

<p style="text-align: center;">Texas WIC Program Texas Department of Health</p>

Effective: January 1, 2017

Procedure 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.

Procedures

- I. **A transferring participant resides within Texas:** When a transferring participant resides within Texas and presents a Texas WIC Card:
 - A. Request a transfer for the participant(s) immediately through the WIC Information Network (WIN) system using the Texas WIC Card Primary Account Number (PAN). If a waiting list does not exist, schedule the participant(s) to receive benefits **on or after the 4th business day** from the date of the transfer request.

Example: Transfer requested on Tuesday. Count Wednesday as Day 1. Thursday is Day 2. Friday is Day 3. Saturday and Sunday are not considered business days so are not counted. Monday is Day 4. Schedule the client on or after Monday.

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Do not submit multiple transfer requests for the same transfer. When a clinic sends a second request before the original request is processed, the original request is overwritten and another 4-day wait begins.

- B. If the LA 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 if no waiting list exists. Document proof of identification (Policy **CS:05.0**) and residency (Policy **CS:06.0**).
- D. Once the transfer records have been received, issue all benefits for which the participant(s) is eligible.
- E. If the participant has lost the Texas WIC Card, refer to Policy **CS:26.0**.
- F. A Supplemental Information Form (SIF) is not required.

II. **Transferring family members from clinic who have separated:**

When a family is separating (splitting) and one or more family members are transferring to another Texas WIC clinic follow this process:

- A. The gaining clinic shall contact their Information and Response Management (IRM) liaison to notify the SA that one or more family members have transferred to their site.
- B. The SA will place an administrative lock on the losing family's Texas WIC Card effective the first day of the following month. The losing clinic will be notified that the card has been locked through a daily report
- C. The losing clinic shall notify the family by phone and/or mail 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 before that date.

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1. When the card is returned to the clinic, staff shall use the F4REMOVE option on the Standard Issuance – Benefit Issuance screen to remove the appropriate benefits from the card and reactivate the card for benefit redemption.
 2. If only the transferring participant exists on the Texas WIC Card, the card shall not be reactivated.
 3. If more than one participant is active on the card, remove future benefits for the transferred participant(s).
- D. At the gaining site, the clinic shall issue a new Texas WIC Card and benefits if the participant(s) has not been issued benefits for the current month. If benefits have been issued for the current month, the clinic shall schedule an appointment as close to the first working day of the following month.
- III. **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:
- A. Enroll the participant immediately if no waiting list exists. 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 longer certification period than that authorized in Texas, the LA shall apply the originating WIC Program's certification period.
 - C. Enroll instream migrants and Indians with valid WIC VOC, even when they do not live in the LA service area. Instream migrants

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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 in the new certification record (collect the out-of-state VOC, if available) and file in participant's file.
 4. Destroy WIC Card or food instruments/cash value vouchers from losing state.
- 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, assign risk condition 502, Transfer of Certification. A transfer cannot be refused because another state or WIC Overseas Program has criteria that are different from the criteria in Texas. 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.
- F. A Supplemental Information Form (SIF) is required.

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- 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.
- V. A transferring participant may receive benefits at the new LA for the duration of the valid certification period documented on his/her VOC.

Guidelines

- I. Refer to the Texas WIC Information Network (WIN) Reference Manual for instructions on requesting an in-state transfer via the WIN system. Transfer of the client's WIC record is done via the nightly transmission of data from LA to the SA and back to the LA.
- II. Information about the WIC Overseas Program may be accessed on the TRICARE website at <http://www.tricare.mil/wic>.