

WASHINGTON STATE WIC POLICY AND PROCEDURE MANUAL



Washington State WIC
Nutrition Program

VOLUME 1, CHAPTER 21

Transfers/Verification of Certification



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TABLE OF CONTENTS

Section 1 - Informing Clients about Transfer Cards.....1

 Informing Clients about Transfer Cards 1

Section 2 – Transfer Cards/Transfer Documentation2

 Essential Items of a Transfer Card/Transfer Documentation2

 Issuing a Client Services (CIMS) Transfer Card4

 Mailing Transfer Cards6

 Issuing a Replacement Transfer Card7

 Issuing a Copy of a Certification History Report Form as Transfer Documentation8

Section 3 - Accepting Clients with Transfer Information10

 Accepting Transfer Clients with Current Eligibility Regardless of Age or Priority10

 Transfer In Requirements and Documentation12

 Clients with Incomplete, Incorrect or No Transfer Documentation17

 Telephone Documentation of Transfer Information19

Section 4 – Visiting Clients Who Transfer in for One Month21

 Visiting Clients Who Transfer in for One Month.....21

Section 5 – Overseas WIC Program.....23

 Overseas WIC Program23

 Accepting Overseas WIC Program Transfers.....24

Appendix.....26

 Sample: Transfer Out Letter

 Sample: Transfer Documentation Form

CHAPTER 21 TRANSFERS/VERIFICATION OF CERTIFICATION**Section 1 Informing Clients about Transfer Cards**

POLICY: Informing Clients about Transfer Cards

Clients shall be informed that a transfer card is available at the initial certification, each subsequent certification and when clients indicate they may be moving.

PROCEDURE:

Clinic staff:

- A. Inform clients verbally or in writing (via the Rights and Responsibilities form or the Washington State WIC Appointment Folder) of the availability of transfer cards at the initial certification and each subsequent certification.
- B. Inform clients of the availability of transfer cards when clients indicate they may be moving.

Information:

A transfer card is a Verification of Certification (VOC) which allows the client to continue WIC benefits through the eligibility period without repeating the certification process, i.e., income and nutrition risk are considered valid. WIC eligibility may be transferred throughout the United States, Puerto Rico, Guam, the Virgin Islands and overseas locations that are part of the Department of Defense Overseas WIC Program. Refer to the “Overseas WIC Program” policy in this chapter for more information.

POLICY: Essential Items of a Transfer Card/Transfer Documentation

Clinic staff shall provide a transfer card which contains essential information according to federal regulations to all eligible clients who request transfer information.

Note: The Washington State WIC Nutrition Program transfer card provides all the federally required transfer information as listed below and additional information the receiving clinic may find helpful in providing quality services to the client.

PROCEDURE:

Clinic staff provide a transfer card which contains the following information:

- A. Name of client.
- B. Date eligibility begins.
- C. Date eligibility ends.
- D. Date income eligibility determined.
- E. Date of last check issuance.
- F. Nutrition risk factors.
- G. Signature of agency official (Nutritionist, clerk, certifier, etc.).
- H. Name and address of agency.
- I. An identification number of the client for accountability purposes.

Information:

More information may be provided, however, it is **not** required. For example, clinic staff are allowed to provide additional information such as measurements and nutrition education via the Certification Encounter Report or the Certification History Report in addition to the transfer card.

Clinic staff assure that current check issuance is documented on the transfer card in order to prevent over issuance of WIC checks and dual participation from occurring.

If some of the above items are missing from the transfer information of a client transferring into the clinic, refer to the “Receiving Clients with Incomplete, Incorrect or

Without Transfer Documentation” and the “Accepting Overseas WIC Program Transfers” policy in this chapter.

POLICY: Issuing a Client Services (CIMS) Transfer Card

Clinic staff shall issue a transfer card to all eligible clients who request one.

PROCEDURE:

Clinic staff:

- A. Issue a transfer card via Client Services (CIMS) to all eligible clients who request one.
- B. Review the information on the transfer card to assure it contains current client information including check issuance information.

Note: Grace period for documentation information and enrolled or presumed eligible status will print on the transfer card automatically by Client Services. Staff review and assure this information is present and accurate.

