

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

Effective December 1, 2019

Policy No. CS:27.0

Enrollment of Transferring Participants

Purpose

To ensure transition of services and uninterrupted benefits for transferring participants for the entire duration of the current certification period.

Authority

7 CFR Part 246.7; State Policy

Policy

Participants transferring from another WIC local agency (LA) or from the WIC Overseas Program shall be eligible to receive WIC benefits (or priority placement if a USDA- and State agency-approved waiting list is in place) if they present valid WIC identification cards from Texas or valid proof of current certification from another state or the WIC Overseas Program.

Definitions

Administrative Lock – a WIC Card lock which is in effect the first day of the following month

Procedures

- I. In-state Transfer - Texas
 - A. When a family requests a transfer, staff shall transfer the family record to the gaining clinic and then schedule an appointment.
 - B. if the SA has a waiting list, place the participant(s) first on the list and then enroll the participant(s) according to Policy **CS:31.0**.
 - C. Enroll the participant(s) immediately.
 - D. Document proof of identification (Policy **CS:05.0**).
 - E. Document proof of current address if available. If not, document verbal declaration of current address.
 - F. Issue all benefits for which the participant(s) is eligible.

Texas WIC Health and Human Services Commission

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Policy No. CS:27.0

- G. If the participant has lost the Texas WIC Card, refer to Policy **CS:26.0**.
- II. Participant (split-family) transfer – Texas
- A. The gaining clinic transfers the participant –
 - 1. The MIS will automatically place an administrative lock on the losing family’s Texas WIC Card effective the first day of the following month.
 - 2. The losing clinic shall make an effort to notify the family that their Texas WIC Card will not work beginning with the effective date of the administrative lock (on the first day of the following month) unless they return to the clinic with the card for staff to remove appropriate benefits and unlock the card prior the effective lock date.
 - 3. When the card is returned to the losing clinic, remove appropriate benefits and unlock the card.
 - 4. If more than one participant is active on the card, remove future benefits for the transferred participant(s).
 - B. The gaining clinic shall issue benefits.
 - 1. If participant is transferring to a family that does not have a Texas WIC Card, staff shall issue benefits to a new card for the appropriate months.
 - 2. If participant is transferring to a family that has a Texas WIC Card, staff shall issue benefits to the family’s card.
 - 3. Use the expedite benefits function when current benefits have not been redeemed.
 - 4. For foster children, see Policy **CS:11:0**.
- III. As the Transfers from **Out of State and the WIC Overseas Program with Verification of Certification (VOC)**: When a transferring participant presents a VOC from another state or the WIC Overseas Program with the participant’s name and a valid certification date, follow this process:

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- A. Enroll the participant immediately.
Document proof of identification (Policy CS:05.0) and residency (Policy CS:06.0). The VOC is valid until the certification period shown on the VOC expires and shall be accepted as proof of eligibility for program benefits.
- B. If out-of-state/WIC Overseas Program proof of certification reflects a shorter certification period than that authorized in Texas, the LA shall apply the Texas WIC Program's certification period.
- C. Enroll instream migrants and Indians with valid WIC VOC. Instream migrants with an expired VOC shall be enrolled if income was determined in the last 12 months.
- D. Issue a Texas WIC Card to the participant.
 - 1. If the date when food benefits were last issued is unknown, contact the other state to verify issuance. If the participant does not have current benefits and is enrolled before the 16th of the month, full month benefits will automatically be issued. If the participant is enrolled on or after the 16th of the month, a partial package will automatically be issued.
 - 2. If the participant has already redeemed and used his/her benefits for the current month, schedule the participant to return the following month.
 - 3. Document the eligibility of the out-of-state/WIC Overseas Program transferring participant by using the information on the VOC. Scan and attach VOC to the MIS.
 - 4. Destroy WIC Card or food instruments/cash value vouchers from the losing state and issue any unredeemed benefits, current and/or future months.
- E. If the VOC does not reflect a specific nutrition risk condition or the participant was certified based on a nutrition risk condition not in use by Texas WIC, the MIS will assign risk condition 502, Transfer of Certification.
 - 1. A transfer cannot be refused because another state or WIC Overseas Program has nutrition risk criteria that are different from the criteria in Texas.

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2. It is not necessary to obtain additional information on nutrition risk conditions or clinical data. The nutrition risk determination by the originating state is sufficient to qualify the transferring participant for benefits through the end of the current certification period.
3. Staff shall have the participant or parent/guardian/caretaker read, or have read to her/him, the Rights and Responsibilities, and participant shall sign on the signature pad.

- IV. **Transfers going to another State or the WIC Overseas Program with Verification of Certification (VOC):** When a participant informs the WIC clinic they are leaving Texas to participate in another state WIC program follow this process:
- A. Provide the participant a copy of their VOC to take with them to the gaining state.
 - B. Educate the family to shop for WIC benefits before leaving Texas as the Texas WIC card will not work in another state and the card must be given to the new/gaining out of state or Overseas WIC clinic.
 - C. WIC participants issued VOC cards when they transfer overseas shall be instructed that:
 1. There is no guarantee that the WIC Overseas Program will be operational at the overseas site where they will be transferred.
 2. By law only certain individuals are eligible for the WIC Overseas Program.
 3. Issuance of a WIC VOC card does not guarantee continued eligibility and participation in the WIC Overseas Program.
 - D. A transferring participant may receive benefits at the new LA for the duration of the valid certification period documented on his/her VOC.

Guidelines

Information about the WIC Overseas Program may be accessed on the TRICARE website at <http://www.tricare.mil/wic>.