

July 1, 2021 Reopening Questions and Answers

Question	Answer
<p>For certifications, physical presence can be waived for all the reasons listed in bullet point 5, even if bloodwork and anthro can't be obtained from a referral source, or is it the same as the health update guidance?</p>	<p>If physical presence is waived, bloodwork and anthropometric measurements are still required per policy. WIC regulations allow the blood test to be deferred for up to 90 days for persons with a documented nutritional risk. See Policy 215.72.</p>
<p>What are agencies supposed to do about Rights and Responsibilities signatures for those reasons physical presence will continue to be waived per Regulations?</p>	<p>It is preferable that the Rights and Responsibilities document is electronically signed within Focus. However, if this is not possible, the entire document should be read word for word to the participant. If the participant agrees to the content of the form, choose the following reason in Focus that a signature could not be captured: "R & R Verbally Confirmed". A copy of the document then must be mailed, texted, or emailed to the participant.</p>
<p>Anthropometrics for Health Updates – Will there be an option for deferred/referral for anthro like there is in the bloodwork or should they just not enter it?</p>	<p>Anthropometric measurements should be collected for Health Update appointments per Policy 215.75. Referral measurements can be obtained. Anthropometric measurements must be obtained at least once during the certification period. Measurements should be collected as close to the Health Update appointment as possible. There is not an option in Focus to defer anthropometric measurements.</p>
<p>What happens if the agency cannot get the anthro data within 60 days for Health Updates or Certification appointments? Does the system stop them from doing anything? How do you document this?</p>	<p>If referral data cannot be obtained for anthropometric measurements, the measurements should be completed at clinic. For certification appointments, anthropometric measurements must be ≤ 60 days old prior to the certification appointment. Anthropometric measurements must be documented in Focus or the certification cannot be completed. Anthropometric measurements should be collected for Health Update appointments per Policy 215.75. Anthropometric measurements must be obtained at least once during the certification period. Measurements should be collected as close to the Health Update appointment as possible.</p>

<p>If we have participants who do not want to be seen in person for cert/recert/health updates between July 1 and Aug 20 are we supposed to term them from the program? We were not sure and did not want to terminate anyone who should not be since the national waiver still exists.</p>	<p>Participants who choose to not attend in-person health updates should not be terminated. If a participant refuses to come in for a Health Update appointment, follow Policy 225.75 on how you would handle a missed appointment. Offer to reschedule the appointment for later in the day, week, or month. If not possible, issue one month of benefits and schedule an appointment for the following month. Participants who choose to not attend in-person certifications will terminate at the end of their certification period - they should not be terminated early.</p>
<p>Is there a specific time frame with results for information from the doctor for Health Updates?</p>	<p>See Policy 215.75 for Health Update appointment requirements. Hemoglobin should follow the bloodwork requirement schedule as described in Policy 215.72. Anthropometric measurements must be obtained at least once during the certification period. Measurements should be collected as close to the Health Update appointment as possible.</p>
<p>Can we plan to bring everyone in for Health Update appointments? Should we contact providers for referral data prior to all Health Update appointments?</p>	<p>Health Update appointments can be completed in-person. Release of Information forms need to be signed by the participant prior to staff contacting the health care providers. Reading the form to the participant and the participant giving verbal permission for the agency to contact the health care provider is no longer an option. Participants could provide the required information to WIC if it meets policy requirements.</p>
<p>Does proof of identity still need to be received at the in-person appointments as well? How does separation of duties apply here?</p>	<p>Proof of identity must be presented in-person. Separation of duties must be maintained. The staff person who determines income eligibility cannot be the same person who determines the medical or nutrition risk, but either person can issue the benefits. See Policy 225.50 and 220.15 about separation of duties requirements.</p>
<p>Normally at 6 months infants are weighed and measured and at 9 months a heel stick is done. Can agencies combine 6 and 9 month appointments and do height, weight, and hemoglobin at 9 months?</p>	<p>This plan would be reasonable. Per Policy 215.75, Infant Health Updates should be scheduled every 3 months.</p>

