

## New Hampshire WIC Policy & Procedure Manual

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

#### A. Eligibility Determination & Documentation

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##### **Remote Follow-up Nutrition (FUN), High Risk or Professional Discretion High Risk FUN Appointments w/ waivers of physical presence**

**Purpose** To provide flexibility to agencies in requirements for nutrition education contacts for FUN, High Risk FUN and Professional High Risk FUN appointments when remote options are used.

**Policy** Local agencies shall be allowed to complete remotely the following appointments to provide flexibility with the purpose of building on modernization of remote services to WIC agencies and in response to emerging/eminent disasters/pandemics when directed by the State Agency or by request to the State Agency:

- FUN appointments for pregnant women and infants without the required weight or growth measurements.
- HR\_FUN appointments for any growth/weight concerns without the required weight or growth measurements.
- PDHR\_FUN appointments

Nutritionist/ Competent Professional Authority (CPA) completes the appointment using an agency landline or cell phone. When necessary the Nutritionist/CPA shall use an interpreter/language line/TTY for participants with Limited English Proficiency (LEP) or needing TTY service. Document the use of interpreter/TTY services in the participant's Admin Notes.

Staff shall use existing Alternate Modes of nutrition education as currently allowed.

**Authority** **State Agency**

##### **Procedure The Nutritionist/CPA**

- A. Gives a brief description of the FUN/ HR\_FUN and PDHR\_FUN appointment process. Let the participant know the information is confidential and the appointment will take about 15 minutes. Inform the applicant/ participant that remote FUN/HR FUN appointments are temporality offered in response to the emergency and procedures are changed to minimize person-to-person contact.
  - Informs the participant that questions may be asked about potentially personal information so they can

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decide if they're in an area they can answer these questions.

- Informs the participant that information will be enter into a computer so they're aware of what is occurring during this interaction.

B. Documents all required information in StarLINC as required for FUN/ HR\_FUN and PDHR\_FUN. (x=required field)

	<b>FUN</b>	<b>HR_FUN/ PDHR_FUN</b>
Demographic Screen	X Update	X Update
Anthropometrics*	X PG and infants  When available as documented from HCP.	X For growth/weight concerns.  When available as documented from HCP.
Bloodwork*	X If available/needed	X If available/needed
Risk Code		As appropriate
Nutrition Education—topic*	x	x
Nutrition Education-handout	x	x
Nutrition Education— goals		x
Referrals	As needed	As needed
Food package assignment/benefit issuance*	x	x
eWIC card issuance—as applicable*	As needed	As needed
Next appointment	x	x

\* See Section C for adjustments made to FUN/ HR\_FUN and PDHR\_FUN appointments.

C. The following adjustments are made for remote FUN/ HR\_FUN and PDHR\_FUN appointments to provide flexibility with the purpose of building on modernization of remote services to WIC agencies and under pandemic/emergency conditions requiring social distancing or when in-person appointments are not feasible.

#### **Measurements for remote HR\_FUN and PDHR\_FUN\*\* for weight/growth concerns**

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- **Height/length/weight**---- Anthropometric measurements shall be entered only for documented referral measurements within 60 days of the HR FUN/PDHR FUN for growth concerns\*\* appointment, pregnant women and infants, if not available, skip this field. Staff may ask the parent/caregiver for the most recent known measurement and date of measurement—record as caregiver reported in the Nutrition Education notes field.

**Bloodwork**—if was deferred for 90 days at certification/mid-cert – request if has been completed, record if meets the bloodwork requirement timeline, if it does not or has not been completed inform participant that is will need to be completed at the next in-person appointment which would be a mid-cert or re-cert. Document in note field document “deferred 90 days” from picklist.

#### **Nutrition Education Topic for remote HR\_FUN and PDHR\_FUN**

- Staff shall document “REMOTE APPOINTMENT” to any FUN/HR\_FUN and PDHR\_FUN appointment as appropriate, in addition to any topics discussed.

#### **eWIC card issuance for remote HR\_FUN and PDHR\_FUN as needed**

- eWIC card shall be issued and mailed to families if lost, stolen or damaged. Staff shall refer to mailing NH PPM Chapter 9C Mailing eWIC card policy.
- Select Manual signature for the eWIC card in StarLINC. Documentation is saved in StarLINC; shred any printed manual signature form.
- Staff shall review with participant how to change their PIN if needed for the eWIC card via IVR.
- Staff shall direct participant to the eWIC Guide at the NH DHHS WIC website and/or offer to send a copy (via email or mail) if needed/requested.

#### **Food Package Assignment—Special Formulas and medical documentation for remote FUN, HR\_FUN and PDHR\_FUN as needed**

- Staff shall follow the requirements of Food Package III and Medicaid formula policies, specifically qualifying medical reasons

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and required documentation elements.

- For the purpose of remote certification/mid-certs, medical documentation for special formula may be provided by telephone (verbal orders) in addition to an original written document, electronically, or by facsimile (prescription or on a healthcare provider's letterhead).
- Staff shall document verbal formula orders using the Request for Special Formula (RSF) form noting "verbal" on the form and including to whom the verbal order was obtained from at the doctor's office. File in the special formula folder.
- Staff shall make effort to obtain the written RSF from the healthcare provider or the participant within the next 30 days/1 month.
- Up to one (1) month of benefits may be provided at a time with a valid verbal order.

Staff shall follow up by mailing or emailing any documents as requested by the participant and offered by staff (i.e. nutrition education, eWIC guide, Local Agency referral sheet).

All other fields are to be completed as would be done for typical FUN/HR\_FUN and PDHR\_FUN appointment.