

## **POLICY UPDATE – MARCH 19, 2020**

New guidelines have been updated to help clinic staff better serve WIC participants during the COVID-19 crisis. Listed below is an update to the TIP Sheet on the Non-Physical Presence Policy.

Local agency/clinics **may** conduct WIC operations by telephone. Step-by-step guidance will be provided on how to conduct telephone certification/recertification.

The Oklahoma WIC Program has been given permission to waive certain documentation requirements for certifications in limited instances when they present an unreasonable barrier to participation. Effective immediately, these situations may be waived according to guidance below, until September 30, 2020.

Situations whereby unreasonable barriers may occur include the following:

### **Proof of ID, Income, and Home Address**

Obtaining proof of identification, income and home address should not impose any barrier unto the participant. Clinic staff should offer various types of ways (fax, email, walk-in, skype, etc.) for the participant to provide proof of identification, income and home address. In situations where identification, income, or home address cannot be obtained, allow the participant to self-declare. If identification, income or home address is self-declared, the participant must be issued **1 month of benefits**.

### **Height, Weight, and Length**

Height, weight and length can be self-declared, if the participant cannot provide documentation of proof.

### **Hemoglobin**

If the hemoglobin is not available, bypass this entry by placing 999 in the hemoglobin field.

### **Participant Signatures**

When doing a telephone certification/recertification, there will be times when staff will not be able to obtain the participant signature on certain forms (Consent Forms, WIC Certification Statement of Nonparticipation in Any Other WIC Program, etc). In these instances, the signature may be waived.

### **Dual Access Request Form**

Situations whereby one staff person is responsible for conducting the entire certification (income eligibility and nutritional risk), this staff person is required to complete the PHOCIS/WIC Dual Access Request Form (K76) and submit to state WIC Office for approval.

### **Separation of Duties (See WIC Policy G-11 – Separation of Duties and K101 – WIC Certification Activity Audit Form and Instructions)**

In situations where one clinic staff member is providing the entire certification (whether in person or over the telephone), the separation of duties policy shall be followed as it is listed in policy.

1. Clinic staff shall complete a Certification Activity Audit Report on each participant that is certified (determined income eligibility as well as nutritional risk) by one person.
2. If possible, please supply a copy of what was provided as “proof of income.”
3. If “proof of income” is not attainable, please write on the bottom of the Certification Activity Audit Report that “proof of income” was not provided.
4. The Certification Activity Audit Report should be faxed to the state WIC office (405-271-5763).

### **Exception Request for Formula/Food**

Obtaining an Exception Request for Formula/Food for participants already receiving a special formula can be waived and previous approval may be extended up to 3 months.

First time Exception Request for Formula/Food forms will need to include any qualifying medical diagnoses, formula name and provider signature. All other fields will be waived.

Document Exception Request for Formula/Food receipt and extension/approval in PHOCIS/WIC Encounters per policy.

### **Mailing the eWIC Card**

Instances whereby the eWIC Card will need to be mailed, clinic staff should follow the following instructions:

1. Explain to the participant how to use the eWIC card.
2. It is up to clinic staff to determine whether the participant can come in and pick up their eWIC Card or if the eWIC Card should be mailed to the participant.
3. If the eWIC Card is to be mailed, the following items (eWIC Packet) should be mailed along with the eWIC Card:
  - eWIC Card and eWIC Booklet/Folder
  - Household Benefits and Appointment List
  - Oklahoma Unified WIC Approved Food Card
  - Welcome to Oklahoma WIC Brochure
  - Participant Rights and Responsibilities

### **The eWIC Card Receipt**

- Clinic staff shall sign the eWIC Card Receipt in lieu of the participant.
- Take the signed eWIC Card Receipt and file in a separate file.