- C. Document any additional information on the transfer card as appropriate. Examples include:
 - 1. Information about loaned breast pumps,
 - 2. Farmers' Market check issuance, etc.
 - D. Sign the transfer card.
 - E. Have the client sign the bottom stub/receipt.
 - 1. Retain the transfer card stub/receipt in the clinic file for four years.
 - F. Provide the client with the transfer card.
 - G. Inform the client to:
 - 1. Contact the clinic in the new area to schedule an appointment to transfer in.
 - a. The transfer-in appointment may not be needed until the client is eligible to receive additional WIC checks.
- Note:** Washington WIC checks can be used at any Washington WIC approved store. Ask the client if she needs information about WIC approved stores in her new area.

CHAPTER 21 TRANSFER/VERIFICATION OF CERTIFICATION**Section 2 Transfer Cards/Transfer Documentation**

2. Present the transfer card along with proof of ID and residency to the WIC clinic in the new location.
 - a. Any documents that were not provided at the clinic issuing the transfer card (e.g., a grace period was given for missing documentation) will need to be shown at the receiving clinic. An additional grace period for the missing documents can not be given by the receiving clinic.
3. Take any unused checks to the WIC clinic in the new location to be replaced or voided if needed.
 - a. Most in-state transfer clients will not need to bring their WIC checks to the receiving clinic to be replaced unless they need a specific change made to the checks such as a food package, caregiver or alternate name change. Refer to Volume 1, Chapter 22 – WIC Checks for more information.
 - b. Reclaim any unused, expired WIC checks and void them. Refer to Volume 1, Chapter 22 – WIC Checks for more information.
4. Receive and use only one set of WIC checks per client per month. Receiving and using WIC checks from more than one clinic in the same month is a program violation. Refer to Volume 1, Chapter 2 – Program Compliance for more information.
5. Safeguard the transfer card since it is entitlement to WIC services.
6. Report a lost or stolen transfer card to the clinic.

Information:

Clinic staff can also use a “transfer out” letter or flyer to give transferring clients helpful transfer information. A sample “Transfer Out Letter” is located in the Appendix of this chapter.

POLICY: Mailing Transfer Cards

Clinic staff shall send transfer cards to a client's new clinic by request of the client or the clinic staff. Staff shall only mail transfer cards to the WIC clinic and not to the client.

PROCEDURE:

Clinic staff:

- A. Document on the transfer card receipt/stub that the card was sent to the new clinic.

Information:

Transfer cards may be sent to other WIC clinics through regular mail. It is not required to send cards by certified mail.

POLICY: Issuing a Replacement Transfer Card

Staff shall issue one replacement for a lost or stolen transfer card.

PROCEDURE:

Clinic staff:

- A. Document in the client’s file that the initial transfer card was lost or stolen.
- B. Issue a replacement card. Refer to “Issuing a Client Services (CIMS) Transfer Card” policy in this section.
- C. Document in the client's file that a replacement transfer card was given.
- D. Notify the client that only one replacement card will be issued.

Information:

Staff should inform the client that the transfer card should be safe-guarded since it is entitlement to WIC services.

POLICY: Issuing a Copy of a Certification History Report as Transfer Documentation

Copies of the Certification History Report shall be allowed as in-state transfer documentation provided the form does not contain legally-protected information.

Note: Best practice is to provide the transferring client with a transfer card since it provides all the federally required transfer information and additional information the receiving clinic may find helpful in providing quality services to the client.

PROCEDURE:

Clinic staff:

- A. Assess the Certification History Report to see if sensitive or legally protected information is present. For information on legally-protected items refer to Volume 1, Chapter 25 - Legal Considerations and Confidentiality. If this type of documentation is on the Certification History Report, staff provide a transfer card to the client or requesting clinic instead.
- B. Assure check issuance information is documented on the Certification History Report, and any other information such as the expiration date of the WIC Formula Substitution Form, Farmers Market check issuance, breast pump information, or a grace period for income, ID, residency or pregnancy as appropriate.
- C. Provide the client or requesting clinic with the Certification History Report.
- D. Sign the Certification History Report as the Agency Official/Competent Authority. Clerks, certifiers, or nutritionists may sign.
- E. Document in the client's file that a copy of the Certification History Report was provided and the date it was issued.
- F. Terminate the client from the clinic with the termination reason of "Transfer." A Not Eligible Letter is not required since Program benefits are not being denied.
- G. Inform the client of steps to take in order to transfer to another clinic. Refer to the "Issuing a Client Services (CIMS) Transfer Card" policy and procedure for information.

