

## New Hampshire WIC Policy & Procedure Manual

### Chapter 8 CERTIFICATION, ELIGIBILITY & COORDINATION OF SERVICES

#### F. Transfer of Certification

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##### Transfer Within the State

<b>Purpose</b>	To assure that WIC participants who relocate in the State of NH during a certification period receive program benefits at their new location without inconvenience or undue delay.
<b>Policy</b>	Participants shall be transferred to the appropriate local agency within the State when their residence has changed to another county/ local agency service area. This transfer can be done through the StarLINC system.
<b>Authority</b>	NH State Policy
<b>Procedure</b>	Local agency staff shall initiate the In-State transfer when contacted by a participant/family who has moved from another county or within the service area of another WIC local agency to receiving agency's WIC service area. This can be done over the phone or in-person at the clinic.

##### **Over the phone request:**

- Staff shall use the 3-point verification when contacted via a phone by the family/parent/caregiver before transferring to the requested LA (the participant/caller must be able to verify three of the following: caregiver name, caregiver's date of birth (DOB), child's name, client DOB, or zip code).

##### **In-person at the clinic:**

Staff shall request and document proof of identity upon requesting an In-State transfer. See Proof of Identity.

Staff shall request and document proof of residency however, the participant may verbally state their new address when transferring within the state.

##### **Transfers needing to see a Nutritionist/Competent Professional Authority(CPA):**

Transfers that coincide with a scheduled follow up nutrition (FUN) visit, mid-certification visit or infant follow up nutrition appointment shall be seen by a nutritionist/CPA.

local agency staff shall provide upon transferring a participant and all applicable family members, the transferring family the following:

- new vendor list,
- agency contact information,
- local agency referral sheet and
- an opportunity to speak with a nutritionist.

<b>Exception</b>	No exceptions
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**Best Practice** The new and previous local agency shall work together to assure a smooth transition for the participant.

For the participants who do not have proof of their new address, the local agency provides one month of benefits and request proof of residency at the next WIC appointment.