

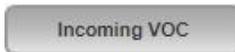


VOC – No Proof of Identity and/or Residency

NOTE: Proof of identity and residency are required.

If participant does not bring proof of identity and/or residency, use this QRC

1. Conduct a Participant/Family Search
 - If participant is not in WISPr, enter them into the system
2. Click: Incoming VOC on Participant Summary page



3. Enter: Cert Begin Date **(a)**
4. Enter: Cert End Date **(b)**
 - 30 days from current date or end date on VOC if less than 30 days away
 - Explain to responsible adult (RA): benefits can only be provided 1 month at a time until missing proofs are provided
 - Document in Staff Notes: VOC end date, reason for shortened certification, and RA was told the requirements

Cert Begin Date: **a** Cert End Date: **b**

c Issuing State:

Feeding Info: **d** Breastfeeding data does not exist, please update.

e Risk Codes Assigned:

- Risk 103: Underweight/At Risk of Underweight
- Risk 115: High Weight-for-Length
- Risk 121: Short Stature At Risk of (Infants/Children)
- Risk 134: Failure to Thrive
- Risk 135: Slowed/Faltering Growth Pattern
- Risk 141: Low Birth Weight
- Risk 142: Preterm or Early Term Delivery

5. Select: Issuing State from dropdown **(c)**
6. Click: Update (if present) **(d)**
 - Enter required information
7. Assign: Risk Code(s) **(e)**
 - Select all Risk Codes that are listed on the VOC
8. Click: Certify



9. Success message will display – participant is in Active Status

VOC from Oregon granted with the following risk codes: 502



Follow-up Appointment

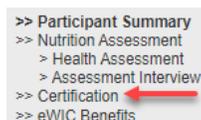
Proof of Identity and/or Residency:

1. Not provided within 30 days:
 - Benefits can be issued 1 month at a time until proof is provided or until the VOC Cert End Date (whichever comes first)
2. Provided after VOC Cert End Date:
 - Participant needs to be certified to continue receiving benefits
3. Provided prior to VOC Cert End Date:
 - Cert End Date needs to be updated to End Date shown on VOC

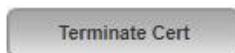
Update Cert End Date

NOTE: Do not use for temporary certifications. This only applies for VOCs when proof of identity and/or residency is not provided with original certification

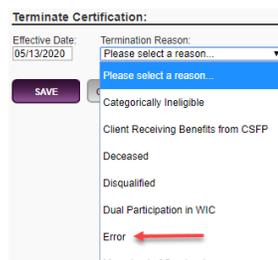
1. Click: Certification on left navigation



2. Click: Terminate Cert



3. Select: Error from dropdown for termination reason



4. Click: Save to terminate cert



5. Click: Refresh Participant on the Participant Summary page



Note: Do not select Reinstate Cert button on the certification page

6. Enter: Information on pop-up

Refresh Participant

Warning! You are about to refresh this Participant's record. This cannot be un-done. Are you sure you want to proceed?

What category is this participant?

Expected Delivery Date:

Initial Contact Date:*

YES **NO / CANCEL**

Refresh Participant

Warning! You are about to refresh this Participant's record. This cannot be un-done. Are you sure you want to proceed?

Initial Contact Date:*

YES **NO / CANCEL**

7. Click: Yes to refresh participant

8. Proof of Identity:

- Click: Edit Participant on Participant Summary page

Edit Participant

- Select: Proof of Identity presented from the dropdown list

Proof of Identity:*

Physically present?*"

- Select: Physical presence from dropdown list

- Click: Save to save information

SAVE **CANCEL**

9. Proof of Residency:

- Click: Edit Family Info on the Family Information page

Edit Family Info

- Click: Update

UPDATE Proof.*
Postmarked Mail (No PO box)

- Select: Proof of Address from the dropdown list

Change Proof of Address

New Proof:

SAVE **CANCEL**

- Click: Save to save information

10. Click: Incoming VOC on the Participant Summary page

Incoming VOC

11. Enter: Cert Dates **(a)**
 - Cert Begin Date: current date
 - Cert End Date: listed on VOC
12. Select: Issuing State from dropdown **(b)**
13. Click: Update (if present) **(c)**
 - Enter: Required information
14. Assign: Risk Code(s) listed on VOC **(d)**
15. Click: Certify

Cert Begin Date: Cert End Date:

a

b Issuing State:

Feeding Info: Breastfeeding data does not exist, please update.

c

d Risk Codes Assigned:

- Risk 103: Underweight/At Risk of Underweight
- Risk 115: High Weight-for-Length
- Risk 121: Short Stature At Risk of (Infants/Children)
- Risk 134: Failure to Thrive
- Risk 135: Slowed/Faltering Growth Pattern
- Risk 141: Low Birth Weight
- Risk 142: Preterm or Early Term Delivery

CERTIFY

16. Success message will display – participant is in Active Status

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IDAHO DEPARTMENT OF
HEALTH & WELFARE
DIVISION OF PUBLIC HEALTH



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