

New Hampshire WIC Policy & Procedure Manual

Chapter 9 FOOD DELIVERY & FI CONTROL B. Food Instrument Pick-up and Transaction

Appointment Proxy

Purpose To provide participants an alternative procedure for obtaining benefits.

Policy A WIC participant or the parent/guardian/caregiver (payee/alternate payee) may designate another individual to act as their appointment proxy for the following:

1. Pick-up benefits at a follow up nutrition (FUN),
2. Complete mid-certification or certification appointment provided the named person has the required proofs, referral medical/anthro and hematological data and/or the child or infant applicant/participant with them and knowledge to answer the certification appointment questions accurately; and/or
3. Redeem their benefits at the store.

Authority CFR 246.2, CFR 246.12(r)

Definitions *Participant* - Person who is categorically eligible to receive WIC services and benefits.

Payee (and alternate payee) - An individual who is a parent, legal guardian, or caregiver. Also includes pregnant, postpartum and breastfeeding women participants.

Appointment Proxy - A person granted permission in writing by the participant or payee to pick up the WIC benefits. A signed note must be provided by the participant/payee/alternate payee indicating permission and a brief note shall be entered in StarLINC Admin Notes.

Procedure A participant/payee/alternate payee (parent/guardian/caregiver) can assign an appointment proxy to come to the WIC appointment to have their benefits loaded and or complete certification/mid-cert/FUN appointments. This person would need a signed note from the participant/payee/alternate payee allowing them to pick up benefits and/or complete the appointment on their behalf. The Local Agency would be responsible for keeping this note on file.

Follow-up Nutrition (FUN) education contact

- FUN appointment-WIC staff shall provide the participant's low risk nutrition education contact to the appointment proxy.
- High priority FUN appointment-WIC staff shall provide only one (1) month of benefits so that follow-up and education with the nutritionist on the health issue(s) identifying the participant as high risk may be provided to the parent/guardian/caregiver/participant.

Certification/Mid-Cert appointments must follow the required areas as specified in the Certification/Mid-Cert Policies.

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Local agency staff shall document:

- The person who completed the appointment. An appointment proxy shall not be listed on the demographics screen; and
- File the written permission note with the daily file.

Under no circumstances are the following individuals authorized to serve as proxies in the New Hampshire WIC Program:

- Employees or volunteers of the State or local WIC Program;
- Employees or volunteers of the Local Agency Contract Agency; and/or
- Employees of authorized WIC vendors

Exception

In an emergency, a local agency may accept a telephone authorization from a WIC participant or payee (parent/guardian/caregiver) on a one-time basis for FUN appointments only. This shall be documented in StarLINC.

Staff shall use any of the following 3 identifiers to determine the authenticity of the caller before providing services:

1. Caregiver name
2. Caregiver date of birth
3. Child's date of birth
4. Child's DOB
5. Zip code