



Policy and Procedure Manual

Volume 1, Chapter 21

Transfers/Verification of Certification

Washington State WIC Nutrition Program

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Transfers/Verification of Certification

CONTENTS

Section 1: Inform Participants about Transfers	1
POLICY: Inform Participants about Transfers.....	1
Section 2: Transfer Cards/Transfer Documentation	2
POLICY: Essential Items of a Transfer Card/Transfer Documentation	2
POLICY: Issue Transfer Information for Participants who Move Out of State.....	3
POLICY: Mail or Fax Transfer Information	5
POLICY: Issue Replacement Transfer Information.....	6
Section 3: Accept Participants with Transfer Information	7
POLICY: Accept Transfer Participants with Current Eligibility Regardless of Age or Priority...7	
POLICY: Transfer In from Out of State.....	9
POLICY: Transfer Within Washington State	12
POLICY: Participants with Incomplete, Incorrect, or No Transfer Documentation.....	14
POLICY: Telephone Documentation of Transfer Information.....	16
Section 4: Visiting Participants Who Transfer in for One Month	18
POLICY: Visiting Participants Who Transfer in for One Month.....	18
Section 5: Overseas WIC Program	20
POLICY: Overseas WIC Program.....	20
POLICY: Overseas WIC Program Transfers	22
Section 6: Appendix	23
Transfer Documentation Form	24

Section 1: Inform Participants about Transfers

POLICY: Inform Participants about Transfers

Staff must inform participants about the ability to transfer WIC eligibility at the initial certification, each subsequent certification, and when participants tell staff they may move.

PROCEDURE:

Staff:

- A. Inform participants verbally or in writing with the Rights and Responsibilities form about the availability of transfer at the initial certification and each subsequent certification.
- B. Provide transfer information when participants say they may move out of state.

Information:

Verification of Certification (VOC) or transfer information allows the participant to transfer WIC eligibility through the certification period without repeating the certification process.

WIC eligibility is transferable throughout the United States, Puerto Rico, American Samoa, Guam, the Northern Mariana Islands, Virgin Islands, and Department of Defense Overseas WIC Program locations. See the [“Overseas WIC Program”](#) policy in this chapter for more information.

Section 2: Transfer Cards/Transfer Documentation

POLICY: Essential Items of a Transfer Card/Transfer Documentation

Staff must provide transfer information which contains essential information according to federal regulations.

PROCEDURE:

Staff provide transfer information which includes:

- A. Name of participant.
- B. Date eligibility begins.
- C. Date eligibility ends.
- D. Date income eligibility determined.
- E. Date of last food benefit issuance.
- F. Nutrition risk factors.
- G. Signature of agency staff (Nutritionist, clerk, certifier, etc.).
- H. Name, address, and phone number of agency.
- I. An identification number of the participant or family for accountability purposes.

Information:

Staff can provide more information, however, it's **not** required. For example, staff can include measurements, Farmers Market check issuance, and nutrition education.

If information is missing from the transfer documentation, refer to the "[Participants with Incomplete, Incorrect or No Transfer Documentation](#)" and the "[Overseas WIC Program Transfers](#)" policy in this chapter.

POLICY: Issue Transfer Information for Participants who Move Out of State

Staff must provide transfer information to all eligible participants who ask for it.

PROCEDURE:

Staff:

- A. Print an Out of State Transfer Information document.
- B. Review the transfer document to assure it includes current participant information including benefit issuance.
- C. Document additional information on the transfer document as appropriate. Examples include:
 1. Farmers Market check issuance.
 2. Missing proof information.
 3. Information about loaned breast pumps.
- D. Sign and date the form.
- E. Give the participant the transfer information and inform them to:
 1. Contact the new clinic to schedule an appointment to transfer in.
 - a. The participant may not need the transfer-in appointment until he or she is eligible to receive additional WIC food benefits.
 2. Give the Out of State Transfer Information, with proof of ID and residency, to the WIC clinic in the new location.
 - a. The participant must present any documents not provided at the clinic issuing the transfer card (for example missing proof of ID or income) at the receiving clinic.
 - b. Staff at the receiving clinic can't give an additional food benefits until the participant provides the missing documents.
 3. Take the WIC Card to the new WIC clinic.
 4. Receive and use only one set of WIC benefits per participant per month.

- If participants receive or use WIC benefits from more than one clinic in the same month resulting in over issuance, it's a program violation.
 - See [Volume 1, Chapter 2 – Program Compliance](#) for more information.
5. Safeguard the transfer information since it allows participants to get WIC services.
 6. Report lost or stolen transfer information to the clinic.

POLICY: Mail or Fax Transfer Information

Staff must:

1. Send transfer information to a participant's new clinic if requested.
2. Only send transfer information to the WIC clinic and not to the participant.