Information:

Client Services electronic transfers is the primary way to obtain information for in-state transfer clients; however, copies of the Certification History Report may also be used as **in-state** transfer documentation. Certification History Reports contain the information required for transferring a client. Staff use the notes section to report useful information,

CHAPTER 21 TRANSFER/VERIFICATION OF CERTIFICATION**Section 2 Transfer Cards/Transfer Documentation**

for example grace period given for documentation, agency phone number, classes recommended, presumptive eligibility or enrolled status information. The Certification Encounter Report is not allowed for transfer documentation because check issuance information is not included.

Clinic staff should always use discretion regarding sensitive information and provide a transfer card instead of the Certification History Report when appropriate.

POLICY: Accepting Transfer Clients with Current Eligibility Regardless of Age or Priority

Clinic staff shall accept transfer clients within the Washington State WIC Nutrition Program, from another state WIC Program or from the WIC Overseas Program with current eligibility regardless of the age or priority of the transferring client.

PROCEDURE:

Clinic staff:

- A. Accept the transfer card or other transfer documentation as valid proof of eligibility for program benefits provided it contains the essential items of a transfer card or transfer documentation. Refer to the “Essential Items of a Transfer Card” and “Accepting Overseas WIC Program Transfers” policies in this chapter.
- B. Consider the client eligible to receive program benefits through the eligibility period stated on the transfer card/transfer documentation even if the clinic does not normally serve the client’s priority and/or age.
 1. Use the dates from the transfer card or the electronic transfer dates for in-state transfer clients.
 2. When a client transfers from another state that certifies the client category for a shorter period of time than Washington, use the longer Washington WIC eligibility period. For example, when the previous state certifies infants for only six month eligibility periods, use the Washington WIC eligibility period.
 3. When a client transfers from a state that certifies the client category for a longer period of time than Washington, use the longer eligibility period stated on the transfer card. For example, when the previous state certifies breastfeeding women for one year, use the eligibility period from the transfer card.

Note: Most states use the same eligibility periods. It is rare when staff need to use a different date than what is listed on the transfer card.
- C. Transfer the client into the clinic in order to ensure the client receives uninterrupted program benefits unless the clinic has a transfer card waiting list.
 1. Follow all documentation requirements while transferring in the client as per policies and procedures in this chapter.
 2. If there is a waiting list, place the client on the transfer card waiting list. Refer to Volume 1, Chapter 5 – Priority System and Waiting Lists.

CHAPTER 21 TRANSFERS/VERIFICATION OF CERTIFICATION**Section 3 Accepting Clients with Transfer Information**

3. When openings occur, clinic staff place the transfer card waiting list clients on the program ahead of all other clients, regardless of priority.
- D. Determine if a subsequent certification appointment may be given at the end of the transferred eligibility period, based on the priorities and ages the clinic is currently serving.

POLICY: Transfer In Requirements and Documentation

Clinic staff shall transfer in clients with valid transfer documentation showing current eligibility. Electronic transfer information from Client Services shall be allowed as valid transfer documentation for in-state transfer clients.

Clinic staff shall document transfer information in the client's file as described in procedures below and keep hard copy transfer documentation, such as transfer cards, in the clinic file for four years.

Transfer-in clients shall be required to show documentation of identity and Washington State residency. Clinic staff shall document what was viewed for client identification and residency in the client's file on the Income Documentation Tab. Additional documentation shall be required if a grace period had been given for missing documentation at the previous clinic. Refer to Volume 1, Chapter 3 – Application and Processing Standards for information about identification, residency and proof of pregnancy documentation requirements. Refer to Volume 1, Chapter 6 – Income for more information about income documentation requirements.

Income assessment and documentation shall not be required for transfer-in clients unless the client/caregiver reports a change in income, household size or participation in an income qualifying program, or the client had been given a grace period for income documentation at the previous clinic.

The client/caregiver shall be required to be physically present in the clinic in order to transfer in, for example the client/caregiver shall be present when the Transfer-In wizard is completed. The infant or child shall not be required to be physically present at the transfer-in appointment, provided the caregiver or adult client is present to show required documentation and sign the Rights and Responsibilities form.

Note: A client does not need to be present to make a transfer-in appointment or for clinic staff to do preliminary documentation in Client Services (CIMS), such as prescreening or entering demographic information. However, the client/caregiver shall be present when the Transfer-In wizard is completed for program integrity purposes.

