

#### 3.08 TeleWIC Services.

---

#### A. POLICY OVERVIEW

Local WIC agencies (LAs) must offer program services to applicants and participants at a clinic location; however, virtual appointments, also known as teleWIC, may be offered when appropriate as indicated in this policy.

#### B. POLICY

1. LAs must ensure that applicants and participants who are served via teleWIC receive the same high quality of services as those who visit a brick-and-mortar or mobile WIC clinic.
2. WIC staff must follow guidelines set forth in the PA WIC Policy Manual as well as related State guidance when conducting teleWIC services.
3. WIC services may be conducted virtually; however, it is recommended that all LAs require applicants and participants to be physically present one time per certification period, preferably at the certification and recertification appointments, unless the following conditions apply:
  - a. The applicant or parent(s)/caregiver(s) of applicant(s) are qualified individuals with disabilities and are unable to be physically present at the WIC clinic because of their disabilities. Examples of such situations include:
    - (1) A medical condition that necessitates the use of medical equipment that is not easily transportable;
    - (2) A medical condition that requires confinement to bed rest; and
    - (3) A serious illness that may be exacerbated by coming into the WIC clinic.
  - b. An infant or child participant would be placed at an unreasonable risk due to receiving ongoing health care.
  - c. An infant or child under the care of one or more parents or primary caregivers whose working status or transportation options present a barrier to bringing the infant or child to the WIC clinic.
  - d. An infant under eight (8) weeks of age who cannot be present at certification for a reason determined appropriate by the LA and for whom all necessary certification information is provided.
4. LAs must develop a procedure to ensure all necessary applicant and participant information is obtained and interpreted within the appropriate timeframes. When the necessary information is unable to be obtained within the appropriate timeframes for the teleWIC appointment, applicants

## POLICY MANUAL

---

### 3. PROGRAM OPERATIONS.

---

#### 3.08 TeleWIC Services.

---

and participants must be scheduled for an appointment in the WIC clinic where physical presence will be required.

- a. LAs may choose to complete as much of an appointment virtually as possible without the necessary documentation to decrease time in clinic to obtain the necessary applicant or participant information.
5. Necessary applicant and participant information includes, but is not limited to,
    - a. Proof of identity as outlined in Policy 3.06, Program Eligibility;
    - b. Proof of residency as outlined in Policy 3.06, Program Eligibility;
    - c. Proof of household income, including adjunct eligibility criteria, as outlined in Policy 3.06, Program Eligibility;
    - d. Proof of pregnancy, including Estimated Date of Confinement/Delivery (EDC/EDD) or date of miscarriage when applicable, as outlined in Policy 3.06, Program Eligibility;
    - e. Anthropometric and hemoglobin data within the required timeframes outlined in Policy 5.00, Nutrition and Risk Assessment;
    - f. If applicable, formula authorization form completed by healthcare provider as outlined in Policy 5.10, Exempt Infant Formula and WIC-Eligible Nutritionals; and
    - g. Any other documentation deemed necessary by the LA.
  6. Where possible, documentation for proof of pregnancy and anthropometric and hemoglobin referral data should be kept on file in the physical chart or scanned into the MIS. Formula authorization forms are required to be kept on file in the physical chart or scanned into the MIS.
  7. Applicants and participants who receive teleWIC services may be issued benefits in clinic or via US Mail.
  8. When the applicant or participant is not physically present during the certification or benefit issuance, WIC staff must document in the MIS that no signatures were collected for certification, such as Rights and Responsibilities and Voter Registration, and/or benefits issuance. When WIC staff do not collect participant signatures, they must review and receive acknowledgement of this information from participants consistent with how this information would be presented if the participant were physically present.

## POLICY MANUAL

---

### 3. PROGRAM OPERATIONS.

---

#### 3.08 TeleWIC Services.

---

---

#### References:

1. 7 CFR 246.7(o) "Are applicants required to be physically present at certification?"
2. 7 CFR 246.7(e)(1) "Determination of nutritional risk."
3. American Rescue Plan Act of 2021 Physical Presence Waiver; August 10, 2023 -September 30, 2026
4. 7 CFR 246.12(r)(4) "Food instrument and cash value voucher pick up."
5. American Rescue Plan Act of 2021 Remote Benefit Issuance Waiver; August 10, 2023 - September 30, 2026