



CLIENT TRANSFERS



About The Module

In this document you will find:

- A description of the module
- List of learning objectives
- Guidelines for use
- Module content highlights



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To submit a request, please call 1-800-525-0127 (TDD/TTY 1-800-833-6388).

About the Client Transfers Module

This training module consists of five PowerPoint Presentations:

- Introduction
- Section 1: Overview of Transfer Policies
- Section 2: Transfer Out
- Section 3: Preparing for a Transfer-In
- Section 4: Transfer-In

Learning Objectives

Section 1: Overview of Transfer Policies

By the end of Section 1, you will be able to:

- Recall two reason WIC's transfer policies support clients and/or WIC staff.
- List items a client is required to provide at the time of the transfer.
- Correctly identify transfer notification requirements and transfer eligibility timeframes.

Section 2: Transfer Out

By the end of Section 2, you will be able to:

- List at least two ways to help clients when they plan to transfer to a new WIC clinic.
- Recall how to print a Transfer Card using Client Services.
- Describe what happens to a client's record when a Transfer Card is printed.

Section 3: Preparing for a Transfer-In

By the end of Section 3, you will be able to:

- Recall why staff do not use the Transfer-In (TI) wizard until the person is physically present in the clinic.
- Identify the correct client record in the TI wizard and the "Similar Client Record(s) Found" pop-up message.
- Locate specific information in areas of the Transfer Data tab.
- Search for transfer records of existing clients.

Section 4: Preparing for a Transfer-In

By the end of Section 4, you will be able to:

- Search for a Washington WIC client's transfer information using the Transfer-In wizard.
- Recognize check features available after the client transfer is complete.
- Identify areas that staff must enter for "Out of State Transfer-Ins".

Guidelines for use:

The module is intended as a self-study material however can be reviewed in groups.

1. **Start with the Introduction section.**
Continue reviewing the sections in order of section number.
2. **Test your readiness to advance to the next section.**
Review the slides then answer Learning Assessment questions. Compare your answers to those provided.
3. **Move through the sections at your own pace.**
Revisit information or continue to the next section when you are ready.
4. **Consider only printing slides you plan to reference later.**
It may not be necessary to print slides. Policies and procedures can be referenced in the Washington WIC Manual, Volume 1, Chapter 21 – Transfers / Verification of Certification.

Have questions?

State WIC office staff are here to support you! Here's how to contact us:

Client Services

CIMS Support

1-800-841-1410 x 7

CIMS.Support@doh.wa.gov

Policy and Procedures

Local Agency Technical Assistance (LATA)

1-800-841-1410 x 0

WIC Training

Training Development and Enrichment (TDAE)

1-800-841-1410 x 0

<http://www.doh.wa.gov/cfh/wic/training.htm>

Highlights: Transfer related WIC policies and Client Services features

Following are highlights of the Client Transfers Module content.

When are clients eligible to transfer?

WIC clients with valid transfer documentation can receive services from a different WIC clinic through the end of their current eligibility period without being required to reapply.

- Transfer cards, also known as Verification of Certification (VOC) provide required transfer documentation.
- To qualify for a transfer, a client's certification **must be within a current eligibility period**. Clients in Expired status are out of eligibility and therefore cannot transfer.

Where can clients transfer their WIC services?

Clients can transfer to:

- A different WIC clinic located within our state.
- A WIC Clinic in a different state or U.S. Territories such as Puerto Rico, Guam, or American Samoa.
- A WIC Overseas program on a military base.

How do clients know about transferring?

Staff are required to inform clients about their right to receive a transfer card during:

- The client's initial certification appointment.
- The client's subsequent appointments.
- When the client plans to move or receive services at a different location.

Notifying clients about the right to transfer is a Basic Contact requirement.

Tip:

Display the "WIC Moving Poster" to remind clients about transferring.

The poster can be ordered from the Department of Printing General Store:

www.prt.wa.gov



What do Transfer Cards look like?

Washington WIC Transfer Cards are printed using CIMS Client Services and include all federally required transfer documentation items. Transfer Cards provided by other state WIC programs do not look the same as the Washington's cards. Some states issue handwritten transfer cards while others print them from a computer.

Transfer Cards print on check stock. The **client** signs the "check stub" to indicate receipt of the Transfer Card. The name of the **staff person** who generated the Transfer Card is printed below the signature box; this person signs the signature box.