PROCEDURE:

Clinic staff:

- A. Document the date of initial contact for the transfer client and transfer the client into the clinic in order to ensure the client receives uninterrupted program benefits.

CHAPTER 21 TRANSFERS/VERIFICATION OF CERTIFICATION**Section 3 Accepting Clients with Transfer Information**

- B. Review and document the client's identification in the client's file. Refer to Volume 1, Chapter 3 – Application and Processing Standards for more information about acceptable forms of client identification.
1. If the client does not bring identification to the transfer-in appointment, and had not been given a grace period for identification at the previous clinic, document the client's identification as "Not Provided" and allow a one month grace period.
 - a. If the receiving clinic provides a grace period for client identification the missing document is required to be seen and documented in the client's file the following month before additional WIC checks are provided.
 2. If the client had been given a grace period for identification at the previous clinic, an additional grace period cannot be given at the receiving clinic and the client's identification needs to be seen before WIC checks can be given.
 - a. If a grace period had been given at the previous Washington State WIC clinic, it will be noted in the transfer information (both the transfer card and electronic transfer information).
- C. Review and document the client's documentation of Washington State residency in the client's file. Refer to Volume 1, Chapter 3 – Application and Processing Standards for more information about documentation of residency.
1. Refer to procedures B, 1 and 2 above regarding grace period allowance for documentation of residency.
- D. Review the transfer documentation for pregnant clients to determine if a grace period was given for proof of pregnancy at the previous clinic. Proof of pregnancy does not need to be provided again when a client transfers into a clinic if the proof had been shown at the previous clinic.
1. If a grace period for proof of pregnancy was noted on the transfer information, transfer card or electronic transfer information, the missing document is required to be seen and documented in the client's file before additional WIC checks are provided.
 2. If the transfer documentation does not denote a grace period for proof of pregnancy, document in the client's file that it was seen by the previous clinic.
- Note:** For in-state electronic transfers Clinic Services will display "Other" as the proof of pregnancy for clients who had presented documentation at the previous clinic. "Other" is selected by staff for out-of-state transfer clients.

CHAPTER 21 TRANSFERS/VERIFICATION OF CERTIFICATION**Section 3 Accepting Clients with Transfer Information**

- E. Ask the client/caregiver to read or read to the client/caregiver the “WIC Rights and Responsibilities” document and sign. Refer to Volume 1, Chapter 7 - Rights and Responsibilities.
- F. Place the transfer card or other “hard copy” transfer documentation in the appropriate clinic file, for example the client’s file or clinic transfer card file, and keep for four years.
1. If the clinic has separate files for each client, copy both sides of the transfer card and place a copy in each transferred client’s chart.
 2. When a copier is not available, document in each client’s paper chart where the original transfer card is filed.
- G. Document appropriate information in the client’s file in Client Services (CIMS) including the following:
1. Document whether the client is transferring from within the state or from out-of-state.
 2. Client category.
 3. Client demographic information, including name, date of birth, gender and address.
 - a. Enter due date if the client is a pregnant woman.
 - b. Enter delivery date if the client is a breastfeeding or postpartum woman.
 4. Client race and ethnicity information. Refer to Volume 1, Chapter 3 – Application and Processing Standards for more information.
 5. Dates eligibility begins and ends.
 - a. Use the dates from the transfer card or the electronic transfer dates for in-state transfer clients.
 - b. When a client transfers from another state that certifies the client category for a shorter period of time than Washington, use the longer Washington WIC eligibility period. For example, when the previous state certifies infants for only six month eligibility periods, use the Washington WIC eligibility period.

CHAPTER 21 TRANSFERS/VERIFICATION OF CERTIFICATION**Section 3 Accepting Clients with Transfer Information**

- c. When a client transfers from a state that certifies the client category for a longer period of time than Washington, use the longer eligibility period stated on the transfer card. For example, when the previous state certifies breastfeeding women for one year, use the eligibility period from the transfer card.

Note: Most states use the same eligibility periods. It is rare when staff need to use a different date than what is listed on the transfer card.

