

# End of Eligibility

This module applies to the following security roles:

Clerk  
RN/RD



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This module requires use of the computer and the on-line KWIC Training Application.

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## Objectives

Upon completion of this activity, the employee will be able to:

1. Describe when KWIC will automatically print the End of WIC Eligibility notification on a Recertification Appointment Letter.
2. Describe when KWIC will automatically print out a separate End of WIC Eligibility letter
3. Print End of WIC Eligibility Letter

## Assignment

Go to the KDHE Nutrition and WIC web-site at [www.kansaswic.org](http://www.kansaswic.org).

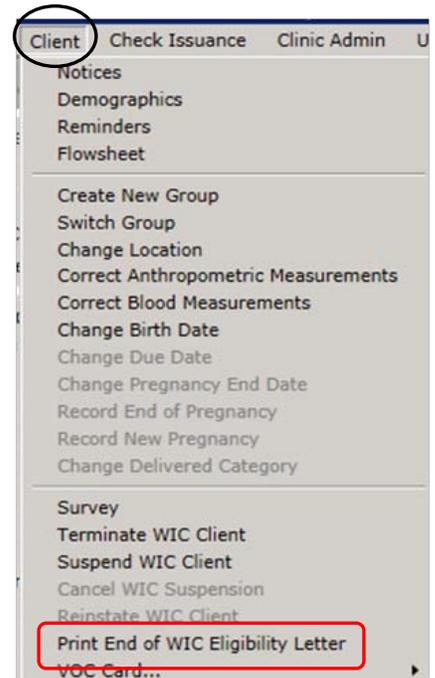
Review:

- [CRT 01.02.00 Certification Periods](#)
- [CRT 09.00.00 Ineligibility](#)
- [CRT 09.01.00 Termination from the WIC Program](#)
- [CRT 09.01.01 Income Eligibility Redetermination](#)

## Introduction

As a general rule, clients enrolled in the WIC Program are to be notified in writing at least 15 calendar days in advance of when their benefits end. (Refer to [CRT 09.01.00 Termination from the WIC Program](#).) In Kansas, we consider this to be **at least 15 days before the end of their eligibility period or the Last Date of Use on their checks**. Most commonly, clients must be notified that their benefits are going to end because their certification period is ending or they will become categorically ineligible.

This module describes several **automatic functions** of KWIC related to notifying clients that their eligibility is ending. The only new window presented in this module is Print End of WIC Eligibility Letter. It is found in the Client dropdown menu.



## Not Eligible for Benefits

As described in [CRT 09.00.00 Ineligibility](#) and training module [Certification & Notification Policies](#), an applicant may be found to be ineligible at during the certification appointment because she or he does not meet eligibility guidelines for income or nutritional risk. When this happens, they must be given a written notice telling them why they do not qualify. KWIC will automatically print this ineligibility letter which includes the reason. (See *WIC Program Ineligibility Letter, Appendix A of Certification & Notification Policies.*)

## End of WIC Eligibility Letters

Besides the certification appointment, there is another time clients must be notified of their ineligibility – **at least 15 days before the end of their eligibility period or the Last Date of Use on their checks.** This notification must be given is when:

- A client who is eligible to reapply is nearing his/her “Eligibility End” date for the current certification period.
- A client is reaching categorical ineligibility.
  - Child reaches 5 years old.
  - 6 weeks after a pregnant woman has delivered, and has not been certified as a breastfeeding or postpartum woman
  - Breastfeeding woman reaches 1 year after delivery
  - Non-breastfeeding woman reaches 6 months after delivery.

KWIC is designed to automatically print End of WIC Eligibility Letters to notify the caregiver that a client is no longer eligible for WIC services as of the eligibility end date. These letters can be printed:

- Automatically through **Check Pickup** when checks are issued to any member of the family during the last 3 months of a client's eligibility
- Individually through **Print End of WIC Eligibility Letter** from the Client menu.

## Providing End of Eligibility Notification on the Recert Appointment Letter (Client Is Eligible to Reapply)

The dates of a client's certification period display on the Client Header.

<b>Brent Broccoli</b> 10358384 Gender Male DOB 09/27/2012, 11 Months	<b>WIC Active I</b> Cert. Period 10/21/2012 to 09/30/2013 Priority 2
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As described in [CRT 03.03 Certification and Recertification Appointments](#), staff members are to make a recertification appointment to prevent a break in service for infants and children not turning five. Schedule the recertification appointment when the client is at the clinic for last nutrition education or check pick-up during the certification period and give the client a KWIC Appointment Letter.

Starting three months in advance of the End Eligibility Date, if you print a letter for a Recertification appointment, the letter includes a statement "WIC eligibility ends soon for this client. If this appointment is not kept, their last checks will be for the month of [month and year]." By providing this letter at the last check pickup before the eligibility end date, the required 15-day advance notice is provided.