Client Name: Barker, Daniela R		Client ID #: 885820050		88581563	
Priority: 1		Income Determ. Date: Dec 20, 2007		Evergreen/CHD Emerald	
Date of Birth	Eligibility Begins	Eligibility Ends	258 E Main St		
Jul 3, 1987	Nov 13, 2007	Aug 31, 2008	Emerald, WA 98009-		
Date: 12/20/2007 Wt: 67" Wt: 123lb		Last Check Issued		(360) 555-1312	
Date: 12/20/2007 HGB: 13.8		Jun 15, 2008			
Nutrition Risk: Pre-Pregnancy BMI < 19.8				<input type="checkbox"/> Angie T Wright	
				<input type="checkbox"/> Clerk	
Notes: 120 FMAP issued 6/15/08.					

Transfer Cards must include a staff signature to be valid.

Required Documentation

Clients must provide the following documentation at the time they transfer into a clinic:

- Proof of Residency
- Proof of ID
- Transfer Card or other transfer documentation*
- Any missing “proofs” not provided to the previous clinic.

* **It is best practice** to issue transfer cards to all eligible clients who notify you of their plans to receive services at a different location. If a Washington WIC client did not receive a transfer card from their previous Washington WIC clinic, transfer data in Client Services can be used in place of a transfer card.

Unless the household’s income changed, transfer clients are **not** required to have their income eligibility reassessed.

Missing Proofs and Transfers

If a transfer client does not provide proof of ID and/or residency at the time they transfer, staff document “not provided” on the Income Documentation tab for each missing item. This establishes a 30 day grace period and staff are allowed to issue one set of checks. The client must bring the “missing proof” before staff are allowed to issue more checks.

When a 30 day grace period was already provided by the previous clinic:

- The client **can** transfer into the clinic.
- The client cannot receive additional checks until each “missing proof” is provided to the “transfer-in” clinic.
- Staff are not allowed to give an additional grace period for the same “missing proof” item (Proof of ID, Residency, Income, or Pregnancy).

Ways Client Services Supports Transfers

Here are a few other ways Client Services supports transfers:

- Most of the information staff need to process in-state transfers is available without having to contact the client’s previous clinic.
- It is programmed to automatically include Federally required information on Transfer Cards.
- Only names of clients who are eligible to transfer will be included on the screen used to print Transfer Cards.
- It allows you to print Transfer Cards for all group members at once, or select individuals from the group so you can just print their Transfer Card.
- When you print a Transfer Card, Client Services will automatically change the client’s status from Active, Presumed, or Enrolled to Termed, plus document the termination reason.
- After the in-state transfer process, the following occurs at the client’s previous clinic:
 - If the client did not receive a Transfer Card, it will change the client’s status from Active, Presumed, or Enrolled to Termed and document the termination reason.
 - All future schedule appointments for the client will be deleted. This prevents the client from receiving a “No Show/We Missed You Letter” and it frees up the appointment time slot making it available for scheduling.
- Client Services also supports staff when transferring client into the clinic from out-of-state. Although data for clients participating in other states’ WIC programs is not available in Client Services, the system allows staff to efficiently manually enter transfer information.

How to Print Transfer Cards

Select a client or group member from the Desktop Find Client tab.

1. From the menu bar, select Client, then Transfer Card.

Print checks before Transfer Cards.

Once Transfer Cards are printed, records are termed and check printing is prevented.

2. Include the group members who need Transfer Cards.
Only the names of clients with a current eligibility period appear.

The screenshot shows a window titled "Transfer Card" with the instruction "Choose all of the clients for whom a Transfer Card should be printed, then press the Print icon." It features two main boxes: "Clients in the Group" on the left and "Clients Being Transferred" on the right. The "Clients in the Group" box contains the text "WIC, Wanda T" and "WIC, Wendy A". Between the boxes are four buttons: "Include >", "Include All >>", "Exclude <", and "Exclude All <<".

- When all members of a group need a Transfer Card, select [Include All].
- To include only certain individuals from the group, select the client's name from the "Clients in the Group" box then select the [Include] button. Repeat the steps for each person in the group who needs a Transfer Card.

Client Services will generate a "view" of the Transfer Card for each client included in the "Clients Being Transferred" box. Use the top scroll bar to look at the information for each group member selected.