6. Nutrition risk and measurement information as available.
 - a. Electronic transfer information includes all risks assigned for the client's current certification in addition to all available measurement data.
 - b. Out of state transfer clients will automatically be assigned the risk "Out of State Transfer" and additional risks and measurement information from the transfer card are documented in the client's file.
 7. Document any referrals made to the client.
 8. Basic contact information.
- H. Assess if the client is eligible for checks by reviewing check issuance from the transfer information.
1. Assess if the client is eligible to receive checks based on documentation requirements for identity, residency, pregnancy or income as listed above.
 2. Ask the client if he/she has any unused WIC checks and assess if the checks need to be replaced. The client may need a food package change, caregiver or alternate name change, or need out-of-state WIC checks replaced.
 - a. The client may not need checks issued if he/she has remaining Washington State WIC checks. The client may only need information about the location of WIC-approved stores in your area.
 3. Contact the Help Desk if the client states he/she has lost Washington State WIC checks issued from the previous clinic. Help Desk staff can help determine the status of the checks (whether they have been used or not). Refer to Volume 1, Chapter 22 – WIC Checks for more information about lost and stolen WIC checks.
 4. When a client is transferring in from another state and says that he/she received checks in the other state but left them there and did not use them, staff may call

CHAPTER 21 TRANSFERS/VERIFICATION OF CERTIFICATION**Section 3 Accepting Clients with Transfer Information**

the previous state to obtain check information if it is available to assess if checks can be issued for the current month. Clinic staff may also call the Washington state WIC office Integrity Unit to request to have their staff contact the previous state.

- I. Prescribe an appropriate food package.
- J. Issue checks as appropriate and provide education on how to use WIC checks and WIC approved stores in the area.
- K. Schedule an appropriate appointment based on the needs of the client, for example, second education, nutritionist, subsequent certification, completion of a certification for a presumed eligible woman, follow-up to a grace period for documentation of ID, residency, etc.

POLICY: Clients With Incomplete, Incorrect or No Transfer Documentation

When a transferring client arrives with incomplete, incorrect or no transfer documentation clinic staff shall determine whether it is more timely to obtain transfer information from the previous clinic or regard the client as a new applicant.

Refer to the “Essential Items of a Transfer Card/Transfer Documentation” policy in this chapter for a list of required transfer information.

Note: Clients transferring in from the Overseas WIC Program shall only be required to have client name, eligibility begins date and eligibility ends dates on their transfer documentation. Refer to the “Accepting Overseas WIC Program Transfers” policy in this chapter for more information.

PROCEDURE:

Clinic staff:

- A. Assess the client’s transfer documentation, if any, to determine if it contains the essential information to transfer the client. Refer to the “Essential Items of a Transfer Card/Transfer Documentation” and the “Accepting Overseas WIC Program Transfers” policy in this chapter.
- B. Attempt to contact the previous clinic for transfer information either by phone or writing when the transfer documentation is incomplete, incorrect or the client has no transfer documentation.
 1. Use Client Services to obtain electronic in-state transfer information.
 2. Contact the WIC CIMS Help Desk staff for assistance with in-state transfer clients when electronic transfer information is not available; for example, if Client Services is down, computer replication has not occurred, or clinic staff are not finding a client match and think there should be transfer information available.
 3. Call or write the previous clinic for transfer information.
- C. Request a transfer card to be sent from the previous agency or accept verbal transfer information. Refer to the Telephone Documentation policy and procedures in this chapter.

Note: Facsimile (fax) transmissions are discouraged as a means of relaying client information. Refer to Volume 1, Chapter 25 – Legal Considerations and Confidentiality for more information.

CHAPTER 21 TRANSFERS/VERIFICATION OF CERTIFICATION**Section 3 Accepting Clients with Transfer Information**

- D. Have the option to assess the transfer client as a new applicant if the previous clinic cannot be reached, or will not release transfer information.

Information:

Clients are best served if staff obtain transfer information so the client can receive uninterrupted WIC benefits and the certification process is not duplicated. It is also possible that clinics or agencies in Washington and other states may serve different ages and priorities.

POLICY: Telephone Documentation of Transfer Information

Staff shall be allowed to accept transfer information by telephone for clients who did not obtain transfer documentation from their previous WIC clinic.

Clinic staff shall be allowed to enter preliminary documentation in Client Services (CIMS), such as prescreening or entering demographic information, but the Transfer-In wizard shall not be completed until the client/caregiver is physically present in the clinic. The infant or child shall not be required to be physically present at the Transfer-In appointment.

