

VIII. Certification and Eligibility and Coordination of Services

8.1.160 Transfer of Certification and Verification of Certification (VOC)

Authority 2016 7 CFR 246.7(k), 7 CFR 246.26(d)(1)(ii), WIC Policy Memo2016-4
Verification of Certification
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POLICY: To ensure continuation of program benefits and to prevent dual participation, a Verification of Certification (VOC) shall be issued to a participant who is relocating to another state, or is likely to be relocating, during an active certification period. Migrant farm workers and military households are common examples of participants who may need a VOC.

The local agencies (LA) shall respond as soon as possible to a request for transfer from an active WIC participant or a WIC agency from another state. A single point of contact, WIC Help Desk 800-554-2544 or WICHelpDesk@health.mo.gov, has been established for other State or local agencies to use to obtain VOC information. Point of contact information for other states can be found at <http://www.fns.usda.gov/wic/wic-contacts> to request information or a VOC from another state or military facility.

A participant who arrives at an LA (the receiving agency) with a valid VOC must be transferred and allowed to continue participating through the end of his/her current certification period, even if the participant does not meet the receiving agency's nutritional risk, priority or income criteria. If the receiving LA has a waiting list for participation, the transferring participant shall be placed on the list ahead of all other waiting applicants-

PROCEDURES:

Transfer Out (Sending Agency)

- A. Local agencies shall routinely ask participants if they plan to move during the certification period, describe the VOC availability and process in the Rights and Responsibilities Statement, and post signs reminding participants to ask for a VOC if they are going to be moving before their next appointment. When a participant or guardian informs the LA of a move out of the agency service area, the agency shall inquire whether the move is within Missouri or outside of Missouri. Local agencies are required to provide a VOC to all migrant families, and any other participant who is likely to relocate during a certification period.
- B. If the move is outside of Missouri, the following steps will be taken:
 1. A Verification of Certification (VOC) will be printed from MOWINS, signed by the LA staff and given to the participant. The Verification of Certification shall include the following eight items:
 - a. Name of the participant.

- b. Date the certification was performed.
 - c. Date income eligibility was last determined.
 - d. Nutritional risk condition of the participant.
 - e. Date the certification period expires.
 - f. Signature and printed or typed name of the certifying LA official.
 - g. Name, address and phone number of the certifying LA.
 - h. An identification number or some other means of accountability. If proof of income is “Pending” in the participant’s chart, the LA must write “Pending proof of income” on the transferring out VOC.
2. If the participant moves outside Missouri without notifying the Missouri LA, the LA shall mail or send by secure fax the VOC to the requesting participant or the receiving WIC agency. The LA shall not require the participant to sign a release of information to share VOC information with the receiving agency. The LA may request the receiving agency fax the written request on the agency’s letterhead, in order to verify it is another LA requesting the VOC information.
 3. If applicable, ensure appropriate measures are taken to collect loaned breast pumps included in the agency’s equipment inventory.
 4. If the participant is receiving Food Package III, the medical documentation form (WIC 27) should be printed and sent with the participant.
 5. The participant is automatically terminated from MOWINS.
- C. If the move is within Missouri, give the participant or guardian the contact information about the LA closest to his/her new home. Include the LA name, address, and phone number (refer to <http://health.mo.gov/living/families/wic/locations.php>).

Transfer In (Receiving Agency)

- A. When a participant or guardian contacts the LA to find out about transferring into the agency, the LA shall inquire whether the transfer is within or outside of Missouri.
1. If the transfer is from another state WIC program, the following steps will be taken:
 - a. If the participant is not in an active certification period, treat the participant as new.
 - b. If the participant has a VOC for an active certification period,
 - i. The LA must complete a statewide search in MOWINS prior to entering participant(s) records in the system as a VOC certification.

The VOC is valid until the certification period expires, and shall be accepted as proof of eligibility for Program benefits. If a transferring participant presents a VOC that is missing one or more of the required components, the participant must not be penalized, nor services delayed, for the failure of a sending agency to

properly include the required components. Therefore, a VOC is considered valid if it contains the following three items: 1) the participant's name; 2) the date of certification; and 3) the date that the current certification expires. A transferring participant who presents a VOC with at least these three pieces of information must be treated as if the VOC contains all the required information.

