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| Purpose | Outline regulatory requirements for processing applications within specified timelines. |
| When Processing Standards Begin | <p>The processing standards will begin when the new applicant makes the initial request for WIC services to the local agency during clinic office hours. Every applicant making an initial visit to a local agency will be allowed to complete an application form. An initial visit is defined as:</p> <ol style="list-style-type: none">1. For walk-ins – the date of the walk in.2. For phone calls – the date the applicant calls to request an appointment.3. For written or electronic requests – the date the local agency receives the request for an appointment. |
| Documenting Initial Visit | The date the clinic receives an applicant’s oral or written request for benefits must be recorded as the date of initial visit on the Certification Data Form. To ensure that accurate records are kept of such requests, the local agency must record the applicant’s name, address, telephone number and date of request. |
| Time Frames for Eligibility Determination | <p>Persons who must be notified of eligibility of ineligibility within:</p> <p>10 days –</p> <ul style="list-style-type: none">• Pregnant women who are priority 1• Infants < 6 months• Migrants• Homeless <p>**Exception → presumptively eligible pregnant women</p> <p>20 days –</p> <ul style="list-style-type: none">• All other applicants <p>**The exception to the 10 day standard are pregnant women who are certified as presumptive eligible for WIC. Refer to the procedure in Section D of this volume for more detail on when pregnant women are considered presumptive eligible. Refer to Volume II, Section D of this manual for more information on determining nutritional risks, assigning priorities, and providing nutrition education for these women.</p> <p>If the applicant is found ineligible, see Volume I Section E for information about Notification of Ineligibility.</p> |

Extension of Time Frames

The State agency may provide an extension of the processing standards timeframes of up to 15 days for individual clinics. A written request that includes justification for the extension request must be submitted to the State Office anytime processing standards are unable to be met for longer than 10 days. The justification should include, the reason(s) processing standards are not being met, length of time clinic will be affected, and a plan for the clinic to meet the standards in the future.

Scheduling of Clinics and Applicants

Clinics must be held in each site a minimum of one time per month, according to procedure in Volume I, Section N, Page 4 of the Nebraska Procedure Manual. Special steps may need to be taken for walk-ins, to meet the processing standards in those clinics that are open only one day per month. Possible solutions include:

1. Give applicants who can't be screened the day of the clinic the option of attending the next nearest clinic for the certification visit.
 - a. All referrals of applicants to other clinic sites shall be documented on the WIC Certification Signature form. Documentation should include:
 - i. Initials of the staff member making the referral to another clinic site (Agency to keep on file updated list of staff initials)
 - ii. Name of the clinic site the applicant is referred to and date of the appointment (i.e. referred to Wahoo clinic, appointment scheduled for 3/8/12-BV).
 2. Schedule new applicants into appointment times vacated by cancellations and no-shows.
 3. Other local agency solutions as approved by Clinic Services Coordinator.
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Issuance Of Checks

When the applicant is found eligible, checks must be issued at the same time as the notification of certification. This will normally be the same date the applicant is screened.

Waiting List

If NO funds are available to enroll new participants, the state agency will initiate a waiting list and the local agency must maintain a waiting list of individuals who visit each clinic and are interested in enrolling in WIC. Individuals shall be notified of their placement on the waiting list within 20 days of the initial visit. Refer to policy on Waiting Lists in Volume I, Section H of the Procedure Manual.

For additional information on scheduling, see Volume I, Section O.