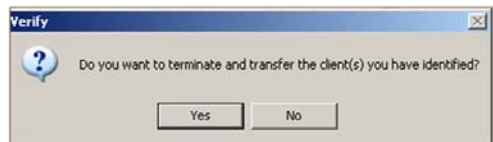
The screenshot shows a detailed view of a "TRANSFER CARD" for a client. The client's name is "WIC, Wanda T" and the Client ID is "125922177". The card includes fields for "Priority: 1", "Income Determ. Date: Jan 09, 2009", "Date of Birth: Feb 14, 1968", "Eligibility Begins: Jan 09, 2009", "Eligibility Ends: May 31, 2009", "Date: 02/23/2009", "HT: 69", "WT: 124lb", "Last Check Issued: Apr 8, 2009", and "Nutrition Risks". The address is "KCR-Bremerton, 114 Cricklewood Drive, Dixie, WA 98337-1517, (333) 555-1234". At the bottom, there is a "Note:" field. Annotations include a box labeled "Top Scroll Bar" pointing to the top scroll bar, a box labeled "Lower Scroll Bar & Note Field" pointing to the bottom scroll bar and note field, and an arrow pointing to the "Note:" field.

A Note field is included for each client.

- Use the lower scroll bar to access the client's Note field.
- Notes typed in this field will print on the Transfer Card.
- Look at the name of the client and the Client ID # that display above the Note field to make sure it will print on the correct Transfer Card.
- Add notes you think staff at the next clinic will find helpful.

Notes that automatically print on the Transfer Card include:

- Missing proof indicators if a grace period was given to provide Proof of ID, Residency, Income, and/or Pregnancy.
 - “Needs Complete Certification” for clients in Presumed and Enrolled status.
 - Disqualification start and end dates if the client is pending a disqualification.
 - Migrant income indicator, if applicable.
 - “Rx ends date” if the client receives prescribed formula and/or foods.
3. Type additional notes you want to have printed on the client’s Transfer Card.
 - Notes typed in this area will **not** be saved once the Transfer Card is printed.
 - The typed notes will **not** be included as part of the in-state transfer data.
 4. To print Transfer Cards, select the Print icon.
 5. Answer the verification message:

**Answering the verification message**

[No] = Cancel/Do not print

- Transfer Cards will **not** print for any of the group members.
- Each client’s status remains the same.

[Yes] = Print

The following happens when the Transfer Card is printed:

- One Transfer Card prints for each group member selected.
- Any notes added in the client’s Transfer Card Notes field will print on the client’s Transfer card.
- Each client’s status changes to “Termed”.
- “Transfer” is documented as the termination reason.
- Future appointments for the clients are removed from the Appointment Book.

The record **does not** actually transfer anywhere when [Yes] is selected.

Issuing Transfer Cards

When it comes to issuing Transfer Cards, **staff are:**

- **Not** allowed to mail Transfer Cards to clients.
- **Allowed** to provide the Transfer Card to the client in person.
- **Allowed** to provide transfer information to other WIC agencies verbally (over the phone), by fax, and by mail.

Help the client successfully transfer to the next clinic.

1. Instruct the client to:

- Call the next clinic and schedule a “Transfer-In appointment”.
- Keep the Transfer Card in a safe location until the appointment. Transfer Cards can only be replaced one time.
- Bring Proof of ID and Residency to the appointment (and “missing proofs” if applicable).
- Do not get more checks until you are eligible to receive them again.

2. Let the client know the date they can get more checks.
3. Sign the Transfer Card and have the client sign the “stub”. Retain the stub and store it according to clinic policies.
4. If the client does not know a clinic location in the new community, offer to help find contact information.

Preparing for a Transfer

Most clients will call when they need to schedule an appointment to transfer into your clinic.

Do not use the Transfer-In wizard until the person is physically present in the clinic. Proof of ID and Residency that you saw must be documented in the Transfer-In wizard.

Searching For Transfer Records of Existing Clients

The Prescreen wizard cannot be used for clients whose name is already found in your database. You must manually search for transfer records for these “existing clients”.

1. Select the client record on the Desktop.
2. Select “Search for Transfer Record” from the Client menu bar.
 - If one or more record is found that matches, an informational window appears. Review the information to determine if or when the client should be scheduled a Transfer-In appointment. Select the [Close] button when finished.
 - If no records are found that would be a match, a pop-up message appears. Press the [Ok] button to close the message and return to the Desktop. Determine the appropriate type of appointment to schedule.

Prescreen Wizard vs. Transfer-In wizard

When clients do not have a record on your clinic’s database (New Client/New Group or New Client/Existing Group), **use the Prescreen wizard** to collect information **then schedule** a Transfer-In (TI) appointment.

