
POLICY: Remote Certification

The CPA completes a certification without the participant being physically present due to concerns about potential COVID-19 exposure. Certifications include:

- Initial Certification
- Subsequent Certification
- PE – Complete Assessment

The CPA must:

1. Complete the contact using an agency landline phone, agency cell phone or secure interactive video chat.
 - Check with your IT staff about what electronic methods meet the definition of a secure video chat.
2. Use an interpreter for the contact when bi-lingual staff aren't available to interpret for a participant with Limited English Proficiency (LEP).
 - Document the use of an interpreter service in the Nutrition Assessment section of the Care Plan Summary screen in the participant's file.

In addition to physical presence as stated above, the following certification requirements are waived during this time:

- Separation of duties
 - The CPA can complete all portions of the remote certification (income and risk assessment).
 - The coordinator doesn't have to complete chart reviews for certifications not meeting the separation of duties requirement during the waiver period.
- Providing proof of identity, residency and income when the participant is unable to show these proofs.
 - Examples include when the clinic or participant doesn't have access to a secure video chat platform (like GoToMeeting), secure text, or secure email.
- Anthropometric and bloodwork values
- Participant signature on the Rights and Responsibilities form
- Participant signature for food benefit issuance

PROCEDURE:

The CPA:

- A. Gives a brief description of the program and certification process. Let the participant know the information is confidential and the appointment will take about 30 – 45 minutes.
 - It's best practice to let the participant know you'll ask questions about income and other potentially personal information so they can decide if they're in an area they can answer these questions.
 - It's also helpful to let participants know staff will enter the information into a computer so they're aware of what is occurring in the clinic during this interaction.
- B. Documents all required information on the participant's **Family Demographics** screen.
 1. Select the proof shown for identity and residency when one of the following applies:
 - a) The participant shares their ProviderOne number verbally and staff verify on the **Income Information** screen.
 - b) Staff can see the participant's proof(s) during a secure video chat.
 - c) The participant emails or texts a picture of the proof(s).
 - Have the participant use secure or encrypted email and text methods to protect their privacy and security. Some texting apps have the option to encrypt messages.
 2. Staff select "COVID-19" when none of the above apply.
 - This includes when the person can't access a secure video chat, or encrypt an email or text in order to show or send a picture of the proof(s).
 - Selecting COVID-19 is considered a valid proof during this time and doesn't give a one month temporary certification eligibility period.
- C. Documents the required information on the **Participant Demographics** screen.

1. Race/Ethnicity – select the participant’s race and ethnicity based on their declared information.
 - Let the person know WIC asks this information to find out who WIC serves and doesn’t affect eligibility or immigration status.
 - Select the participant’s declared race and ethnicity.
 - If the person can’t, or doesn’t want to, declare this information, staff do their best and enter the information.
 - Staff will have to select Hispanic or Non-Hispanic for ethnicity and can then select all race categories.
 - Write an Alert to update this information when the participant is present in the clinic.
2. Physical Presence – select “No.”
 - Select the Physical Presence Exception Reason “COVID-19”.

D. Completes the **Income Information** screen.

Note: The participant can provide proof of income or adjunct eligibility as listed in Procedure B above.

1. Family size – enter the number in the economic unit and the number of expected infants.
2. Family Adjunct Participation – enter information and proof seen.
 - After verifying adjunctive eligibility, enter Self-Declared income from the past 30 days.
3. Income Details – enter information if the participant doesn’t have adjunctive eligibility.
 - Enter “COVID-19” for proof of income when the participant can’t provide income documentation.
 - This includes when the person can’t access a secure video chat, or encrypt an email or text in order to show or send a picture of the proof(s).
 - Selecting COVID-19 is considered a valid proof during this time and doesn’t give a one month temporary certification eligibility period.

E. Completes an assessment which includes:

1. Measurements: **Optional – obtain if possible**

- Document measurements from another source if taken within the past 60 days, when available.
- PE Complete Assessment: Documenting the participant as not physically present doesn't remove the Cascades requirement to enter measurements for this appointment.
 - Document the pregnant participant's self-reported height and weight.
 - Write a sticky note the information was self-reported.

