

# **TIP SHEET**

## **NON-PHYSICAL PRESENCE**

### **Telephone - Certifications**

## **POLICY UPDATE - MARCH 19, 2020**

### **1. INITIAL/FIRST TIME – CERTIFICATION APPOINTMENT**

**NOTE:** If a participant chooses to come to the clinic and clinic staff can provide the certification, the certification appointment should be conducted as usual and the participant can be given three months of benefits.

**If the participant chooses not to come to the clinic:**

- **TELEPHONE CERTIFICATION** (*detailed guidance on how to do the telephone certification is forthcoming*).
- Complete the certification.
- Issue 3 months of WIC benefits to the eWIC Card account if all eligibility information is provided.
- Schedule next appointment.
- Clinic staff will need to explain to the participant how to use the eWIC card.
- Clinic staff will have the option of having the participant come in and pick up their eWIC Packet or the eWIC Packet can be mailed to the participant. The eWIC packet should contain the following:
  - eWIC Card and Folder
  - Household Benefits and Appointment List
  - Oklahoma Unified WIC Approved Food Card
  - Welcome to Oklahoma WIC Brochure
  - Participant Rights and Responsibilities
- Mail the eWIC Packet

### **2. RECERTIFICATION APPOINTMENT**

**NOTE:** If a participant whose term date is between March 18, 2020 and May 31, 2020, chooses to come to the clinic and clinic staff can provide the recertification, the recertification appointment should be conducted and the participant can be given three months of benefits.

**If the participant chooses not to come to the clinic:**

- ***Detailed guidance on how to do the telephone certification is forthcoming.***
- Effective Wednesday, March 18, 2020 the State WIC Office automatically extended the certification period 30 days for all participants who will terminate between now and May 31, 2020.
- Clinic staff will be given a list of the names of the participants who receive services at their clinic, whose term dates were automatically extended.
- Clinic staff will need to assign benefits for the newly extended month, issue benefits, and call the participant to let them know of this change.

### **3. MIDPOINT WELLNESS CHECK**

**NOTE:** If a participant chooses to come to the clinic and clinic staff can provide the midpoint wellness check, the midpoint wellness check appointment should be conducted and the participant can be given three months of benefits.

**If the participant chooses not to come to the clinic:**

- ***Detailed guidance on how to do the telephone Midpoint Wellness Check is forthcoming.***
- The midpoint wellness check can be done over the telephone, clinic staff should conduct the midpoint wellness check, issue three months of benefits, and schedule next appointment.
- If the midpoint wellness check cannot be done over the telephone, clinic staff shall issue one month of benefits and reschedule the midpoint wellness check appointment.

#### 4. **NUTRITION EDUCATION AND BENEFIT ISSUANCE APPOINTMENTS**

NOTE: If a participant chooses to come to the clinic and clinic staff can provide nutrition education, the nutrition education appointment should be conducted as usual and the participant can be given three months of benefits.

**If the participant chooses not to come to the clinic:**

Offer the following nutrition education choices to ALL categories:

- I. **On-Line Nutrition Education**
- II. **Self-Paced Nutrition Education**
- III. **Nutrition Education by Telephone**
- IV. **Nutrition Education by Email**

##### **I. On-Line Nutrition Education**

- Give the participant instructions on how to access online nutrition education.
- Once the online nutrition education is completed and clinic staff is notified, three months of benefits may be issued.
- Schedule next appointment.

##### **II. Self-Paced Nutrition Education**

- Give the participant information regarding how self-paced nutrition education may be completed. The lessons may be:
  - a. Mailed to the participant,
  - b. Emailed to the participant; or
  - c. Accessed by the participant via our website:  
[https://www.ok.gov/health/Family\\_Health/WIC/Health\\_&\\_Nutrition/index.html](https://www.ok.gov/health/Family_Health/WIC/Health_&_Nutrition/index.html)
- Once the participant has notified the clinic the self-paced nutrition education has been completed, three months of benefits may be issued.
- Schedule next appointment.

##### **III. Telephone Nutrition Education**

- Nutrition education can be offered to the participant while speaking with them over the telephone.
- Inform the participant of how telephone nutrition works.
- Staff will read nutritional materials to the participant over the telephone
- Once material has been read, clinic staff will give the participant the opportunity to ask questions.
- Once all questions have been answered, clinic staff can issue three months of benefits.
- Schedule the next appointment.

##### **IV. Nutrition Education By Email**

- If the participant wishes to receive nutrition education by email the clinic can issue one month of benefits until nutrition education is completed.
- The participant must contact the clinic to let clinic staff know that nutrition education has been completed.
- Once completed issue remaining benefits.
- Schedule the next appointment.