PROCEDURE:

Clinic staff:

- A. Contact the previous WIC clinic to obtain transfer information. The WIC CIMS Help Desk may also be able to provide transfer information for Washington state WIC clients if the previous clinic is not available or if electronic transfer information is not available. Required telephone transfer information includes:

1. Name of client.
2. Date of birth.
3. Date eligibility begins
4. Date eligibility ends.
5. Date income eligibility determined.
6. Date of last check issuance.
7. Nutrition risk factors.
8. Name of person who provided transfer information from the previous clinic.
9. Name and address of previous clinic.
10. Washington WIC ID number (if transferring within the state).

Note: Staff have the option to develop a transfer information form to use if desired. Refer to the sample Transfer Documentation Form in the Appendix.

- B. Obtain this information for each transferring client.

CHAPTER 21 TRANSFERS/VERIFICATION OF CERTIFICATION**Section 3 Accepting Clients with Transfer Information**

- C. Document the appropriate information in Client Services (CIMS). Preliminary transfer and demographic information can be entered without the client's/caregiver's physical presence in the clinic. Refer to the "Transfer In Requirements and Documentation" policy in this chapter for more information about transfer-in documentation requirements.
- D. Document required transfer-in information into Client Services when the client/caregiver is physically present in the clinic. Refer to Volume 1, Chapter 18 – Certification Issues for more information about physical presence requirements.
- E. File the hard copy of transfer information in the client's or clinic's file and keep for four years.
- F. Review and document the client's documentation of ID and residency and document the client's race and ethnicity information.
- G. Assess check issuance information to determine when the client is eligible to receive WIC checks.

POLICY: Visiting Clients Who Transfer in for One Month

A client visiting from another location shall be allowed to transfer into a Washington State WIC clinic for one month and receive one month of WIC benefits.

The client shall be required to show valid transfer information with current eligibility. The client shall be required to show client identification and documentation of Washington State residency. A one month grace period shall be allowed for client identification and documentation of Washington State residency.

Note: Clients visiting from another state shall be allowed to transfer in to the Washington State WIC Nutrition Program with the one-month grace period for documentation of Washington State residency, additional WIC benefits shall not be allowed without residency documentation.

PROCEDURE:

Clinic staff:

- A. Review the client's transfer information for current eligibility and check issuance information.
 1. Verify when checks were last issued to the client to determine if the client is eligible to receive checks for the current month.
- B. Document the client's information in Client Services using the Transfer-In Wizard when the client/caregiver is physically present in the clinic.
- C. Review and document the client's identification and proof of Washington State residency.
 1. Provide the client with a one month grace period for identification when the client or caregiver does not bring the documentation with him/her to the transfer-in appointment.
 2. Provide the client with a one month grace period for documentation of residency when the client is not a Washington state resident or does not have residency documentation with him/her.
 3. Notify the client that he/she can only receive one set of checks prior to providing residency or identification documentation.
- D. Issue WIC checks and provide information about how to use them, including information about WIC approved stores in the area.
 1. If checks were issued for the current month from another state, reclaim them in order to issue replacement checks.

CHAPTER 21 TRANSFERS/VERIFICATION OF CERTIFICATION**Section 4 Visiting Clients Who Transfer in for One Month**

2. A client visiting from another Washington State WIC clinic may not need checks issued, the client may only need information about WIC approved stores in the area.
- E. Place the transfer card from the previous clinic in the client's or clinic's file as documentation of eligibility and keep on file for four years.
 - F. Follow procedures for providing a new transfer card to the client.
 - G. Terminate the client from the clinic. A "Not Eligible" letter is not required to be given to the client since WIC services are not being denied.

Information:

Retaining the client's previous transfer card provides the clinic with documentation of the client's eligibility when the clinic issued checks. The new transfer card will provide the next clinic with any updated medical, nutrition risk or anthropometric information in addition to current check issuance information.

CHAPTER 21 TRANSFERS/VERIFICATION OF CERTIFICATION**Section 5 Overseas WIC Program**

POLICY: Overseas WIC Program

Clinic staff shall notify clients who meet the following criteria of the Overseas WIC Program when they indicate they will be moving overseas:

1. Members of the armed forces on duty at stations outside the United States and their dependents.
2. Civilians who are employees of a military department (i.e. Army, Navy, or Air Force) and live outside the United States and their dependents.
3. Employees of the Department of Defense (DoD) contractors who are living outside the United States and their dependents.