PROCEDURE:

Staff:

- A. Document on the Family Demographics Sticky Note when sending Out of State Transfer Information to the new clinic.
- B. Mail or fax transfer information to the new WIC clinic.
 1. Use a confidential fax coversheet.
 - See Volume 1, Chapter 25 - Legal Considerations and Confidentiality.
 2. Use regular mail. It isn't required to use certified mail.

POLICY: Issue Replacement Transfer Information

Staff must replace lost or stolen transfer information one time.

PROCEDURE:

Staff:

- A. Issue replacement transfer information.
- B. Document replacement transfer information was provided on the Family Demographics screen Sticky Note.
- C. Notify the participant staff can only issue replacement transfer information one time.
- D. Ask the participant to safeguard transfer information since it allows participants to get WIC services.

Section 3: Accept Participants with Transfer Information

POLICY: **Accept Transfer Participants with Current Eligibility Regardless of Age or Priority**

Staff must accept transfer participants into the Washington State WIC Nutrition Program from another state WIC Program or from the WIC Overseas Program with current eligibility regardless of the age or priority of the transferring participant.

PROCEDURE:

Staff:

- A. Accept the transfer card or other transfer documentation as valid proof of eligibility for program benefits if it contains the essential items of a transfer card or transfer documentation.
 - See the [“Essential Items of a Transfer Card/Transfer Information”](#) and [“Overseas WIC Program Transfers”](#) policies in this chapter.

- B. Provide WIC benefits through the eligibility period stated on the transfer card/transfer documentation even if the clinic doesn’t normally serve the participant’s priority or age.
 1. Use the dates from the transfer card or the electronic transfer dates for in-state transfer participants.

 2. When a participant transfers from another state which certifies the participant category for a shorter period of time than Washington, use the longer Washington WIC eligibility period.
 - For example, if previous state certifies infants for only six month eligibility period, use the Washington WIC eligibility period.

- C. Transfer the participant into the clinic so the participant receives uninterrupted program benefits unless the clinic has a transfer card waiting list.
 1. Follow all documentation requirements per policies and procedures in this chapter.

 2. If there is a waiting list, place the participant on the transfer card waiting list.
 - See [Volume 1, Chapter 5 – Priority System and Waiting Lists](#).

3. When openings occur, place the transfer card waiting list participants on the program ahead of all other participants, regardless of priority.
- D. Complete a subsequent certification at the end of the transferred eligibility period, based on the priorities and ages the clinic is currently serving.

POLICY: Transfer In from Out of State

Staff must:

1. Transfer in participants with current eligibility.
 - Income assessment and documentation isn't required unless there is a change.
2. Require the participant or caregiver to be physically present in the clinic in order to transfer in.
 - The infant or child isn't required to be physically present at the transfer-in.
3. Document transfer information in the participant's file as described in procedures below.
4. Review and document the transfer-in participant's identification and proof of Washington State residency.
 - Staff must not provide additional food benefits beyond the temporary certification for missing proofs provided at the previous clinic.
5. Scan the hard copy transfer documentation into Cascades on the Assigned Risk Factors screen.

See the "[Transfer Within Washington State](#)" policy for participants transferring within the Washington WIC Program.

PROCEDURE:

Staff:

- A. Transfer the participant into the clinic in order to ensure the participant receives uninterrupted program benefits.
 - Cascades documents the date of initial contact for the transfer participant.
- B. Review the participant's identification and proof of Washington state residency and document in participant's file.
 - See [Volume 1, Chapter 18 – Certification](#) for more information about acceptable forms of participant identification.

1. If the participant doesn't bring identification or proof of residency to the transfer-in appointment, and hadn't been given a temporary certification for missing proofs at the previous clinic:
 - a. Document the missing proof as "Not Provided" and allow one month of food benefits.
 - b. Create a Family Alert to remind staff to review and document the missing proof the following month.
 - c. See and document the proof in the participant's file the following month before providing additional WIC benefits.
 2. If the participant had been given a temporary certification for missing proof at the previous clinic, staff at the receiving clinic can't provide benefits until the participant provides the missing proof.
- C. Ask participant or guardian transferring into state to read "WIC Rights and Responsibilities" form and sign electronically.
- See [Volume 1, Chapter 7 - Rights and Responsibilities](#).
- G. Document appropriate information in the participant's file.
1. Participant category.
 2. Demographic information, including name, date of birth, gender and address.
 - a. Enter due date if the participant is pregnant.
 - b. Enter delivery date if the participant is breastfeeding or non-breastfeeding postpartum.
 3. Participant race and ethnicity information.
 - See [Volume 1, Chapter 18 – Certification](#) for more information.
 4. Dates eligibility begins and ends.
 - a. Use the dates from the transfer card.