As information is being entered into the Demographics tab of the Prescreen wizard, Client Services will **automatically search for Washington WIC clients’ transfer data** by comparing the client’s:

- First name (first initial)
- Last name (first initial)
- Date of birth
- Gender

Similar Client Record(s) Found Screen

The Similar Client Record(s) Found screen appears when one or more WA client records are found with similar data entered on the Demographics tab.

Name	Birth Date	Gender	Category	Status	Clinic
Henry, Jaysen T	1/19/2009	M	I	Active	KCR-Bremerton

Client Id: 125922486 Transfer Card Id: Clinic: KCR-Bremerton

Client Name: Henry, Jaysen T Status: Active

Category: I Gender: M Birth Date: 1/19/2009

Caregiver: Abalos, Jennifer R Missing Proofs: Eligibility: 3/12/2009 - 2/28/2010

Check Info: First Day To Use: 8/2/2009 Migrancy: Migrant Race/Ethnicity: American Indian or Alaska Native

Food Package: Formula 6 to 12*6 Rx Asian Black Native Hawaiian / Pacific Islander White

Lost/Stolen Date: Selected client is a match? Yes No

Review the message to determine if any of the records is the appropriate record to use for the transfer then answer the question at the bottom of the screen, “**Selected client is a match?**”

- Select [No] when **none** of the records in the top area is a match for the client.
- When you find a record that **is a match** and want to use that record for the transfer, **select (highlight) the one correct record** then press the [Yes] button.

Transfer Data tab

If you select [Yes] and finish the Prescreen Wizard, the Transfer Data tab appears on the Desktop. It includes the same details as the Similar Client Record(s) Found message. The tab remains on the Desktop until the Transfer-In wizard is completed or until the client’s eligibility period expires.

Look at the picture of the Similar Client Record(s) Found message on the previous page and notice the details included for the selected client.

If an “X” appears in the Rx box, this indicates the client has been receiving prescribed WIC formula and/or foods at the previous clinic.

The screenshot shows a form for client Henry, Jaysen T. Key fields include: Client Id: 125922486, Transfer Card Id: (blank), Clinic: KCR-Bremerton, Status: Active, Category: I, Gender: M, Birth Date: 1/19/2009, Caregiver: Abalos, Jennifer R, Missing Proofs: (blank), Eligibility: 3/12/2009 - 2/28/2010, First Day To Use: 8/2/2009, Food Package: Formula 6 to 12*-6, Migrant: , Race/Ethnicity: White, Asian, Black, Native Hawaiian / Pacific Islander, American Indian or Alaska Native, Hispanic or Latino Ethnicity. The Rx checkbox is checked with an 'X'. An arrow points to this checkbox.

- The Rx **end date** is **NOT** available on the Transfer Data tab.
- **Nothing** from the “Record Prescription tabs” at the previous clinic appears in the client’s record after the Transfer-In wizard is used.
- Other areas that typically include a Rx indicator such as Checks screens will not include Rx information.

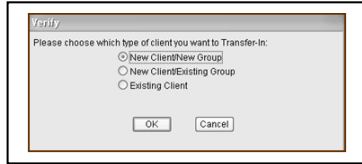
Staff are required by policy to obtain and document the client’s prescription information within 30 days of the transfer.

The Rx indicator alerts staff that prescription information is required. Ask the client to bring a copy of the completed Prescription Form, or contact the previous clinic to request the information so you have it ready for the client’s Transfer-In appointment. Because prescription information is **not** provided as part of the transfer record, staff must manually document prescription information in Client Services using “Record Prescription” however the prescription information **cannot** be recorded until after the Transfer-In wizard is finished. The Transfer Data tab disappears after the Transfer-In wizard is finished, and the Rx indicator disappears with it. This makes Flowsheet notes especially important. Note that prescription information is required and communicate about any action taken to collect the client’s prescription information.

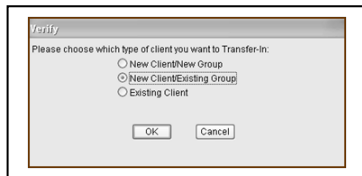
Using the Transfer-In Wizard for Out-of-State Clients

The Transfer-In wizard is also used for clients who are transferring into your clinic from a different state, U.S. Territory, or WIC Overseas program. When the client is physically present at the clinic and has required transfer documentation, use the Transfer-In wizard.

