

New Hampshire WIC Policy & Procedure Manual

Chapter 8 CERTIFICATION, ELIGIBILITY & COORDINATION OF SERVICES

F. Transfer of Certification

Transfer Into the State

Purpose To assure that WIC participants who relocate during a certification period receive program benefits in their new location without inconvenience or undue delay.

Policy Participants shall present a Verification of Certification (VOC) or equivalent with minimum required documentation from their previous State's WIC Program at time of transfer into the NH WIC Program.

Authority USDA Memo #2016-4

Procedure Participants may request to transfer their existing WIC certification to the NH WIC Program via phone or in-person.

Upon requesting a transfer, the participant must present the VOC, or other document with all required information in order to process the transfer.

A transferring participant must not be penalized, nor have services delayed for failure of the sending agency to properly include required components.

A document containing the following minimum information is required for a valid VOC:

1. Name of participant
2. Date of certification
3. Certification expiration date

Additional Information that is optional:

1. Date of most recent income determination (12 months for migrant workers and their families)
2. Nutritional risk or assigned risk codes for the participant
3. Signature and printed or typed name of the certifying local agency official
4. Name and address of the certifying local agency
5. An identification number or some other means of accountability
6. The dates of the food instruments issued

The local agency shall immediately enroll the participant in WIC.

The participant shall present proof of identity at time of transfer. See Proof of Identity policy.

The participant shall present proof of their new physical address at the time of transfer. See Proof of Residency policy.

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If participant reports change in income within last 90 days of certification period, the receiving agency is not required to do a mid-cert income reassessment and the participant may receive the remainder of benefits for the certification period.

If a nutrition risk is not recorded on the VOC or if a participant was certified based on a nutrition risk condition not in use by NH, risk code 502—Transfer (nutrition risk unknown) shall be used.

If the date of transfer coincides with a scheduled follow up nutrition (FUN) visit, mid-certification visit or infant follow up nutrition appointment the participant shall be seen by a CPA/nutritionist.

Upon transferring a participant and all applicable family members, the local agency shall provide the participant:

- a new vendor list,
- a new food list and an explanation of any differences in the NH approved foods vs. their previous food package,
- the agency contact information, and
- an opportunity to speak with a CPA/nutritionist.

At the time of transfer, the participant/payee shall surrender all unredeemed food instruments from their previous WIC Program and it shall be destroyed by the receiving WIC agency. If the participant has unredeemed benefits, the receiving agency should provide a comparable food package that ensures the maximum monthly food allowance for that month, unless tailored to meet individual needs.

For transferring participants from states with electronic benefits/eWIC, staff shall attempt to contact the transferring state to get information on the issuance/use dates and balance of benefits left on the card. If staff cannot reach the transferring state agency, staff shall ask the participant for as much detail that they can provide about the benefits issued and redeemed thus far. Staff shall document in StarLINC details provided by the transferring state, the attempt to contact state agency and their inability to do so when applicable. Staff shall issue New Hampshire benefits going forward (adjusted/prorated when appropriate).

If a waiting list exists, the WIC VOC cardholder shall be placed at the top of the Priority Waiting List for the WIC Program, regardless of Priority. See Waiting Lists.

The local agency shall use the VOC Point of Contact indicated on the USDA/FNS website for the issuing state agency to obtain VOC information when missing in order to streamline the transfer process for the participant.

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The receiving or issuing local agency must not require participants to sign a release of information to share VOC information with another state or local WIC agency. This means that a sending agency may share information about a transferring participant with a receiving agency, without prior consent or written release by the participant.

Exception

None

Best Practice

Local agency shall facilitate the transfer and schedule the participant for the next available clinic upon receiving the transfer request.