- b. If a participant transfers from another state which certifies the participant category for a shorter period of time than Washington, use the longer Washington WIC eligibility period.
 - For example, when the previous state certifies infants for only six month eligibility periods, use the Washington WIC eligibility period.
- 5. All nutrition risks and measurements from the transfer information.
 - a. Into state transfer participants will automatically be assigned the risk “Transfer of Certification”, risk 502.
- D. Scan the transfer card or other “hard copy” transfer documentation in the participant’s file.
 - 1. Scan the transfer documentation in the Assigned Risk Factors screen.
 - 2. Destroy the hard copy transfer information.
- H. Provide and document referrals.
- I. Assess if the participant is eligible for WIC benefits by reviewing benefit issuance from the transfer information.
 - 1. Determine if the participant is eligible to receive WIC benefits based on documentation requirements for identity, residency, or income.
 - 2. Assess if the participant has unused WIC checks or electronic benefits (EBT) that need to be replaced.
 - See [Volume 1, Chapter 22 – Issue WIC Food Benefits](#) for more information.
- J. Prescribe an appropriate food package.
- K. Issue WIC benefits and provide education on how to use the WIC Card and provide information on authorized WIC stores in the area.
- L. Schedule participant’s next appointment based on their needs.
 - Examples include: second nutrition education, registered dietitian, subsequent certification, complete assessment for a presumed eligible woman, etc.

POLICY: Transfer Within Washington State

Staff must:

1. Transfer in Washington WIC participants with current eligibility.
2. Accept electronic transfer information to meet the transfer documentation requirements.
3. Only transfer participants when the participant, parent guardian or caretaker is physically present in the clinic.

The participant's entire record transfers to the new clinic, which includes:

- Demographic information
- Nutrition risk factors
- Measurement data
- Missing proof information
- Notes
- Benefit issuance

PROCEDURE:

Staff:

- A. Accept transferring Washington WIC participants with current eligibility.
- B. Transfer the participant in only when the participant, parent guardian, or caretaker is physically present in the clinic.
- C. Review and document the participant's identification on the Participant Demographic screen.
- D. Assess if the participant is eligible for food benefit issuance.
 - See [Volume 1, Chapter 22 – Issue WIC Food Benefits](#) for more information.
- E. Contact staff at the previous clinic when transferring only one, or some, participant(s) out of a family and current benefits need to be issued, or future benefits need to be voided and then reissued after the participant is transferred out of the family.

- Contact Cascades Support for assistance if staff at the previous clinic aren't available.

Note: Cascades requires the transferring participant to have current benefits. If the participant has future benefits, the family's benefits have to be voided first, the participant transferred into the receiving family, then re-issuance of future benefits to the original family.

POLICY: Participants with Incomplete, Incorrect, or No Transfer Documentation

Staff must:

1. Determine if it's better to get transfer information or certify a participant with incomplete, incorrect, or no transfer documentation.
 - Transfer documentation from the Overseas WIC Program only needs to include participant name, eligibility begins date and eligibility ends dates.
2. Not delay WIC services because of incomplete documentation.

Refer to the following policies for more information:

- [“Essential Items of a Transfer Card/Transfer Documentation”](#)
- [“Overseas WIC Program Transfers”](#)

PROCEDURE:

Staff:

- A. Assess the participant's transfer documentation, if any, to determine if it contains the essential information to transfer the participant.
- B. Attempt to contact the previous clinic for transfer information when the transfer documentation is incomplete, incorrect, or the participant has no transfer documentation.
 1. Contact Cascades Support for assistance with in-state transfer participants when electronic transfer information is not available; for example, if Cascades is down or clinic staff can't find a participant match.
 2. Call the previous clinic for transfer information.
- C. Request transfer information from the previous agency.
 - See the [“Telephone Documentation of Transfer Information”](#) policy in this chapter.
- D. Have the option to assess the transfer participant as a new applicant if the previous clinic can't be reached, or won't release transfer information.

Information:

It is best practice to obtain transfer information in order to provide uninterrupted services to transferring participants.

POLICY: Telephone Documentation of Transfer Information

Staff must accept transfer information by telephone for participants who didn't get transfer documentation from their previous WIC clinic.

PROCEDURE:

Staff:

A. Contact the previous WIC clinic to obtain transfer information. Required telephone transfer information includes:

1. Name of participant.
2. Date of birth.
3. Date eligibility begins.
4. Date eligibility ends.
5. Date income eligibility determined.
6. Date of last benefit issuance.
7. Nutrition risk code(s) or description(s).
8. Name of person who provided transfer information from the previous clinic.
9. Name, address, and phone number of previous clinic.

Note: Staff have the option to develop a transfer information form. See the sample [Transfer Documentation Form](#) in the Appendix.

