



Memorandum

#22-084

TO: WIC Regional Directors
WIC Local Agency Directors

FROM: Amanda Hovis, Director
Nutrition Education/Clinic Services Unit
Nutrition Services Section

DATE: October 19, 2022

SUBJECT: Changes to Policy CS:03.0 – Management of Information Appointment System

This memo announces revisions to Texas WIC Policy CS:03.0 – *Management of Information System*. The revised policy has been reviewed by TALWD and is effective November 1, 2022. At that time, it will be posted, and you may update your *Policy and Procedures Manual* by accessing the *WIC Website* at:

<https://hhs.texas.gov/doing-business-hhs/provider-portals/wic-providers/wic-policy-procedures-manual>

A Summary of Changes is below:

- Changed Title
- Updated Authority
- Removed "Guidelines"

Purpose

- Added "the MIS appointment system will be used to document each individual and family appointment, which includes scheduling the next appointment after benefit issuance if one is not already in the system."
- Added "Potentially eligible pregnant women who miss a certification appointment will be offered an opportunity to reschedule."

Procedures

- Procedure I:
Reworded to state LAs must schedule individuals'/families' next appointment in the MIS after each benefit issuance, unless already scheduled.
- Procedure II:
 - Clarified for rescheduling appointments of pregnant women who may have missed an appointment and have a preferred method of contact by phone or mail.
 - Added that the MIS will automatically send appointment reminders if the preferred method of contact is SMS or email.

If you have any questions or require additional information regarding Texas WIC Policy *CS:03.0- Management of Information Appointment System*, please contact the Information Response Management Group at irm-policy@hhs.texas.gov.

<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.