
POLICY: Presume Eligible (PE) Remote Certification

Staff Presume Eligible pregnant participants who are income eligible without being physically present due to concerns about potential COVID-19 exposure.

Staff must:

1. Complete the PE certification 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 on the Family Demographics screen in the participant's file.

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

- 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:

Staff:

- A. Give a brief description of the program and certification process. Let the participant know the information is confidential and the appointment will take about 20 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. Document 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. Select the "Presumed Eligible" risk on the **Assigned Risk Factors** screen.
- D. Document the required information on the **Participant Demographics** screen.
1. Race/Ethnicity – select the participant's race and ethnicity based on their declared information.
 2. Physical Presence – select "No."
 - Select the Physical Presence Exception Reason "COVID-19".
- E. Complete 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.

F. Complete 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 PE" in the **Certification Signature** box.

4. Write a **Family Alert** to have the participant sign a paper copy of the form when physically present and scan it into Cascades.
- G. Review the information on the **Certification Summary** screen and if the information is correct, press the **Certify** button.
- H. Issue the WIC Card.
1. Swipe the WIC Card or enter the WIC Card number on the **Issue EBT Card** screen.
- I. Prescribe food benefits.
1. A clerk or non-CPA staff can issue the standard food prescription for the presumed eligible participant.
 2. If the CPA completes the Presume Eligible certification, they can discuss and make changes to the food prescription.
 3. The CPA reviews the food prescription at the PE – Complete Assessment.
- J. Issue food benefits.
1. Issue food benefits for either one or two months based on required documentation.
 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.
- K. Offer 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.
- L. Offer 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 "Mailing the WIC Card" policy in [Volume 1, Chapter 22 – Issue WIC Food Benefits](#).

Note: Current recommendation is to use a moist sponge or other material to seal the envelope.

M. Let the participant know:

1. When the next appointment is to complete the assessment, most likely in either 30 or 60 days.
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.

N. Thank the participant for participating in WIC and offer a phone number for questions.

Washington State WIC Nutrition Program

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civil.rights@doh.wa.gov.