B. Obtain this information for each transferring participant in the group.

C. Document transfer information in Cascades.

- Refer to the "[Essential Items of a Transfer Card/Transfer Documentation](#)" policy in this chapter for more information about transfer-in documentation requirements.
- See [Volume 1, Chapter 18 – Certification](#) for more information about physical presence requirements.

- D. Scan the [Telephone Documentation Form](#) in the participant's file.
 - 1. Scan the [Telephone Documentation Form](#) on the Assigned Risk Factor Screen.
 - 2. Destroy the hard copy of the [Telephone Documentation Form](#).
- E. Assess if the participant if needs WIC food benefits.

Section 4: Visiting Participants Who Transfer in for One Month

POLICY: Visiting Participants Who Transfer in for One Month

Staff must:

1. Transfer in a participant who visits from another state for one month and provide one month of WIC benefits.
2. Review and document transfer information with current eligibility.
3. Review and document participant identification.
4. Provide one month of food benefits with missing proof of Washington State residency.
 - Additional WIC benefits aren't allowed without residency documentation.

PROCEDURE:

Staff:

- A. Review the participant's transfer information for current eligibility and benefit issuance information.
- B. Review and document the participant's identification and Washington State residency documentation.
 - See [Volume 1, Chapter 18 – Certification](#) for information about acceptable forms of identification and residency
- C. Provide one month of food benefits when missing proof.
 1. Document "Not Provided" for the missing proof.
 2. Notify the participant they can only receive one month of food benefits without identification or proof of residency.
- D. Issue a WIC Card and food benefits and provide information about how to use them.
 - See [Volume 1, Chapter 22 – Issue WIC Food Benefits](#) for information about WIC Cards and card education.

- E. Offer information about WIC authorized stores in the area.
- F. Reclaim benefits (EBT card or checks) from previous state.
- G. Scan transfer card from the previous clinic in the participant's file.
 - 1. Scan the transfer card on the Assigned Risk Factor screen.
 - 2. Destroy the hard copy of the transfer card.
- H. Follow procedures to issue Out of State Transfer information when requested.

Section 5: Overseas WIC Program

POLICY: Overseas WIC Program

Staff must:

1. Inform participants who meet the following criteria about Overseas WIC Program.
 - a. Members of the armed forces and their dependents on duty at stations outside the United States.
 - b. Civilians who are employees of a military department and their dependents (i.e. Army, Navy, or Air Force) and live outside the United States.
 - c. Employees of the Department of Defense (DoD) contractors and their dependents who are living outside the United States.

Note: A dependent includes a spouse and children

2. Issue a transfer card to WIC participants who meet the eligibility requirements above when one is requested.

PROCEDURE:

Staff:

- A. Notify eligible participants of the availability of the Overseas WIC Program.
 1. There's no guarantee the WIC Overseas Program will be available where they are transferred.
 2. Issuance of a WIC transfer information doesn't guarantee continued eligibility and participation in the Overseas WIC Program after the current eligibility period.
 3. Continued eligibility is determined at the Overseas WIC service site.
- C. Provide Out of State Transfer Information to the participant.
- D. Inform the participant to contact the WIC Overseas service site when they reach their destination.

1. A list of Overseas WIC locations and additional information about the program can be found at the Tricare website:
<https://www.tricare.mil/Plans/SpecialPrograms/WICOverseas>
2. Participants can call the base or installation information operator for the phone number for the Overseas WIC Program clinic.

POLICY: Overseas WIC Program Transfers

Staff must accept transfers from the Overseas WIC Program with current eligibility regardless of the priority or age of the transferring participant.

Staff must accept Overseas WIC transfer cards with at least the following information according to federal regulations:

1. Participant's name.
2. Certification determination date.
3. Eligibility expiration date.

PROCEDURE:

Staff:

- A. Accept participants with Overseas WIC transfer information.
- B. Follow guidelines for transferring participants according to the "[Accepting Transfer Participants with Current Eligibility](#)" policy in this chapter.
- C. Assess current benefit issuance information before issuing WIC food benefits to prevent dual participation.

Section 6: Appendix

Transfer Documentation Form

Transfer Participant Information	
*Participant Name	
*Date of Birth	*Gender
*Parent/Guardian 1 Name	Parent/Guardian 2 Name (optional)
*Income Determination Date	*Last Benefits Issued
*Date Eligibility Begins	*Date Eligibility Ends
Height/Length (optional)	Date Taken
Weight (optional)	Date Taken
Hematocrit/Hemoglobin (optional)	Date Taken
*Nutrition/Medical Risk Factors:	
*Transfer Information Given By:	
Name	Title
Agency Name	Agency #
Agency Address	
City	State
Zip Code	(Area code) Phone Number
Transfer Information Taken By:	
Name	
Title	Date

*** Required information for transfer**