### Example – Brent Broccoli

1. Retrieve the record of the child, Brent Broccoli. His certification period ends soon and this is the last visit before eligibility ends. You need to make a recertification appointment.
2. Look at his **Notices** tab. The End WIC Eligibility Letter shows as "Needed".

Brent Broccoli 10358384 Gender Male DOB 09/27/2012, 11 Months		WIC Active I Cert. Period 10/21/2012 to 09/30/2013 Priority 2			
Notices Brent					
	Barbara DOB 12/25/1988 WIC Category PG Elig. End 01/31/2014	Billy DOB 01/29/2010 WIC Category C Elig. End 10/31/2013	Britney DOB 04/24/2011 WIC Category C Elig. End 10/31/2013	Brent DOB 09/27/2012 WIC Category I Elig. End 09/30/2013	
Next Appointment	10/01/2013 CP 11:00 AM	10/01/2013 RC 11:00 AM	10/01/2013 RC 11:00 AM	10/01/2013 CP 11:00 AM	
Proof of Residency	<a href="#">Complete</a>	<a href="#">Complete</a>	<a href="#">Complete</a>	<a href="#">Complete</a>	
Proof of Income	<a href="#">Complete</a>	<a href="#">Complete</a>	<a href="#">Complete</a>	<a href="#">Complete</a>	
Proof of Identity	<a href="#">Complete</a>	<a href="#">Complete</a>	<a href="#">Complete</a>	<a href="#">Complete</a>	
Proof of Caregiver Identity	N/A	<a href="#">Complete</a>	<a href="#">Complete</a>	<a href="#">Complete</a>	
Dual Participation Test	<a href="#">Tested 04/20/2013</a>	<a href="#">Tested 04/20/2013</a>	<a href="#">Tested 04/20/2013</a>	<a href="#">Tested 04/20/2013</a>	
Basic Contact	<a href="#">Complete</a>	<a href="#">Complete</a>	<a href="#">Complete</a>	<a href="#">Complete</a>	
Hct/Hgb	<a href="#">Complete</a>	<a href="#">Complete</a>	<a href="#">Complete</a>	<a href="#">Needed</a>	
Special Authorization					
Survey	<a href="#">N/A</a>	<a href="#">N/A</a>	<a href="#">N/A</a>	<a href="#">N/A</a>	
End WIC Eligibility Letter	<a href="#">N/A</a>	<a href="#">N/A</a>	<a href="#">N/A</a>	<a href="#">Needed</a>	
Referrals	<a href="#">Referrals</a>	<a href="#">Referrals</a>	<a href="#">Referrals</a>	<a href="#">Referrals</a>	
Immunizations	<a href="#">N/A</a>	<a href="#">Immunization</a>	<a href="#">Immunization</a>	<a href="#">Immunization</a>	

End of Eligibility

3. Open the **Appointment Book** and go to the month in which his certification period ends. Schedule a Recertification (RC) Appointment with the RN or RD. (Make the Appointment Type <none> for the other family members.) Save.
4. Print the appointment notice by clicking: 
5. Compare the Appointment Notice you just printed with this sample. The dates will be different, but you can see the text that provides the ineligibility notification.

Your next appointment is at 10:00 AM on September 19, 2013. The appointment is for the client(s) listed below. Please come to the appointment with everything listed under each name.

**Brent Broccoli**

**Certification Appointment**

Infant/Child, Immunizations Records, Proof of Residency, Proof of Family Income,  
Your Proof of ID, Client Proof of ID, Diet Questionnaire

WIC eligibility ends soon for this client. If this appointment is not kept, their last Checks will be for the month of September, 2013.

If you are unable to make this appointment, please contact our office.

6. Close the Broccoli record and reopen it to refresh the Notices window. Look at his Notices. The “End WIC Eligibility Letter” line displays with “N/A” beside it.
7. Normally in clinic you would go on to print the last checks for the certification period, **but don’t print checks in this example.**

You have met the requirement to provide him with eligibility end notification. And you did it combined with her recertification appointment letter. *That’s just one sheet of paper!*



The key is to:

- print the recertification appointment **before** you print the last checks, and
- set the recertification appointment date to be **before** the client’s eligibility end date.

It is a good practice to point out the end of eligibility warning on the appointment letter when you give it to clients. Remind them that they need to keep the recertification appointment to see if they will be eligible again.

## **Printing End of Eligibility Letter with Check Pickup (Client Is Eligible to Reapply)**

The previous section explained how you can provide the required end eligibility notification on the recertification appointment notice. If you first print a client's last checks and then make the recertification appointment, that's okay. KWIC will just print out a separate "End WIC Eligibility Letter" so you'll have two letters to give. The other time you will get a separate letter is if the recertification appointment date is after the client's End Eligibility Date. This will happen even if you print the Appointment Letter first.



