

WIC WORDS



Certification Update

September 25, 2007

Topics Today:

- Address Confidentiality Program
- Adjunct Eligibility – When is proof of income documentation needed?
- No WIC Enrollments Per Phone or Mail
- Alternate shopper & enrollment proxy reminder
- Client identification - I don't recognize you?



Address Confidentiality Program

The Address Confidentiality Program (ACP) provides services to residents of NE who are victims of domestic violence, sexual assault and stalking. It is administered through the NE Secretary of State's Office. The Program Provides:

1. A substitute address for use when interacting with state and local agencies for victims who have moved to a new location that is not known to their abuser.
2. A free first class mail forwarding service.

Victims of abuse may apply for this program in person at a victim assistance program. Individuals may be enrolled in the ACP for up to four years. These individuals are assigned a substitute address and are issued a laminated certification card identifying the individual as an Address Confidentiality participant. The substitute address is to be used as their private mailing address. State and local agencies are required by law to use the substitute address provided on the ID card. The Address Confidentiality Program is only effective if the victim recently moved and the perpetrator does not know their new address.

How does this impact the WIC Program?

- The Nebraska WIC Program accepts Address Confidentiality certification cards as "Proof of Address" for WIC enrollment. The substitute address listed on the ACP card is the mailing address that should be used.
- WIC local agencies should NOT require the participant to disclose his/her true address.

Adjunct Income Eligibility -

When Is Proof of Income Documentation Needed?

- WIC applicants who bring current documentation of Medicaid, ADC, or Food Stamps are considered Adjunct Income Eligible for WIC, based on their participation in one of those programs. If they are adjunct income eligible, WIC staff are *not* required to see proof of income. For these applicants, we may accept a verbal income figure from the client. Even though WIC staff are not required to review actual income documents, they are still required to "ask" about income and record that figure in the computer.
- WIC applicants who do not bring current documentation of Medicaid, ADC, or Food Stamps, must *bring* their actual proof of income. They are not adjunct income eligible so a full income assessment is needed.
- New computer codes for entering information about adjunct eligibility will be coming out soon! *Watch for further updates this week from Joan!!!*

NO WIC Enrollments per Phone or Mail



Reminder - WIC does NOT allow people to enroll in WIC over the phone or through the mail. The applicant, responsible party, or care taker must present the necessary paperwork and documentation in-person to apply for WIC benefits. The option of an Enrollment proxy is available for those applicants who cannot apply in persons.

Alternate Shopper & Enrollment Proxy

REMINDER:

- WIC Staff may NOT serve as an alternate shopper for WIC clients
- WIC Staff may NOT serve as an enrollment proxy for WIC clients

This policy helps ensure Program Integrity and prevent potential for fraud and abuse. Our Program is required to have Program Integrity rules in place.

Client Identification - I Don't Recognize you??



Reminder:

If someone enters the WIC clinic to pick up checks and you don't recognize them as being the client/proxy on the ID folder they are carrying, you need to investigate further. Before issuing checks, find out who they are and request to see additional ID as needed.

Anyone who pretends to be a WIC client or their proxy to obtain WIC services is committing fraud. This is considered misrepresentation and is serious enough for removal from the WIC Program.



Don't Trash Confidentiality



All WIC participant information should be kept confidential—and that includes any client information that may be found on papers that you throw in the trash. All papers with participant names or participant information should be taken back to the WIC office and disposed of in a confidential manner, such as shredding. WIC checks or check stock should never be thrown away. All WIC checks that are printed but not issued should be filled with voided checks at the main WIC agency and kept according to the records management requirements for WIC.