

2.14 Verification of Certification (VOC)

POLICY:

The Local Agency will issue a fully completed **Verification of Certification (VOC)** to each participant who is a member of a migrant family or to each participant who is relocating to another State during their current certification period. The card is valid until the certification period expires and will be accepted as proof of eligibility for WIC Program benefits when a person moves from one area to another area in which the WIC Program operates.

PROCEDURE:

A. Completion of the VOC

1. The VOC will be generated by the **Crossroads Computer System** prior to issuance to the participant.

B. Issuing VOC

1. Only the VOC generated from the **Crossroads Computer System** will be issued by the Local Agency to participants.
2. Instruct the participant on the use of the VOC during issuance.
3. If a VOC is not issued to a participant before they relocate to another state, at the participant's request, the Local Agency may complete a VOC and fax it to the participant's new Local Agency.
4. Do not issue a VOC to a participant who changes WIC clinics within a Local Agency or within the State.
 - a. When a participant notifies WIC personnel that they are relocating to another site within the State, the participant will be instructed to contact the WIC clinic in which they are moving once their move is complete.
 - b. The receiving WIC clinic will transfer the records from the previous site.

C. Issuing a VOC to Military Who Will Be Transferred

1. A VOC will be issued to WIC Participants who are affiliated with the military and will be transferred overseas.
2. Participants issued a VOC for WIC-Overseas Programs, must be instructed on the following:

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- a. There is no guarantee that the WIC Overseas Program will be available where they will be transferred to.
- b. By law, only certain individuals are eligible for the WIC Overseas Program (OR29, The WIC Overseas Program).

D. Accepting a VOC

1. A participant with a valid VOC must present it to the WIC clinic in person. The Local Agency must accept a VOC as long as it is a recognized VOC, including a valid WIC Overseas Program VOC, and it contains a **minimum** of the following information:
 - a. The participant's name
 - b. The date of certification
 - c. The date that the current certification period expires

The VOC must be scanned in to the **Income Information Screen**.

2. The receiving Local Agency will accept the full certification period documented on the VOC.
3. A **Participant Agreement (WIC-05)** will be completed and scanned in to the **Income Information Screen** at the time a participant requests a VOC transfer into West Virginia.
4. Infant transfers will be handled as follows:
 - a. Infants under six (6) months of age with a valid VOC are to be certified until the first birthday, regardless of the ending date noted on the VOC; or
 - b. Infants six (6) months of age or older are to be certified for the remaining portion of the six (6) month certification period.
5. The receiving Local Agency will accept a prescription formula form from the transferring agency. This documentation will be valid until the documented expiration date, or the end of the participant's certification; whichever happens first.
 - a. The prescription formula form must be scanned into the **Medical Documentation Screen**.

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- i. “Nines” (9) will be used for the ICD Code and any additional fields on the **Medical Documentation Screen** that may be missing from the VOC.
 - b. The CPA will contact the transferring agency, or the transferring state’s VOC Point of Contact, if the participant does not have a prescription formula form, or if the prescription form lacks required information on the **Medical Documentation Screen**, such as physician’s name or phone number. The participant may also contact their former doctor for the requested information. If the CPA is unable to obtain the requested information, or the prescription formula form is expired, the special formula cannot be issued. The CPA will give the participant a new WIC-53 for completion.
 5. The receiving Local Agency will not deny or delay WIC Program benefits to a participant with a valid VOC, even if eligibility requirements are not met. The participant will continue to receive benefits for the remainder of the certification period during which they relocate.
 - a. When the certification period expires, the participant will be evaluated according to policy (see **Policy 2.10, Certification of WIC Participants**), and if eligible, continue to receive WIC Program benefits.
 - b. If found to be ineligible, standard termination procedures will be followed (see **Policy 2.09, Notification of Ineligibility**).
 6. The receiving Local Agency will destroy the unused food instruments or EBT card from the transferring agency.
 7. When the Local Agency is at maximum caseload and is not certifying new applicants, the participant with a valid VOC will be placed at the head of the waiting list for applicants (see **Policy 1.09, Waiting List Management**).

REFERENCES:

1. WIC Regulations 246.7, Certification of Participants
2. FNS Instruction 803-11, Verification of Certification (VOC) Cards
3. FNS Memorandum 2016-4, Verification of Certification