

## Transfers

- I. A Verification of Certification (VOC) is a document that is issued to WIC participants as proof of income and nutrition risk factor eligibility for the program. A VOC must be issued to participants transferring out of state. The purpose of the VOC is to streamline and simplify the process of a participant being certified in the new state. A VOC may be issued to participants transferring within the state, though in state transfers are normally handled within the computer system and do not require a VOC.
- II. Issuing VOCs. A hard copy VOC must be issued to any participant who notifies the clinic they are moving out of state.
  - a. It is important to take steps throughout the certification period to ensure that participants know and understand the availability, process and purpose of a VOC.
    - i. The availability and purpose of the VOC can be found on the Rights and Responsibilities form (R&R)
    - ii. Clinic staff must ask participants at each certification appointment if they plan to move during the certification period (it is recommended that this question be asked while scheduling/reminding of next appointment). If the participant states that they may move out of state, a VOC should be provided.
    - iii. It is recommended that each clinic post a sign reminding clients to request a VOC if they plan to move out of state.
    - iv. The availability of VOCs can be advertised in other ways such as within the orientation video, on the ID packet, etc.
  - b. At the certification visit, issue a VOC to participants who are members of migrant farm worker families, homeless families, or families who will be leaving the clinic area. If possible, the participant should be provided with the new clinic address and phone number.
  - c. All participants affiliated with the military who are transferred overseas must receive a VOC. Military participant transferring overseas should be instructed that there is no guarantee the WIC Overseas Program will be in operation at the site where they will be transferred, by law only certain individuals are eligible for the WIC Overseas Program, and issuance of a WIC VOC does not guarantee continued eligibility and participation in the WIC Overseas Program.
  - d. A hard copy VOC can be issued from the VISION system printouts.
    - i. The document contains the participant's name, person ID number, date of birth, category, height, weight, hematocrit/hemoglobin, priority, certification and termination dates, income determination date, nutrition risk factors and benefit issuance dates.

- ii. The staff member who certified the client must print their name on the VOC form and sign and date the form. If the VOC is printed on a date other than the date that the participant was certified, the staff who prints the VOC must print their name and sign and date the form.
- e. A copy of the FAFAF and documentation of the number of months non-contract or special formula is approved must be attached to all VOCs for participants who are transferring from the clinic.

III. Transfers into clinics.

- a. Instate transfers are handled within the VISION system and do not require a VOC.
- b. Out of state transfers are handled in VISION by inputting VOC information.
  - i. The purpose of a VOC is to make certifying easier on the client. If the VOC is not available, it is necessary to do a regular certification if they have the required proofs. After determining the needs of the client, staff may do whatever is most convenient for the client.
- c. All VOC documents must be accepted as proof of income and nutrition risk factor eligibility, even if they are incomplete. A new income record or nutrition assessment is not required. VOC documents must be accepted from all state and territorial WIC programs as well as the WIC Overseas Program that serves military personnel stationed in another country.
- d. A VOC must be a physical document received either in person, through the mail, by FAX or by email. A verbal verification over the phone is not acceptable. If an out of state transfer does not provide an acceptable VOC, a full certification appointment is required.
- e. Out of State VOCs Must contain:
  - i. the participant's name;
  - ii. a certification date;
  - iii. certification expiration date;
- f. If a nutrition risk is not recorded on the VOC, or if the participant was certified based on a nutrition risk condition not in use by Utah, risk code 502 "Transfer of Certification" must be used.
- g. All states have a single point of contact that clinics may use to request a VOC or to obtain any missing information. The list of state contacts can be accessed at: <http://www.fns.usda.gov/wic/wic-contacts>. Sending states or local agencies are not allowed to require the WIC participant to sign a

release of information in order to have a VOC sent or share their information with the receiving state or local agency.

- h. VOCs cannot be expired; see Migrant Applicants for exceptions for migrants;
- i. For transfers from out of state, enter certification and termination dates into the computer as printed on the VOC.
  - i. Termination dates may be extended to the end of the month to convert to static month eligibility.
- j. All VOC forms received must be scanned into VISION.
- k. All applicants transferring into the clinic from out of state using a VOC who are pregnant or breastfeeding must have a pregnancy record created and a nutrition interview. Infants also require a nutrition interview.
- l. Input ethnicity, race and language preferences along with any other required information.
- m. All transfers (in state or out of state) must provide proof of residency and identity.
  - i. Neither a VOC nor a WIC ID Packet can be used to prove identity or residency.
  - ii. Provisional Certification is not possible nor allowed for transfers.
  - iii. If the participant is unable to provide proof of identity and/or residency, and providing proof would be an unreasonable barrier, the applicant may qualify to use affidavit as the proof type.
  - iv. WIC ID packets may be allowed as proof of identity within the same local agency.
  - v. Out of state Medicaid cards can be accepted as proof of identity from out of state transfer clients with a VOC.
  - vi. New residency/address records are not required for transfers within the same local agency if there is no change of address.
- n. All participants transferring into the clinic must be issued a Utah WIC ID Packet and must read and sign the Rights and Responsibilities Form.
- o. The VISION system will issue benefits for the current month. After the 10<sup>th</sup> day of the month the system will prorate to a 2/3 package, after the 20<sup>th</sup> the system will prorate to a 1/3 package.
  - i. If the client has checks from the previous state these should be taken from the client and destroyed or mailed back to the issuing state.
  - ii. If the client does not have checks to turn in, the client must be asked if full benefits for the current month have already been

redeemed in the previous state. If so, benefits cannot be issued for the current month. Otherwise, allow the system to issue prorated benefits for the current month.

- iii. Clinics are not required to contact other states to determine if benefits for the current month have been redeemed.
- iv. WIC participants who fraudulently redeem full benefits in two states during the same month are guilty of dual participation.

- p. If the participant is high risk, issue one month's checks and schedule for follow-up with a RD for the next month.

IV. When recertifying a participant with a WIC Status/Application of 'Active – VOC' complete the following steps:

- a. Terminate the current certification.
  - i. Use termination reason "VOC certification ended"
  - ii. Select today's date.
- b. Create a new application. This will make the participant 'Pending' with a 'Regular' application type.
- c. Enter the participant category.
- d. Complete the certification.