

<p style="text-align: center;">Texas WIC Health and Human Services Commission</p>

Effective November 1, 2022

Policy No. CS:03.0

Management of Information Appointment System

Purpose

To ensure the MIS appointment system is used to document each individual and family appointment so that clients receive the full benefit of the WIC program. This includes making the next appointment after benefit issuance if one is not already scheduled.

To ensure potentially eligible pregnant clients who miss a certification appointment are offered an opportunity to reschedule.

Authority

7 CFR Part 246.7 (b) (5)

Policy

The LA must utilize the MIS to record applicant appointment information.

Procedures

- I. LAs must schedule individuals'/families' next appointment in the MIS after each benefit issuance, unless already scheduled.
- II. LA staff must contact each pregnant woman who misses her first certification appointment for the current pregnancy - if the preferred method of contact is phone or mail - to reschedule the appointment for participation in the WIC Program. If the preferred method is SMS or email, the MIS will automatically send a missed appointment notification.