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**Subject: WIC Out-of-State Verification of Certification (VOC) Card Acceptance**

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Effective Date: June 27, 2014

Revised from: October 1, 2013

**Policy:** A WIC Verification of Certification (VOC) or Transfer card from a WIC agency outside of Kansas is valid until the client's certification period expires and must be accepted as proof of eligibility for WIC benefits based on income and nutritional risk. The clinic must document identity and residency for a transferring client and caregiver.

In the event of a waiting list, clients with a valid WIC VOC Card must be transferred into the clinic regardless of waiting list restrictions.

**Reference: CFR §246.7(k)**

**Procedure:**

1. When a WIC Verification of Certification (VOC) card is presented, staff must review the name, certification date, and date certification expires for validity. The VOC card must also have the name and address of the certifying agency. Staff must review the card, not simply take the information from the client by telephone.
2. If the client is within a certification period, staff shall complete the KWIC Transfer From Out-of-State/Program guide, using information from the WIC VOC Card. Staff shall:
  - a. Accept the VOC Card as proof of nutritional eligibility.
  - b. Accept the VOC Card as proof of income eligibility. The KWIC Transfer From Out-of-State/Program guide does not require a new income test. Staff can assume that last income eligibility determination was the date of the last certification, but the last window of the Transfer From Out-of-State/Program guide allows staff to enter a different date of the last income test. Staff would enter new income information only in very rare cases when there is official documentation that the income eligibility was determined on a date other than the certification date. KWIC will automatically create an income eligibility test when the guide is completed. Income History will display the test as specific to the VOC.
  - c. Document proof of residency and identity for client (and caregiver identity for clients who are infants and children). Follow normal policy if a client does not bring proof or if proof does not exist; (See [CRT 03.00.00 Certification Visit.](#))
  - d. Accurately enter the date of the certification from the VOC card as the Eligibility Begin Date. Using the current date causes KWIC to calculate the certification period from the current date and incorrectly extend the certification period;
  - e. Make appropriate referrals, including to WIC nurse or dietitian, and Community Resource List, if needed; and

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- f. Record any other appropriate information.
  - g. If the transferring client meets the definition of Migrant (as defined in [CRT 06.02.01 Determining Household Income](#)) staff are to check the Migrant box on the Demographics tab. On the KWIC Transfer from Out of State WIC Program window staff are to:
    - ◆ Check the “Transferring Family is Migrant” box and use the VOC information to:
    - ◆ Enter the Eligibility Begin date; and
    - ◆ Enter the date of last income determination if different from the Eligibility Begin date.
3. Staff shall also:
- a. Review Rights and Responsibilities and obtain the client/caregiver’s signature;
  - b. Destroy the VOC Card after the information is documented using the KWIC Transfer From Out-of-State guide and the client is transferred;
  - c. Assess secondary nutrition education needs based on risk level and time before certification ends. Schedule as appropriate;
  - d. Collect, void and return any checks issued by the out-of-state agency. Shred the checks if the originating agency’s address is unknown;
  - e. Prescribe a food package and issue checks. See [CRT 10.05.00 Transfers Using a Non-contract or Special Formula](#) for clients transferring with a food package for any formula other than a Kansas rebated formula; and
  - f. Explain check usage procedures.
4. If the individual claims to be a transfer but lacks a valid WIC VOC Card documenting current WIC enrollment, the receiving clinic may contact the initiating agency by telephone to attempt to obtain transfer information. If this is impractical or if the information is unavailable, a certification appointment should be scheduled as if the person was a new applicant.
5. In the event of a waiting list, clients with a valid WIC VOC Card must be transferred into the program regardless of waiting list restrictions.
6. See [CRT 10.04.00 WIC Overseas Program](#) for details related to accepting a VOC Card from military clients, civilian clients who work for the military, and employees of companies that contract with the military when transferring stateside from overseas.