Clients may be confused when you hand them a letter for a recertification appointment and a letter notifying them that their eligibility ends at a future date. Simply explain that WIC is required by regulation to give them a written notice when their eligibility for the current certification period will expire. They need to keep the certification appointment to see if they will be eligible again.

### **Skill Builder**



#### **Printing End of Eligibility Letter with Check Pickup**

Find and open the record for the Pepper family. Notice eligibility ends in a couple months for Penny, Patty, and Paula. (Scroll Notices to see all the children.)

1. Demonstrate what happens if you print checks before making the recertification appointment. **For Penny only, complete these steps in this order.**
  - a. Assign the food package for her remaining WIC benefits.
  - b. Print all remaining checks for Penny.
  - c. Did an End of Eligibility Notice automatically print? (Should be "yes" if it did print.)
  
2. Demonstrate what happens if you first make the recertification appointment, then print checks. **For all three children – Penny, Patty, and Paula – complete these steps in this order.**
  - a. Make a recertification appointment with a RN or RD in the month their certification ends.
  - b. Print the Appointment Notice.
  - c. For Patty and Paula, assign a food package for remaining checks.
  - d. For Patty and Paula, print all remaining checks.
  - e. Did an End of Eligibility Notice automatically print for Patty and Paula? (Should be "no" because you made the appointment before printing checks. Remember that the Appointment Letter also provides a warning that their



certification is ending. It is less confusing to clients if you follow this order of steps.)

### ***Printing End of Eligibility Letter with Check Pickup (Client Is Reaching Categorical Ineligibility)***

Now let's consider clients that are reaching the end of their categorical eligibility. As you know, a client must be notified at least 15 days before they become categorically ineligible (or the Last Date of Use on their checks.) As a reminder, here is when clients become categorically ineligible.

- A child is categorically ineligible on his or her fifth birthday.
- A pregnant woman is categorically ineligible 6 weeks after her due date.
- A breastfeeding woman is categorically ineligible 1 year after her delivery date.
- A non-breastfeeding woman is categorically ineligible 6 months after her delivery date.

KWIC does not allow you to print checks for a client as of the day she or he becomes categorically ineligible, even if the Eligibility End Date is later.

For example, Susie turns five on August 16. The last day checks can be printed is August 15 even if her Eligibility End Date is August 31.

Starting three months in advance of the End Eligibility Date, KWIC will automatically print an Eligibility End Letter when you print the checks for a client who is reaching categorical ineligibility.

Simply give the letter to the client and explain that they will not be eligible after the date shown on the letter. The letter also explains the reason, e.g. "Your child will be soon be five years old. WIC serves children until age five."

### ***When Will KWIC Automatically Print an End Eligibility Letter?***

The **Print Checks** window automatically prints an end of eligibility letter for all group members that meet certain criteria any time checks are printed for any client in the group. (This means a client may receive a letter even though checks aren't printed for that client.) Criteria are:

- An End of Eligibility letter has **not** already been printed for this certification period.
- The client status is **not** Terminated, Suspended or Ineligible.
- The client does **not** have a RC appointment scheduled with an outcome of either "None" or "Completed" at any time during the certification period.
- If today is within the time period three months prior to the eligibility end date. For example, the Eligibility End date is August 31. A letter will be printed on any day checks are issued from May 1 and later. The following table shows the month in which the system will automatically print the letter any time checks are issued within or after the month listed.

If Eligibility End date is in:	The End Eligibility Letter automatically prints when you issue checks starting in:
January	October
February	November
March	December
April	January
May	February
June	March
July	April
August	May
September	June
October	July
November	August
December	September

This KWIC feature means most clients should get their End Eligibility notice far in advance of the required 15 days.

### ***Print End of Eligibility Letters***

Because KWIC is designed to print the End of Eligibility Letter automatically, you will rarely use the **Print End of Eligibility Letter** function.

**Print End of Eligibility Letter** is available on the Client menu. This window allows you to print an End of Eligibility Letter at any time for any WIC client that is not an applicant.

## ***Notices***

End WIC Eligibility Letter appears on the Notices tab, showing N/A, Needed (as a link to Print End of WIC Eligibility Letter), or the date printed, based on the following criteria:

- If today is more than 3 months prior to the client's eligibility end date (as documented in the table above), the field displays "N/A"
- If the client is within the time period three months prior to the eligibility end date (as documented in the table above) and has not had an end of eligibility letter printed, the field displays "Needed"
- If the client is within the time period three months prior to the eligibility end date (as documented in the table above) and has received a letter, the field displays "Printed <date>" with the date being the date the letter was printed. This date reflects the most recent date a letter printed.

Normally, you usually will not need to worry about this notice because the letter will print automatically when you print the client's checks within the window of time previously described.

## ***Contact History***

When an End Eligibility Letter is printed, KWIC records an "End of Eligibility Notification" contact in the "Documents Printed" section of Contact History.

# The End