

Indiana WIC Program
Indiana State Department of Health

Transfers

Policy

The Verification of Certification (VOC) is issued to a client who wishes to relocate to another WIC program; and includes information needed to ensure uninterrupted services for the remainder of the client's certification. The local agency will not require the client sign a release form before sharing transfer information with the WIC clinic in the other state or with the WIC Overseas clinic.

Authority

7 CFR Part 246.7(k)(1)(2)(3)(4)

Procedure

- I. Statewide database search
 - A. The statewide database is searched prior to completion of a transfer.
 1. If a record is found, transfer the record into the clinic site.
 2. If a record is not found, complete prescreening.
- II. Required proof
 - A. Proof of identification (ID) must be provided for all transfers (in-state and out-of-state). A valid VOC may be used for out-of-state transfers.
 - B. Proof of residency is required for all out-of-state transfers.
 1. Clients who possess but fail to bring proof of ID and/or residency must be rescheduled for a time when the client can bring the information.
 2. Clients who do not possess proof of ID and/or residency due to one of the following:
 - victim of theft;
 - victim of disaster;
 - homeless individual; or
 - migrant farm worker

are exempt from proof of ID and/or residency at the transfer. The choice of “no proof” must be selected from the proof drop down(s) and an eSignature captured for the No Proof form.

III. Medical Documentation forms and clients on food package III

- A. A Medical Documentation form must be on file for the transferring client before issuing food package III.
- B. If the Medical Documentation form is not found in the INWIC or is not provided by the transferring client the previous clinic (in-state or out-of-state) must be contacted.
 - 1. Verbal information received over the phone from the previous clinic must be followed by a faxed copy of the Medical Documentation form. Scan the document into the INWIC.
 - 2. When no Medical Documentation form is found, the client must be referred to their licensed health care provider.

IV. Local agency information and scheduling

- A. Attachment A must be issued for transfers to agencies with a Local Agency MOU. Scan the document into the INWIC.
- B. A local agency resource list and vendor list will be issued at all transfers. Instruction on the WIC Program Booklet and information on the use of the eWIC card and shopping list will also be offered.
- C. The local agency’s process for scheduling nutrition education, and other follow-up appointments will be implemented at the transfer and for the remainder of the client’s certification.

V. A valid VOC for out-of-state transfers

- A. A valid VOC with the client’s name and certification start and end date must be provided by out-of-state transfers.
 - 1. When a VOC is not presented or information is missing, the sending agency in the previous state must be contacted for verbal or written confirmation of VOC information. Written information may be faxed.
 - 2. When the sending agency cannot be reached during normal business hours (e.g. the agency is not known or is closed) the sending state’s single point of contact must be

used to obtain VOC information. Each state's single point of contact (i.e. Toll-free 1-800 number) may be found on the FNS website at <http://www.fns.usda.gov/wic/wic-contacts>.

3. If VOC information cannot be obtained right away, the transferring client must be rescheduled for a time when the information may be obtained.

- B. A new certification will only be completed when the transferring client's certification end date has passed.

VI. WIC Signature Page Consent for Services and Rights and Obligations

- A. The Consent for Services and Rights and Obligations must be issued to out-of-state transfers to read and capture the e-signature. Please note that all clients, including those 18 years of age and older, who are transferring from out-of-state, and have a valid VOC card which shows they are still in a valid certification period must be served for the duration of their certification period regardless of their citizen/immigrant status.

VII. Data collection and entry in INWIC

- A. Information shown on the VOC may be entered in the INWIC; this may include household information, anthropometric, hematologic and risk factor data. The VOC will not be scanned into INWIC.
 1. Certification end dates will be extended to follow Indiana WIC certification periods (e.g. 1 year certifications for children).
 2. Income will not be rescreened unless the client is more than 90 days from the end of their certification period and the local agency is aware that the client and/or other eligible family member(s) may no longer be income eligible for WIC. A change in household that accompanies the transfer may result in rescreening income.
 3. Additional anthropometric and hematologic measurements may only be collected as part of the nutrition assessment at mid-certification screening; or at the discretion of the CPA based on previous findings shown on the VOC. Otherwise, measurements will not be collected.
 4. Nutrition risk 502 (Transfer of Certification) will assign automatically by INWIC and may be used to establish eligibility.

VIII. Benefits and food instruments or EBT cards

- A. The benefit history for out-of-state transfers must be established with the previous state to the extent that it is practical.
 - 1. Clients are expected to surrender remaining checks or EBT cards issued by the previous state. Once the sending agency in the previous state is notified of the transfer, the local agency must shred the checks or the EBT card.
 - 2. Clients with unredeemed benefits in their current month's benefit balance may receive an adjusted food package with the unredeemed benefits loaded for the current month. This ensures the client receives the maximum monthly allowance.

IX. Tracking transfers in the INWIC

- A. The INWIC will use the assignment of risk 502 (Transfer of Certification) to track all out-of-state transfers.
- B. In-state transfers are tracked using a General Note that auto populates in the Note Screen stating what Indiana WIC clinic the client transferred from.

X. Clients moving out-of-state

- A. Any client who may move out of Indiana during their certification period and every client who is a member of a family in which there is a migrant farm worker will receive a VOC document before leaving the state. Printing the VOC will not terminate the record.
- B. Any client who is receiving food package III will be issued a copy of their medical documentation form(s) when a move is anticipated before the next appointment.

XI. VOC information requested by other states

- A. When another state requests a VOC, obtain a name and phone number and return the call as a way to verify the requesting party as a WIC clinic. Once verification is made, information may be released without the client's prior consent or written release.
 - 1. Share benefit information as requested by the other state.

2. Generate the VOC. Each time a VOC is generated a record is automatically saved on the INWIC Communications screen at the client level.
3. Manually terminate the client record by selecting, "Moved Out of State/Not a Resident of Indiana" from the Termination drop down on the Cert Action screen.
4. For entire households verified as transferring out-of-state, disable the eWIC card. For individual clients transferring out-of-state, remove future benefits and void any easily identifiable food items (e.g. infant formula) from the current month's benefits.

XII. The WIC Overseas Program

A. The WIC Overseas Program provides WIC benefits to categorically eligible applicants who are also:

1. Members of the armed forces on duty at stations outside the U.S.
2. Civilians who are employees of a military department who are U.S. nationals and live outside the U.S.
3. Employees of Department of Defense contractors who are U.S. Nationals living outside the U.S. and
4. Dependents (spouses and children) of any of the above.
5. Staff should instruct clients transferring out of the country that they may be eligible for the WIC Overseas Program.
6. A VOC document should be issued to the client.
7. For information on the WIC Overseas Program go to <http://www.tricare.mil/wic/>