2. Iron test value: **Optional – obtain if possible**

- Document the iron test value from another source taken in the participant's current category and within the past 90 days.
- PE Complete Assessment: Documenting the participant as not physically present **doesn't** remove the Cascades requirement to enter an iron test value for this appointment.
 - Document "participant not present" in the **Deferred Reason** dropdown list. Cascades then removes the requirement for these participants.

Note: Staff issue benefits without restriction if measurements and the iron test value aren't available.

3. Assessment Questions.

- a. Assess for all potential risks by asking all the required Assessment Questions for the participant's category and age.
- b. Promote breastfeeding to pregnant participants by exploring questions and concerns about breastfeeding.
 - Offer information to address concerns and document in participant's file.
 - Offer breastfeeding peer support if available.

- c. Document answers to questions in the participant's file.
- F. Assigns all appropriate risk factors.
- G. Completes the Rights and Responsibilities form.
1. Ask the participant if they have access, by phone or on a computer, to read the [Rights and Responsibilities form](#) on the Washington WIC website, or read the entire form to the participant.
 - Direct the participant to the [Rights and Responsibilities form](#) in their language, read the form to the person in their language, or ask the interpreter or Language Line staff to read the form to the person in their language.
 2. Once the participant has read, or had the Rights and Responsibilities form read to them, verbally review the required information on the form and ask if the person agrees.
 - See [Volume 1, Chapter 7 – Rights and Responsibilities](#) for more information about the required review.
 3. If the participant agrees to the Rights and Responsibilities, click **Capture Signature** and write "Remote Cert" in the **Certification Signature** box.
- H. Reviews the information on the **Certification Summary** screen and if the information is correct, press the **Certify** button.
1. Let the participant, Parent Guardian or Caretaker know how long the participant is eligible for WIC.
 2. Share that WIC will reassess the participant's eligibility at the end of the certification period.
- I. Discusses and document referrals.
- J. Offers nutrition education based on the participant's interests and relevant concerns or needs.
- K. Has a conversation and set goals with the participant, Parent Guardian or Caretaker as appropriate.

- L. Issues the WIC Card.
1. Swipe the WIC Card or enter the WIC Card number on the **Issue EBT Card** screen.
- M. Prescribes food benefits.
1. Share information about WIC foods and how they contribute to a healthy diet.
 2. Let the participant, Parent Guardian or Caretaker know WIC foods are for the participant and alone won't meet all the nutritional needs of the participant. WIC is a supplemental food program.
 - See [Volume 1, Chapter 23 – WIC Foods](#).
- N. Issues food benefits.
1. Issue food benefits for the appropriate number of months (1, 2 or 3 months of issuance) based on required documentation and next appointment needs.
 2. Staff sign for the food benefits and write “RBI” for remote benefit issuance.
 - See [Volume 1, Chapter 22 – Issue WIC Food Benefits](#), “Issuing Food Benefits without Physical Presence” for more information.
- O. Offers WIC shopping education and information about how to use the WIC Card.
1. Ask if the participant can download and view the [WIC Shopping Guide](#) on the WIC website to see the foods while staff review them on the phone or during the video chat.
 2. Encourage the participant to consider downloading the WIC Shopper App.
- P. Offers new participants the option to mail the WIC Card or have the participant pick the card up at the clinic.
1. Let the participant know the card may take 5 – 7 days to arrive by mail.
 2. If the participant prefers staff mail the card:
 - Confirm the address in the participant's file is correct.
 - Offer a Shopping List, Shopping Guide, and other WIC Card materials as needed **if** the participant doesn't access the WIC Shopper App.

- Follow the “Mail WIC Card” policy in [Volume 1, Chapter 22 – Issue WIC Food Benefits](#).

Note: Current recommendation is to wash your hands with soap and water before gathering materials to mail, use a moist sponge or other material to seal the envelope. Wash hand again.

- Q. Lets the participant, Parent Guardian or Caretaker know:
1. When their next appointment is based on their needs.
 2. If the appointment will be in person, by video chat, or phone.
 3. What to bring or have ready for the next appointment, as appropriate.
 4. They can transfer their WIC eligibility if they move.
- R. Thanks the participant for participating in WIC and offer a phone number for questions.

Washington State WIC Nutrition Program

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