

## **Montana WIC State Plan Training Q/A**

- **Can the R&R be added to the WICShopper App to minimize having to mail/email them?**
  - Not available in WICShopper, but will be available in WICsmart
  - Staff must still read the r/r fully to the participant and document verbal acceptance
- **Are we required to offer remote cert/mid-certs or can we as an agency require in-person certs/midcerts?**
  - The intent of these policies is to reduce barriers to WIC participation. If staff assessment determines in-person appointments are needed, staff may request the person attend in-person.
  - Agencies cannot require in-person appointments for subsequent appointments.
- **Can our attempt for obtaining measurements be during the certification itself, or does it need to be after the certification?**
  - The follow-up attempt to obtain measurements must be separate from the certification
- **For remote certifications, should we make the attempt for measurements and then only issue 2 months of benefits, since that will be the 60 days?**
  - The clinic has the option to issue 2 months as a reminder to follow-up but it is not required
- **Alternate means card signatures- if a family is already set up on WIC and has had the card but then mom is now pregnant and being set up with WIC would we need to scan in that signature?**
  - Yes, the alternate means must be scanned into the new member's chart *IF* the card is still active
  - If the signature was captured electronically, there is no need to scan in an alternate means form
- **Can the measurements be from before the 60-day range?...ie if 2 yr WCC was 3 months ago?**
  - Yes, clinics can accept documentation from 90 days prior to certification date from verified sources
  - The 60 day timeline is for deferring measurements
- **How can we tell if the card was signed electronically?**
  - In chart under "benefit management", "view EBT card history", click the card # and click "view signature"
- **If mom wants to do a face to face (office) appt, and the child has a follow up, do we have to require that the child come in for new measurements (if we don't have updated measurements in the file?)**
  - The only required in-person appointments are initial certifications
  - In-person visits may be requested by staff for those with high-risk status or a nutrition assessment that determines the participant would benefit from in-person services
  - In this situation, the child does not need to attend but staff can request that mom bring in documentation of measurements or staff can attempt follow-up for measurements at a later date

- **Do we sign forms as "Verbal" and scan them?**
  - Yes, for income documents including the WIC Affidavit and zero income these should be signed as "verbal" and scanned in
  - Documents such as rights and responsibilities, voter registration, tribal eligibility, and the pump release forms can be either scanned or documented in a note as "verbal"
  - ROI and medical formula receipt *MUST* have a physical signature from the participant
- **Do we reschedule our October initial remote appointments?**
  - Initial appointments are brand-new participants
  - Initial appoints should not be scheduled for Oct yet as this is beyond the acceptable timeframe to schedule a new participant
    - pregnant women and migrant workers- 10 calendar days
    - all other applicants- 20 calendar days
- **Is the food list updated in the WIC Shopper app?**
  - The updated list will be available October 1<sup>st</sup>
- **What kind of extenuating circumstances would you accept for remote initial certs?**
  - This will be on a case-by-case basis
  - Please contact the state office
- **Would initial cert still be considered anyone who has not been active on the program for 3 months?**
  - No, initial certifications are only brand-new participants
- **Do participants need to come in for subcert?**
  - No
- **Do VOC certs come in?**
  - No, but we strongly encourage the next certification appointment be in-person
- **Are new babies considered initial certs?**
  - Yes
- **If a mom comes in for a presumptive to pick up her card etc- if we get anthros then can we do the NAQ portion remotely?**
  - Yes
- **We were doing a hybrid with seeing participants in-person for initials, certs, and midcerts. Can we continue to do this or do we have to be specific and tell clients they have the option to do it remotely?**
  - All participants should be offered both options when scheduling
  - The clinic may request the participant attend in-person but it is not required
- **Can a CPA still issue 2% milk at their discretion?**
  - Yes, with a qualifying risk code and documented assessment
- **AJFA Posters**
  - The current posters have both English and Spanish on it
- **Where can I find the powerpoint and nutrition risk code definitions?**
  - eLearn under "local agency resources"
- **Similac Choice**
  - Please issue "similac choice" on infant food prescriptions
  - The individual formulas will be removed from spirit (advance, sensitive, total comfort)
  - Reminder: soy formula is a separate food item