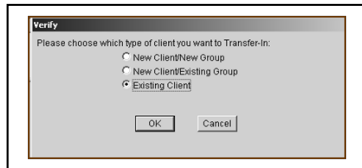
1. **Identify** the “type” of client you are transferring into your clinic.



If the client does not have a record in your clinic’s database and is not being added to a group, open the Transfer-In wizard and verify that the client is a **“New Client/New Group”**.



If the client does not have a record in your clinic’s database but is being added to a group, open the Transfer-In wizard and verify that the client is a **“New Client/Existing Group”**.

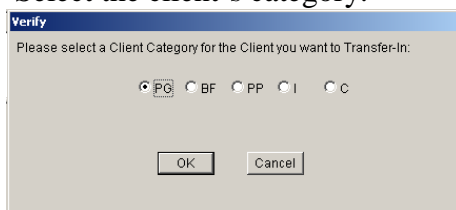


If the client has a record in your clinic’s database, select it on the Desktop, open the Transfer-In wizard, and verify this client is an **“Existing Group”**.

2. Verify the client is transferring from **“Out of State”**.



3. Select the client’s category.



4. Continue by manually entering transfer information into the record.

Income Documentation | Demographics | R/E | TI | Measures | Assessment | Referrals | Basic Contact | Notes | Finish

Income Documentation tab

You are required to document **Proof of ID and Residency**.

Income does **not** need to be reassessed for transfer clients, the income information will automatically fill in as:

Number in household = 1
Source and Proof of Income = Other
Income amount = \$0

If you need to update income information, select the [Edit Income] button and fill in income data.

Demographics and R/E tabs

Enter Demographics tab information and document responses to the Race/Ethnicity questions.

TI tab

Enter eligibility begin and end dates from the Transfer Card.

If the Transfer Card for an **infant** or **breastfeeding woman** indicates the other state's WIC program only established a 6 month eligibility period, apply Washington's eligibility rules and extend the client's eligibility end date accordingly.

When the **TI tab** includes the feeding method and breastfeeding fields enter data into them.

The image contains two screenshots of a software interface. The left screenshot shows a 'Feeding Method' dropdown menu with a list of options: Fully Breastfeeding, Partially Breastfeeding, Some Breastfeeding, and Fully Formula Feeding. The right screenshot shows a 'Breastfed' dropdown menu with options: Currently, Stopped, and Never. It also includes date fields for 'Date BF Stopped', 'Date Formula/Milk Introduced', and 'Date Solids Introduced', all set to 00/00/0000, and an 'Infant Medical Provider' text field.

Measures tab

When entering information on the measures tab, make sure to change the date to match the date the measurement was taken. Add a new line, highlight the date field, and enter the measurement date before entering the measurement. After measurements are entered, select [Identify New Risks]. You are **not** required to enter **measurements** in order to complete the Transfer-In wizard.

Assessment tab

Client Services automatically identifies "Out-of-State Transfer" so other risks do not need to be assigned.

Referrals tab

Document referral information you discuss with the transfer client.

Basic Contact tab

Document required Basic Contacts.

Notes tab

Enter transfer related notes or skip the tab.

Finish tab

After selecting the [Finish] button, you will return to the Flowsheet tab on the Desktop.

Check Features after a Transfer-In

- **Check Pick-Up** works the same after the Transfer-In wizard is completed. You will be able to print checks the client is eligible to receive. For in-state transfer clients, the Food Package and Assign Foods tab will reflect those assigned at the previous WIC clinic. **Do not** change the assigned foods; a CPA must assess the appropriateness of any changes to assigned foods
- **Check History is not available.** You will not be able to view information about checks the client was issued at the previous clinic.
- **Determine whether prescribed foods or formula were assigned at the previous clinic.** Look at the client's transfer documentation. For in-state transfer clients review the Flowsheet notes. Check if there are notes that staff saw the Rx indicator or any notes about steps staff have taken to obtain prescription information for the client. The Assign Foods tab will show foods assigned at the previous WIC clinic. You might see foods or formula that required a prescription to assign.
- **Missing Proof and Lost/Stolen/Destroyed rules apply.** You will receive pop-up messages reminding you about the rules.
- **Call CIMS Support** (1-800-841-1410 x 7) if you need assistance replacing checks issued by the previous clinic or if you cannot obtain prescription information from the previous Washington WIC clinic.

Questions about transfer policies?

Call Local Agency Technical Support (LATA) at 1-800-841-1410 x 0