How many times do pregnant women scheduled for follow ups/nutrition appointments need to be weighed during pregnancy?	There is no requirement for additional weights to be collected during pregnancy after certification.
Will the “physical presence waived” reason be removed from Focus in the drop downs?	Yes, those reasons related to the public health emergency/disaster will be removed.
If a location requires participants to wear masks, do we send these families to a different office if they choose not to wear a mask?	It cannot be required to wear a mask for WIC appointments as it would be a barrier to service.
Is the breast pump policy going back to how it was prior to the pandemic?	Policy will be reviewed and more information will be provided.
For Voter Registration, if staff are answering “no” to “Was a voter registration form completed today?”, do they still need another document where names are written down? Is there a declination form for multiple people to sign to decline? Is there a way this could be added to Focus? If the declination is scanned, can the paper copy be destroyed?	Yes, per policy 245.90 a declination form needs to be completed for every participant (they will check yes or no) in addition to the panel in Focus being completed. To protect confidentiality a list is not allowed. See 245.90 for information on handling requirements of the declinations. There is not the option to sign in Focus at this point of time. The hard copy can be shredded once scanned.
Since many families scheduled for CHUs in July weren’t expecting to come to clinic, how do we handle these appointments if families are refusing to come?	Follow Policy 225.75 on how you would handle a missed appointment. Offer to reschedule the appointment for later in the day, week, or month. If not possible, issue one month of benefits and schedule an appointment for the following month.
Since nutrition education appointments can still be done by phone, is there a specific length of time those appointments must be? How long will those appointments be able to be conducted by phone?	Policy regarding the 5 minute length of time still needs to be followed for nutrition education appointments. The quality of the appointment is more important than the quantity of time. Make sure to follow policy requirements for high risk participants.
When will the option for physical presence waived due to the pandemic be removed from Focus?	The exact date has not been determined yet.
Can the Rights and Responsibilities video be used in clinics instead of participants reading the Rights and Responsibilities form?	No, participants still need to read the Rights and Responsibilities document.
Is there a Welcome to WIC video?	No video is available at this time so topics required in Policy 215.85 need to be covered.
For infants under 8 weeks of age, is a parent being uncomfortable due to the pandemic an appropriate reason not to bring a new	That reason would be an appropriate reason, but this would not be standard practice. The mother would be terminated after her

<p>baby, or would it have to be an excusal by a doctor for medical reasons?</p>	<p>certification end date if she doesn't want to come in herself for an appointment.</p>
<p>Is there any guidance on having toys in the clinics?</p>	<p>It is not encouraged to have toys in waiting rooms or clinic offices at this time.</p>
<p>Are pregnant women that were certified remotely required to present in-person for their nutrition education appointments during the rest of the pregnancy for collecting blood work and anthropometric information that was waived at the time of their certification?</p>	<p>No, they have been certified under the waiver and meet requirements that were in place at the time of their certification.</p>
<p>The letter for clinic reopening states if the date for clinics to resume isn't by July 1, do additional supporting reasons need to be provided?</p>	<p>Yes, if you are unable to resume services by July 1, the reason needs to be described on the form and the State Office will review for approval.</p>
<p>Health Updates: If we have received a recent measurement/bloodwork since the participant's last certification, can we waive physical presence for the Health Update appointment until August 19? How old can the measurement be? If > than 60 days, would we need to obtain new data anyway? Sometimes families mentioned they have a future appointment, so the Dr. faxes the information to WIC after the appointment.</p>	<p>Health Update appointments can be completed remotely, unless the participant needs to come in for blood work or anthropometric measurements. Policy 215.75 for Health Update appointments should continue to be followed. Hemoglobin measurements should also follow the bloodwork requirement schedule as described in Policy 215.72. Anthropometric measurements must be obtained at least once during the certification period. Anthropometric measurements for Child Health Updates should be obtained as close to the Health Update appointment time as possible. For Infant Health Updates, anthropometric measurements need to be obtained at least once during the certification period. Physical presence will no longer be able to be waived for certification appointments after July 1, 2021.</p>
<p>With the change to no longer following the waiver, are we still going to be able to mail replacement WIC cards?</p>	<p>Replacement cards can be mailed, however cards for new participants cannot.</p>
<p>If a participant is quarantining or isolating due to COVID-19, are they considered medically exempt for certification appointments?</p>	<p>Participants should not be coming into the WIC clinic if they are quarantining or isolating due to COVID-19. If the participant can be issued benefits, issue benefits and reschedule their in-person appointment for when it is safe to do so. Also, when there is difficulty in scheduling appointments, the Certification End Date (CED) may be extended by a period not to exceed 30 days for</p>

	infants and children. When completing this, the CED will be set to the last day of the month selected. An adjustment cannot exceed the child's categorical eligibility date and can only be completed once during a certification period. If current or future benefits can not be issued or the CED can not be extended, please contact your nutrition consultant to discuss the situation on a case-by-case basis.
Does a participant signature need to be captured when issuing benefits remotely?	No. If benefits are being issued when the participant is not present, the participant's actual signature does not need to be captured.
Is PPE an allowable WIC cost?	Yes. Masks, face shields, gloves, and cleaning supplies are allowable costs.