Montana WIC State Plan Training Q/A

11/2/2023 Update

# 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 1st

# 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

# 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

**8/18/23**

* **Are postpartum participants with a new baby considered an initial cert even though mom was on WIC during pregnancy?**
  + Yes, new babies are initial certifications and need to be completed in-person
* **What is the process to request approval for extenuating circumstances from the state office?**
  + Please email the general program email: [montanawicprogram@mt.gov](mailto:montanawicprogram@mt.gov)
  + Call the 800# if it is short notice

**8/25/23**

* **Can teletask be used to complete a follow-up for measurements?**
  + Not at this time, attempts need to be completed by a staff member
* **What timeframe before a cert can physical presence/measurements be completed?**
  + Best practice would be within a week, but no longer than 30 days may be acceptable
* **Can physical presence be completed *AFTER* NAQ appt?**
  + No, federal regulations state that food instruments must be issued at the time of certification
* **What is the expectation for satellite clinics? Are these required to be in-person or can the agency offer in-person from main location only?**
  + Satellite clinics should continue to offer in-person when initial certifications are scheduled for those locations. If the participant wants to come to the main clinic that is fine, but they should be given the option for in-person at their location.
* **If the parent shows up to the initial cert without child/baby, do we reschedule them?**
  + Yes- same as above, benefits must be issued the day of certification
* **Are there any flexibilities in October for appointments as a transition period?**
  + No, the new policies start Oct 1
* **After each subcert and mid cert we have to do our best and get anthropometrics from the client?**
  + Correct, within 60 days. The attempt can occur anytime after the certification within those 60 days.
* **What do we do when the child is over 2 and the MD only sees them once a year?  They might not have two sets of measurements in one year.**
  + There is potential that there may not be two sets of anthros for the child from the MD office. We are still required to make the attempt at cert and MC.

October 2023 Updates

* **Presumptive cert & physical presence**
* *Reminder:* participant only needs to fulfill the physical presence portion if they have never been on MT WIC before. A participant who was previously on WIC during pregnancy or postpartum (even if it was years ago) is not required to be in-person
* If physical presence is fulfilled for the presumptive eligibility cert, the participant does NOT need to come back in for the full cert
* If measurements/hgb are obtained on the date of presumptive eligibility, these should be entered in to spirit on the same date. The measurements for the full cert can be entered as “unknown”
* **Physical presence exemption for infants less than 8 weeks**
  + “Infants less than 8 weeks of age do not need to be present for their initial certification. Documentation is required for the reason the infant is not present, to be determined acceptable by the Local Agency staff. All certification information must be available. Self-reported birth data is acceptable if medical records are not available.