
215.20

Scheduling a Certification Appointment

Overview

Introduction This policy covers the scheduling of certification appointments, the information that should be given to applicants, and the documents they must bring to a certification appointment.

Telephone or on-site contact The information in this policy applies to everyone who asks for a certification appointment, whether by telephone or in person.

Language services and physical challenges Local agency personnel are strongly encouraged to collect information about language and physical challenges when scheduling appointments. This information will help staff communicate with the applicant and arrange for any accommodations such as:

- Interpretation services,
- Non-English language print materials,
- Signing services, or
- Taking certification services to a location that the applicant can access.

Note: It is acceptable to record language only when it is something other than English.

In this policy This policy contains the following topics.

| Topic | See Page |
|--------------------------------------|-----------------|
| Initial Visit | 2 |
| Information to Share With Applicants | 3 |

Initial Visit

Policy The date of the initial visit is referred to as the application date. It is recorded in the data system via the Scheduler (for appointments) or Clinic Services (for new families served as walk-in clients).

Definition: initial visit An initial visit is an in-person visit by an applicant to a local agency to request program benefits or a telephone request to schedule an appointment. This includes contacts with non-WIC agency staff, such as a receptionist or outreach worker.

Scheduling deadlines Schedule applicants in the following categories for certification within 10 calendar days of the initial visit:

- Pregnant women,
- Breastfeeding women,
- Infants less than six months old, and
- Migrant farm workers.

Schedule applicants in all other categories for certification within 20 calendar days of the initial visit.

Exceptions An applicant may prefer to or may need to schedule an appointment at a later date than the 10 or 20 days allowed due to transportation difficulties, child care issues, employment, or other conflicts. If the applicant (or parent/guardian) declines appointments offered within the required timeframe, the WIC staff member must document the **processing standards exceeded reason** in the WIC data system.

Note: This **exception** must be voluntary on the part of the applicant or parent/guardian.

Information to Share With Applicants

| | |
|---|---|
| Introduction | This section describes the topics that should be discussed when an applicant makes a certification appointment. |
| To cancel or reschedule | Give the applicant a telephone number to call to cancel or reschedule the certification appointment. |
| Length of appointment | Tell the applicant approximately how long the appointment will last, so they can make plans for child care, school or work absences, other appointments, etc. |
| Other services available | If the WIC clinic is co-located with other services, tell the applicant about their availability and provide a brief description. |
| Who must come to clinic | Review the physical presence requirements (see Policy 215.15) that apply to the applicant and explain the options. |
| Documents all applicants must bring | <p>Review the documents participants should bring to the appointment:</p> <ul style="list-style-type: none"> • Proof of income OR proof of participation in Food Stamps, FIP, Medicaid, or the Medicaid Home and Community Based Ill and Handicapped Services (see Policy 215.40), • Proof of address for the household (see Policy 215.50), • Proof of identity for each applicant (see Policy 220.10), and • Height, weight, hematocrit or hemoglobin data if applicant has seen their primary care provider recently (see Policies 215.72 and 215.74). |
| Documents infants and children need to bring | <p>Review the documents parents/caretakers must bring to appointments for infants and children:</p> <ul style="list-style-type: none"> • Prescriptions for contract non-exempt and non-contract formula, • Immunization records (for infants and children), and • Documentation of ongoing health care (for children exempt from the physical presence requirement). |

Continued on next page

Information to Share With Applicants, Continued

Documentation for other on-site programs

WIC eligibility is not affected by the documentation requirements of other programs providing services at a co-located clinic. Therefore, WIC eligibility is not affected when an applicant forgets to bring documents to meet another program's requirements. Local agency personnel and print materials must clearly state eligibility requirements to prevent misunderstanding.

Note: Proof of pregnancy is not required for WIC eligibility.

What happens at clinic

Tell the applicant what will happen at the certification appointment.

| Stage | Description |
|-------|--|
| 1 | Answer questions to determine income eligibility. |
| 2 | Have a health screening (not a complete physical exam). |
| 3 | Answer questions about diet. |
| 4 | If found eligible, receive eWIC card and instruction on how to obtain food benefits. |
