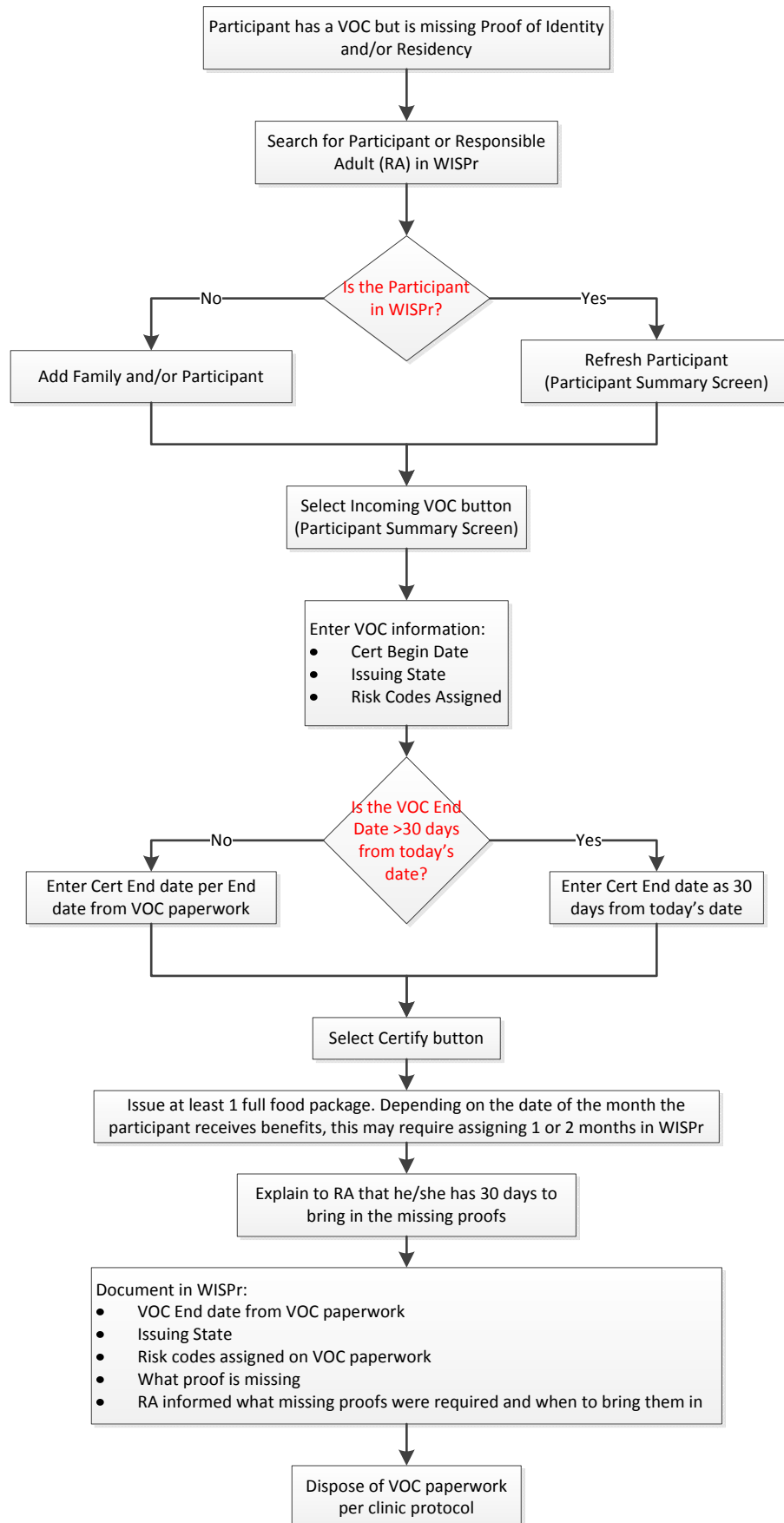


VOC Participant: Missing Proof(s) Initial Contact



If you have questions regarding WISPr see: QRC: Incoming & Outgoing VOC Section

VOC Participant: Missing Proof(s) Second Contact

Identify participant has VOC with missing proof

Bring up Participant/Family information

Review documented VOC information in WISPr:

- End date from VOC paperwork
- Issuing State
- Risk codes assigned on VOC paperwork
- What proof is missing
- RA informed what missing proofs were required and when to bring them in

Has VOC from Original Paperwork expired?

Participant cannot receive benefits based on VOC. Offer to certify the participant

Has the 30 day VOC in WISPr expired?

Terminate Cert

Refresh Participant (Participant Summary Screen)

Ask if contact information is current. Update if needed (Edit Family Info button)

Did Participant bring missing Proofs?

Select Incoming VOC button (Participant Summary Screen)

Enter VOC information:

- Cert Begin Date
- Issuing State
- Risk Codes Assigned

Is the VOC End date >30 days from today's date?

Enter Cert End date per End date from VOC paperwork

Enter Cert End date as 30 days from today's date

Select Certify button

Issue at least 1 full food package. Depending on the date of the month the participant receives benefits, this may require assigning 1 or 2 months in WISPr

Explain to RA that he/she has 30 days to bring in the missing proofs

Document in WISPr RA was informed what proofs were required and when to bring them in

Document Proofs in WISPr

Select Incoming VOC button (Participant Summary Screen)

Enter VOC information:

- Cert Begin Date
- Cert End Date from VOC Paperwork
- Issuing State
- Risk Codes Assigned

Click on Certify button

Assign benefits (Link on Left Nav)

Document any needed information in WISPr

