Dual Participation

I. Dual WIC participation is defined as participants identified within a local agency/clinic or between local agencies as having applied for and received an over-issuance of benefits, meaning benefits received from more than one clinic in the same month or posing as a different participant to receive multiple benefits.

II. Intrastate Dual WIC Participation. The Intrastate Dual Participation report in VISION is the result of an automated process that identifies an individual's name, sex and birth date and compares them with other Utah WIC participants to determine if the applicant/participant may already have a record in the VISION system. This report will be generated by VISION on a daily basis. Clinic staff must view this screen each morning to see if there are any possible duals that need to be resolved. Staff must research each possible dual to find out:

   a. If there is a true dual who has received multiple benefits in the same month,

   b. If a duplicate participant needs to be terminated, merged and deleted,

   c. If the match was not a dual.

III. In some cases additional research is necessary to determine whether or not it is the same person.

   a. It is often obvious that it is not a dual when the last names are not very similar; these may be quickly resolved.

   b. When names of potential duals are the same or similar but spelled differently, the family screen must be opened to compare phone numbers, addresses, other family member names, etc. This research may require contacting another clinic.

IV. If dual participants are identified, the WIC clinic staff will need to:

   a. Contact the other WIC clinic of enrollment to discuss the situation and determine if dual participation was intentional fraud or unintentional.
      i. If dual participation was unintentional, make sure the client understands the problem and the WIC policies listed in the Rights and Responsibilities. Determine which clinic needs terminate the WIC client.
      ii. In cases of intentional fraud where multiple benefits were received (i.e. the client was issued and redeemed benefits on two cards for the same months), then the clinic needs to initiate participant violation procedures and repayment of benefits (see Participant Violations).
      iii. Terminate the client in both clinics (see Termination).

   b. Submit the dual deletion request on SharePoint.

V. When these actions have been completed, on the Intrastate Dual Participation screen, place a check in the box with the column marked, “Resolved” and document the outcome by selecting the appropriate option in the “Reason” drop down list. This list contains the options of:

   a. No dual- similar name: to be used when it is found that the two names are <u>separate individuals</u> with similar names and the same birth date.

   b. No dual- twins: To be used when the system has flagged twins as a possible dual.

   c. No dual- other: to be used in situations where the names were found to be <u>separate individuals</u> but were flagged as a possible dual for some other reason.

   d. Dual- no multiple benefits: to be used when the names are found to be either a <u>dual</u> in the same clinic or the <u>same person</u> in different clinics but there <u>has not been an over issuance of benefits</u>.
      i. One of these duals must be terminated.
      ii. Comments must be made regarding the resolution (i.e. why there was a dual, where terminated etc.).
      iii. The dual deletion request must be completed on SharePoint for the Help Desk staff to merge and delete the dual.

   e. Dual- multiple benefits: to be used for <u>true duals</u> who have applied for and received an over-issuance of benefits, meaning benefits received from more than one clinic in the same month.
      i. Participants found committing dual participation: see steps above.
      ii. Comments must be made regarding the resolution.
      iii. The Help Desk must be notified.
      iv. Follow the participant violation procedures if the participant redeemed the benefits from both clinics for the same month.

VI. Oftentimes duals are in two different clinics. These names will show on both clinics’ intrastate dual reports until one of the clinics resolve them. Once resolved by one of the clinics, the dual will disappear from the report of both clinics. For this reason it is important that the clinic that is resolving the dual is the one that completes the dual deletion request on SharePoint.

VII. Using the search functionality built into the VISION system properly and thoroughly will aid in preventing the accidental creation of dual participants.

a. Before entering a new person, ask several questions to determine if the applicant should already have a record in the system. Always ask, “Have you been on WIC before?” and “How long ago?”

b. Use multiple search methods to attempt to find a participant that should be in the system.

c. VISION hides participants that are terminated as “no longer in family”. Consequently, an additional step must be completed in the search process to find any children who may have been terminated with this reason code. (This will mostly affect foster children). Click on the “View” option to unhide any hidden members before you begin the search for the foster children. If this is not done, then you will be unable to find any children that have been hidden due to termination reason- no longer in family. Failure to search for them with this added step will cause duals to be created.

d. If assistance is needed, contact the Help Desk.

e. If no search results are found, setup the new participant and use the “Wild Card” check boxes on the Dual Search Screen to make sure the family does not exist already and move forward with the setup.

VIII. When a participant or an guardian has changed their name (new last name due to marriage/divorce etc.), Staff must click “edit” on the individual, click on “Add to Aliases” in the Family screen and then enter the new name.

IX. If a dual is accidently created, VISION will allow you to delete a new participant that does not contain any critical data on records, (Identity, Income, Anthropometrics, Food Packages, etc.). Only infants or children accidentally created can be deleted by the user. Guardians or additional guardians for a family, once they are created and saved, cannot be deleted by the user.

X. When families need to be merged and deleted by the Help Desk the following steps need to be completed before submitting a dual deletion request on SharePoint:

a. Always select the family to delete that does not contain historic data.

b. Make sure no future appointment is scheduled for the family.

c. Transfer any hidden members from the family requested to be deleted to the family being kept.

d. Foster codes must match on both families, remove or add the foster code if required.

e. Enter a comment in the Comments/Alert screen on the record you are keeping when data needs to be merged from another family ID (ex. “Data merged from family 56 due to dual created”).

f. It is very important when deleting a family ID to make sure that it is not the family ID number given to the participant.

g. When the above steps are completed, submit the information to the Help Desk via SharePoint.

h. The Help Desk will not be able to complete requests to delete dual foster children that have received benefits in multiple families. This will prevent participant violations from being transferred onto the wrong guardian as well as allow historical records to be maintained. In the case of a dual that has already been created, beware that if you need to retrieve the child again, you will need to verify that you are retrieving the MOST recent data record. If dual foster children are found, you may continue to report these to the Help Desk through the request form on SharePoint, and staff will attempt to merge some of the data, but they will not be able to delete the dual in many cases.

XI. Interstate Dual Participation.

a. Local WIC agencies, especially those who operate clinics within service areas located close to state borders or Indian tribal organizations (ITO), should contact the neighboring state or ITO WIC clinic when they suspect that an individual participant may be active in more than one WIC program. Contact may be via a phone inquiry or written communication. Documentation of contact and results of the inquiry should be noted in VISION comments.
   i. Suspicion of dual participation may arise when:
      1. Applicants present a proof of residency in one state but have a proof of identification from another state.
      2. Information stated by the applicant.
      3. Information reported by another individual or agency.

b. WIC participant data is shared with neighboring states and Indian tribal organizations quarterly to detect potential duals. Sharing of data, detection and coordination with other states is handled by the State WIC Office.