

## Verification of Certification (VOC)

See PPM CH 8 F 'Transfer Out of the State'. Participant notifies LA they are moving out of state or LA receives a call from another SA requesting proof of current certification for family members active on WIC.

Steps:

- Client Tab – VOC Card - Issue

Client ID	Client	Status	Issue VOC
10		Active	<input checked="" type="checkbox"/>

Note:  
Test UAT

Issue Cards Cancel

Client ID	Client	Status	Issue VOC
1097		Active	<input checked="" type="checkbox"/>

Note:  
Test UAT

Reprint Cards Issue Cards Cancel

- If the family still has benefits available, ask when they plan to leave the state. For example, if not leaving for a week or more, ask participant if they will need to use WIC benefits. If they say no, let them know you will be terminating them from NH WIC and the card will no longer be active.
- If they will not be leaving right away, staff should note to terminate on the date agreed upon and let the family know the card will no longer be active as of this date.
- Review benefit end date and void future benefits if needed.

Action Taken Date	Termination Effective	Termination Reason	Letter Sent	Terminated by	Clinic	Reinstated Date
<p><b>Terminate WIC Client</b></p> <p>Termination Effective Date: 12/01/2022 <input type="button" value="15"/> <b>No benefits have been issued.</b></p> <p>Termination Reason: <input type="text"/></p> <p><input checked="" type="checkbox"/> Print Termination Letter</p> <p>Reason Letter Not Printed: <input type="text"/></p> <p style="text-align: right;"><input type="button" value="Save"/> <input type="button" value="Cancel"/></p>						

- Will print a termination letter for the participant unless declined, if declined will need to provide a reason. (Note, if family has moved already, can print as a pdf and email to participant)
- Important, termination letter provides date ineligible, reason and steps to take for a fair hearing.

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<p>Reason Letter Not Printed:</p> <ul style="list-style-type: none"> <li>Adult categorically ineligible because of age.</li> <li>Breastfeeding mother whose baby is over 1 year old</li> <li>Caregiver Request</li> <li>Child reached 5 years old</li> <li>Death</li> <li>Does not live in program area</li> <li>Dual Participation</li> <li>Duplicate Client</li> <li>No Nutritional Risk Found</li> <li>No show for recertification appt</li> <li>No show for voucher appt</li> <li>Non-breastfeeding mother, 6 months or more after delivery</li> <li>Over Income Guidelines</li> <li>Priority not Served</li> <li>Transfer Out of Program</li> <li>Transfer to CSFP</li> </ul> <p style="text-align: right;"><input type="button" value="Save"/> <input type="button" value="Cancel"/></p>						

New Hampshire DHHS WIC Program VOC Card

1101119

Client ID: 109

Date Issued: 12/01/2022

FI First Use Date: [None]  
FI End Use Date: [None]  
Certification Date: 09/06/2022  
Income Determined: 09/06/2022

Eligibility Begin: 09/06/2022  
Eligibility End: 09/30/2023

Notes: Test UAT

Category: Child Priority: 3

Nutritional Risks  
Obese(BMI/Age)

Most Recent Measures  
Height: 09/06/2022 38" 4/8ths  
Weight: 46 lb  
HGB: 09/06/2022 11.4

X  
Kristina Thompson  
Concord WIC Clinic  
2 Industrial Park Drive  
Concord, NH 03302-0000  
(800) 578-2050

This institution is an equal opportunity provider.

- Staff will need to sign before sending.
- Can print and give to participant, email or mail to participant or send to the receiving WIC agency via email or fax.
- After completed, will have the option to reprint if needed.