Note: A dependent includes a spouse.

WIC clients who meet the eligibility requirements above shall be issued a transfer card when one is requested. Clients shall be eligible to participate in the Overseas WIC Program until the end of their certification period, provided the Program is available at the overseas site where they are transferred. Continued eligibility after the current certification shall be determined at the Overseas WIC Program location.

PROCEDURE:

Clinic staff:

- A. Notify eligible clients of the availability of the Overseas WIC Program.
- B. Notify potential Overseas WIC Program clients of the following information:
 1. There is no guarantee the WIC Overseas Program will be operational at the site where they will be transferred.
 2. Issuance of a WIC transfer card does not guarantee continued eligibility and participation in the Overseas WIC Program past the current eligibility period.
 3. Continued eligibility will be determined at the Overseas WIC service site.
- C. Provide a transfer card to the client.
- D. Inform the client to contact the WIC Overseas service site when they reach their destination.
 1. A list of Overseas WIC locations and additional information about the program can be obtained at the Tricare website: <http://www.tricare.mil/wic/location.cfm>.
 2. Refer clients to call the base or installation information operator for the phone number for the Overseas WIC Program clinic.

POLICY: Accepting Overseas WIC Program Transfers

Clinic staff shall accept clients transferring from the Overseas WIC Program with current eligibility regardless of the priority and/or age of the transferring client.

Clinic staff shall accept Overseas WIC transfer cards which contain at a minimum the following information according to federal regulations:

1. Client name.
2. Eligibility begins date.
3. Eligibility ends date.

PROCEDURE:

Clinic staff:

- A. Accept transferring clients with Overseas WIC transfer information with the minimum information as listed above.
- B. Follow guidelines for transferring the client onto the Program according to the “Accepting Transfer Clients with Current Eligibility” policy in this chapter.
- C. Assess current check issuance information prior to issuing/printing checks to prevent dual participation.

APPENDIX

SAMPLE: Transfer Out Letter

(Current clinic information)

Clinic name

Clinic address

Clinic phone number

Date:

Dear (WIC client or caregiver),

You have told us that you want to transfer to another WIC clinic. You can transfer your current WIC eligibility throughout the United States, Puerto Rico, Guam, the Virgin Islands or to the Department of Defense Overseas WIC Program. Here are some tips for transferring to another WIC clinic.

Please remember these WIC rules as you transfer to another clinic:

- You may be on WIC and get checks from only one clinic for each calendar month.
- You may only use one set of checks for each eligible child or yourself for each calendar month.

Helpful transfer information:

1. Call the clinic in your new area to make an appointment to transfer in. You may not need to transfer into the clinic until you are ready for the next set of WIC checks.
 - ✓ Washington WIC checks can be used at any Washington WIC approved store, you can ask for a list of approved stores in your new area.
 - ✓ Contact the next clinic if you need changes made to your WIC checks, for example if you need a different person listed on your checks.
2. Take your transfer card, identification (ID) and proof of address to your new clinic for your transfer-in appointment.
3. Remember to keep your transfer card safe, it shows your current WIC eligibility.
4. Call the clinic that gave you the transfer card if it gets lost or stolen.

This letter is not a transfer card.

In accordance with Federal law and U. S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. To file a complaint, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, S. W., Washington, D. C. 20250-9410 or call (800) 795-3272 (voice) or (202) 720-6382 (TTY). USDA is an equal opportunity provider and employer.

Washington WIC does not discriminate.

TRANSFER DOCUMENTATION FORM

*Client Name _____

*Washington WIC ID Number _____ *Date of Birth _____

Caregiver Name _____

*Income Determination Date _____ *Last Checks Issued _____

*Date Eligibility Begins _____ *Date Eligibility Ends _____

Height/Length _____ Date Taken _____
(optional)

Weight _____ Date Taken _____
(optional)

Hematocrit/Hemoglobin _____ Date Taken _____
(optional)

*Nutrition/Medical Risk Factors: Do not use codes

*Transfer Information Given By: _____
(Name) (Title)

(Agency Name) (Agency #)

(Address)

(City) (State) (Zip)

(Area code) (Phone Number)

Transfer Information Taken By: _____
(Name) (Title)

(Date)

*** Required information for transfer**