

New Hampshire WIC Policy & Procedure Manual

Chapter 8. CERTIFICATION, ELIGIBILITY & COORDINATION OF SERVICES

A. Eligibility Criteria & Documentation

Proof of Identity

Purpose	To ensure program benefits are provided to the correct person and to prevent dual participation.
Policy	All WIC applicants, participants, payees and appointment proxies shall provide a proof of identity at <u>all</u> appointments and when transferring into NH WIC to receive nutrition benefits.
Authority	CFR 246.7(c)
Procedure	At each certification, local agency staff shall request and check the identification of the applicant and parent/guardian. Documentation of the presented identification shall be entered in StarLINC under Proofs.

Acceptable documents for proof of identity:

The following shall be accepted as documentation of identity. A copy of the original document is acceptable.

- Birth certificate;
- Hospital records (for example, crib card, hospital band, discharge papers);
- Baptismal certificate;
- Marriage license;
- Driver's license;
- Immunization card;
- School/employee Identification card with printed name;
- Military Identification card;
- Official Identification with picture;
- Passport/immigration records; or
- Medicaid, Food Stamps, TANF letters/forms (the applicant shall be identified as the recipient of the program);
- Health insurance card or Medicaid card
- Employee check stub with name printed on it;
- Voters registration card;
- Supplemental Security Income (SSI) letter;
- Social Security card; or
- Foster Placement Letter

If a local agency wants to use other documents to establish identity, the local agency shall develop a policy and submit it to the State Agency (SA) for approval prior to implementation. The policy shall be available for audit/review.

Applicants requiring an exemption shall complete a Self Declaration/No Proof Form. This form (after it prints out of StarLINC) shall be completed and signed by the applicant, participant, or parent/guardian and then be filed with the participant's record.

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Each certification/recertification requires a dual participation check for each applicant/participant.

Visual recognition by a local agency staff member at benefit issuance or subsequent certification is not allowable.

Certain services which may be provided over the phone, include but are not limited to, appointment changes, unlocking PIN, reporting lost/stolen card, loading benefits will require verification of identity.

Staff MUST verify 3 identifiers to match in StarLINC before providing services:

- Caregiver Name
- Caregiver Date of Birth (DOB)
- Client (child's) name
- Client DOB
- Zip Code

Exception

The following are examples of those who may be exempt from proof of identify. The reason shall be documented in StarLINC and a self-declaration/No Proof form shall be completed.

- Participants, applicants or parents/guardians who have been recent victims of domestic violence, theft, fire, or disaster.
- The head of household is a migrant farm worker.

If an applicant does not meet one of the above exception categories and fails to bring proof of identity, the local agency may, if determined that the applicant meets all other eligibility criteria, provide a temporary (up to 30 days) certification based on self-declaration (Proof pending/Temporary status in StarLINC) via a signed proof pending statement from the applicant and provided with an appointment and letter indicating what is needed to complete the certification. If the applicant fails to provide documentation within the temporary 30 day certification period, under no circumstance may a subsequent 30 day certification period or benefits be provided. If the applicant fails to return to WIC within the 30 days, their temporary certification will be terminated. While the applicant would have appeal and fair hearing rights, the agency is not required to provide advance notice of this action and the individual may not receive food benefits pending the appeal decision.