



Bureau of Community Nutrition Services
Division of Women, Infants and Children's Services (WIC)
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MEMORANDUM

TO: Regional Health Directors

FROM: Berry B. Kelly, Director
Bureau of Community Nutrition Services
Division of WIC Services

A handwritten signature in black ink that reads "Berry B. Kelly".

RE: Memo #: 100-27: Remote Certifications due to COVID-19

DATE: March 16, 2020

To protect the health and safety of South Carolinians the attached guidelines have been provided for certifying WIC participants and conducting mid-certification assessments remotely. We recommend each WIC clinic utilize telecommunications (email, Skype, phone interviews) with our WIC participants as preemptive safety precautions for staff and the public. Further guidance will be forthcoming in other areas essential to WIC operations.

Please contact WIC Central Office with any questions regarding the updated processes.

Attachment

cc: Lead Operational Directors
WIC Program Managers
WIC Central Office



**Division of WIC Services
Bureau of Community Nutrition Services**

POLICY: Remote Certification

Staff completes a certification without the participant being physically present due to concerns about potential COVID-19 exposure. Certifications include:

- Initial Certification
- Re-certification
- Mid-certification Assessment

Staff may utilize email address to collect proofs from applicants. Staff must initiate the email chain to ensure emails received meets encryption requirements by typing “DHEC Confidential” in the subject line. Staff will email the following link of proof requirements to the applicant: <https://scdhec.gov/health/wic-nutrition-program/apply-wic-its-easy>. Applicants will email pictures of proofs for the certification process.

The staff completes the contact using an agency landline phone, agency cell phone or secure interactive video chat (Skype).

Staff must follow agency guidelines when certifying a participant with Limited English Proficiency (LEP).

PROCEDURE:

Administrative staff:

- A. Gives a brief description of the program and certification process. Let the participant know the information is confidential and the appointment will take about 30 – 45 minutes.
 - It’s best practice to let the participant know you’ll ask questions about income and other potentially personal information so they can decide if they’re in an area they can answer these questions.
 - It’s also helpful to let participants know staff will enter the information into a computer so they’re aware of what is occurring in the clinic during this interaction.

- Staff will review the proofs provided via email.
 - Once the participant has read the Rights and Responsibilities Agreement staff will ask if the person agrees.
 1. If the participant agrees to the Rights and Responsibilities, click **Signature** and write “Remote Cert” in the **Signature** box.
- B. Document all required information on the participant’s **Head of Household** screen.
- C. Document all required information on the **Participant’s Info** screen.
- When the participant shares their **Medicaid** number verbally staff will verify on the **MEVS** screen.
- D. When proofs are unavailable, staff may select “No Proof form” for identification, residency, and income which is completed and signed by staff. Be sure to document “COVID-19” cert on the No Proof form.
- This includes participants who do not have email capabilities in order to send pictures of the proof(s).
- E. Issue the eWIC card for initial certifications.
- Swipe the WIC card or enter the WIC card number on the **EBT Account Maintenance** screen.

CPA staff:

- A. **Reason Not Present:**
- Select the Physical Presence Exception Reason “COVID-19” in the drop-down menu.
- B. Completes Cert Action screens and all participant related menu screens (jellybeans) according to the participant category:
1. Measurements – height or length and weight.
 - Document measurements from another source if taken within the past 60 days.
 - If the participant cannot provide measurement data within the previous 60 days:
 - Existing participant add new row with previous height/length and weight and check the “?” box .
 - New participant have them self-declare height/length and weight and check the “?” box.

2. Hb/Hct test value.
 - Document the hemoglobin in the participant’s current category and within 90 days of the certification date.
 - If the participant cannot provide bloodwork data within the previous 90 days select the No Blood checkbox and select the exemption reasons of “Covid-19”.
- C. Prescribes food benefits.
1. Share information about WIC foods.
 2. Inform the participant, parent/authorized representative of food package details and shopping list information.
 3. Enter an **Alert** to have the participant/parent/authorized representative sign required forms when they physically present to the site.
 - Let the participant, parent/authorized representative know how long the participant is eligible for WIC.
 4. Issue food benefits for the appropriate number of months (1, 2 or 3 months of issuance) based on required documentation and next appointment needs.
 5. Encourage the participant to download the WIC App.
- D. Mid-cert Assessment:
1. **Obtain when possible:** Measurements – height or length and weight.
 - Document measurements from another source if taken within the past 60 days.
 2. **Obtain when possible:** Hb/Hct test value.
 - Document the hemoglobin in the participant’s current category and within 90 days of the certification date.
 3. Review nutrition assessment and educate the participant/parent/authorized representative on mutual goals and make appropriate referrals, as needed.
- E. Staff must mail the participant a new WIC ID card, Motor Voter Application, Food Guide, SCWIC (ML-25724), WICHealth.org flyer (ML-25613), Shopping List, as appropriate.

- F. Offers new participants the option to mail the eWIC Card or have the participant pick the card up at the clinic.
1. Let the participant know the card may take 5 – 7 days to arrive by mail.
 2. If the participant prefers staff mail the card:
 - Confirm the address in the participant’s file is correct.
 - Offer a Shopping List, Food Guide, and other WIC Card materials as needed.
 - Follow the “Mail Log” policy in the State Plan, page 6-6, Procedures for mailing.
- G. Let the participant, parent/authorized representative know:
1. When their next appointment is based on their needs and if any missing documentation is required.
 2. What to bring to the next appointment, for example missing proofs, proof of pregnancy, current measurements, or hemoglobin.
- H. Thank the participant for participating in WIC and offer a phone number for questions.