If a nutritional risk is not recorded on the VOC or if the participant was certified based on a nutrition risk condition not used by the receiving agency, the receiving agency must use risk code 502 "Transfer of Certification" to establish nutritional risk for that participant.

When a transferring participant presents without a VOC, or with insufficient information on a VOC, the receiving agency is encouraged to contact the sending agency to retrieve missing information (USDA FNS point of contact information to request information or a VOC is

<http://www.fns.usda.gov/wic/wic-contacts>).

The VOC end date cannot be extended.

- ii. Enter the participant's records in the data system as a VOC certification, update demographics, and offer voter registration. While a VOC is considered sufficient proof of income and nutritional risk eligibility, transferring participants must provide proof of identity and current residency to the receiving agency. If proof of identity and residency are not immediately available, the LA may accept a written statement from the participant and scan it into the participant's chart in MOWINS. Update demographics accordingly and offer voter registration.
- iii. If a VOC is presented to a receiving agency and the certification will expire soon (within the next 30 days), the receiving agency may conduct recertification for the convenience of the participant. If the participant's category changes prior to the end date on the VOC, the participant should be reassessed to receive benefits. For all postpartum women and infants, the Health Information tab must be updated; this includes the participant link(s) and the amount of breastfeeding.
- iv. Assign the same Food Instrument (FI) issuance cycle as stated in the VOC document (monthly, bi-monthly, tri-monthly). If the FI cycle is not stated on the VOC, the LA should determine the food instrument cycle based on nutritional risk.
- v. Scan the VOC in MOWINS and return the VOC to the participant or shred it.
- vi. Refer to [2.04910](#), Risk Factor 502 Transfer of Certification, for risk factor assignment information.

- vii. If the participant has food instruments from another state WIC program, the receiving agency must destroy the unused food instruments or EBT card from the transferring participant. The LA will need to prorate the food package based on the amount of benefits redeemed. This information should be retrieved from the sending agency or that State's point of contact. Point of Contact information for other states can be found on the USDA FNS website (<http://www.fns.usda.gov/wic/wic-contacts>). If there are any issues concerning lost checks or EBT cards, contact the sending agency or the SA point of contact (<http://wwwfns.usda.gov/wic/wic-contacts>).
- viii. If the infant is on a contract formula, the same formula will be issued.
- ix. If the infant is on a non-contract formula, a comparable contract formula will be issued. WIC staff must explain the differences in supplemental food packages including differences in formula.
- x. If the participant is on Food Package III and the participant has medical documentation that has been approved from the sending agency and the exempt formula/medical food is in the Food and Formula Reference Guide, the exempt formula/medical food will be issued for the length indicated on the medical documentation form up to 6 months duration.

Note: If the participant states they are on an exempt formula/medical food and do not have the approved medical documentation form, the agency shall contact the sending agency or the SA point of contact (<http://www.fns.usda.gov/wic/wic-contacts>) and have the approved medical documentation provided. Exempt formula/medical food can be issued for one month while the medical documentation is obtained from the sending agency. The medical documentation form shall be scanned into MOWINS. If the medical documentation form is not obtained from the sending agency, a new WIC 27 shall be obtained from a medical provider.

- 2. If the transfer is from another LA in Missouri, any LA staff can access the transfer feature of MOWINS and transfer each participant in the household to their agency.
 - a. Schedule an appointment for the participant to return:
 - i. In the same month if food instruments are due, or
 - ii. Next month if food instruments are not due.
 - b. If the participant has food instruments from the previous agency that are not expired, the participant can keep and use the FIs. If the FIs are expired, collect the FIs and deface them.

- i. For participants transferring from Labor Delivery Recovery Postpartum (LDRP – Hospital setting) refer to [8.1.070](#) and [9.1.020](#).
- c. The receiving LA should call/e-mail the LA that the participant transfers from to notify them that the participant has been transferred out of their agency. Include the participant's name and state WIC ID number.