

SECTION: Dual Participation**SUBJECT: Dual Participation Report and Follow-up**

Federal Regulations: §246.7 (l); 246.23(c)(1); 246.12(u)(2).

See also: WIC 104-04 WIC Participant Abuse of the WIC Program, WIC 104-05 WIC Applicant Abuse of the WIC Program

POLICY

Potential dual enrollment is evaluated for participants potentially participating at 2 or more clinics within the State. During the save process on the Pre-Certification screen, CT-WIC performs an analysis to ensure a duplicate record does not exist. The following information is compared for dual participation:

- The first 4 letters of the participant's First Name
- The first 4 letters of the participant's Last Name
- Gender
- Exact Date of Birth

**Similarities between Participant Names, Birth Dates, or Participant Numbers**

If a potential duplicate record is found, a Potential Dual Participation pop up will be displayed requiring WIC staff to take immediate action. At this time ensure the information entered is correct. If correct, immediately validate the dual participant information, by verifying the participant's name, birth date, and gender when applicable. If it is determined that there is no dual enrollment select **Save New Participant**. If it is found that the information was processed in error, for example the same participant was entered twice, select **Cancel New Participant**.

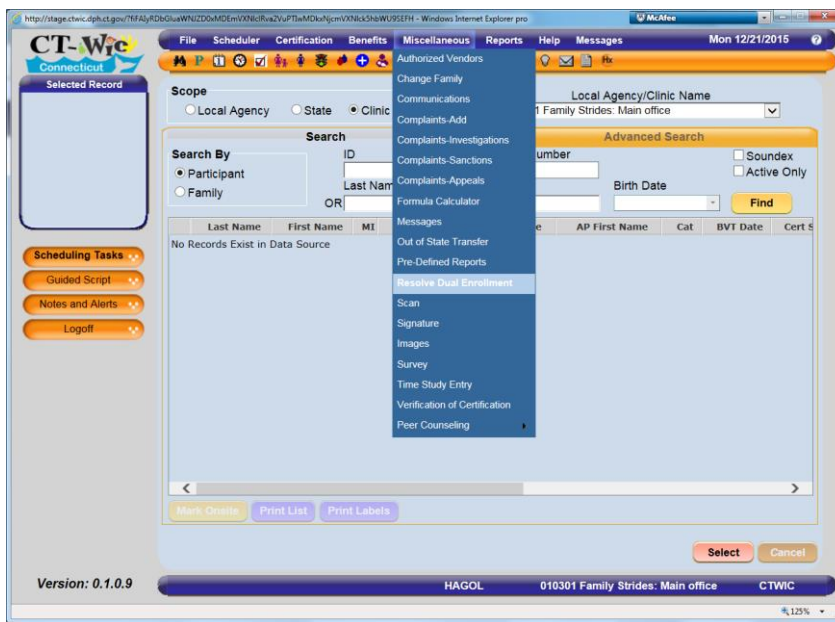
If a participant is enrolled in more than one program, talk with the participant to determine if it was or a program error or intentional. Some questions to ask the participant includes: "Have been on WIC before?" "Have you ever received WIC benefits in another WIC agency?" "Did you call another WIC office to schedule an appointment?" Depending on the response, staff may ask "Did you notify the other agency that you were moving?"

If it is a program error:

- One local agency shall "terminate" to remove the participant from its program. Dual application must also be resolved in CT-WIC, using one of the resolution codes below. CT-WIC will not issue benefits for a participant who's "Potential Dual Application" has not been resolved.
- If a participant is enrolled in more than one agency and intentional fraud is not involved, give the participant a choice of agencies and remove from one agency.

Once a potential dual enrollment has been identified, it is saved in CT-WIC for further evaluation by the WIC Coordinator or designee.

To resolve Dual Enrollment, Select Miscellaneous on the top bar and in the drop down menu, select Resolve Dual Enrollment and select a Clinic and a Participant Name and click the Go button.



Verify the participant data in both sections of the screen, and select the appropriate reason for the resolution in the Resolution dropdown (example, "Resolve-Different Participant"), enter a note with the resolve dual enrollment information and click Save. Additional options in the Resolution dropdown include; Resolve-Duplicate Record-Keep, Resolve-Duplicate Record-Block, Resolve-Other and Investigate. For additional information and examples, access the Help menu in the Dual Participation screen or refer to CT-WIC CLINC or ADMIN Users' Manual.

Clinic: 010301 Family Strides: Main office Note:

Participant: 110532807-110536494-CV-ROGERS

The following Dual Enroll information was identified as of 11/02/2015 11-02-2015

Agency Identifier: 010301-Family Strides: Main office Participant ID: 110536494 Participant Name: CV-KINSLI CV-MCCORD Date of Birth: 02/14/2014 Foster: <input type="checkbox"/> Gender: F Auth Person Name: ANGEL CV-WAGERS Participant Address: <input type="text"/> Cert Start Date: 03/07/2014 Cert End Date: 02/28/2015 BVT Date: <input type="text"/> Term Date: 03/19/2015 Term Reason: Failure to Recert Resolution: <input type="text"/>	Agency Identifier: 010301-Family Strides: Main office Participant ID: 110532807 Participant Name: CV-AHNER CV-ROGERS Date of Birth: 02/14/2014 Foster: <input type="checkbox"/> Gender: F Auth Person Name: ANGEL CV-PRICE Participant Address: <input type="text"/> Cert Start Date: 03/13/2014 Cert End Date: 02/28/2015 BVT Date: <input type="text"/> Term Date: 03/19/2015 Term Reason: Failure to Recert * Resolution: <div style="border: 1px solid black; padding: 2px;"> Investigate Resolve - Different Participant Resolve - Duplicate Record - Block Resolve - Duplicate Record - Keep Resolve - Other </div>
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If intentional fraud is suspected, and Investigate is selected, telephone the State agency within 24 hours. Action will be taken per Policy WIC 104-04 WIC Participant Abuse of the WIC Program.

WIC Dual Enrollment/Participation Report

A computer generated "WIC Dual Enrollment/Participation report" is in CT-WIC for the local agency to identify possible simultaneous WIC participation. This report is generated from CT-WIC on a daily basis. The report can be found in the Reports Tab under Operations or OPER 11.4, 11.17 WIC Dual Participation Report. The report includes the local agency name and number, Participant ID number, Authorized Person, Participant Name, Birth Date, Certification Start Date and End Date, Benefit Valid Through (BVT) Date, Date Dual Identification is identified, Date Resolved, and notes. Dual participant resolution should be done at least weekly. On a monthly basis, the State agency will follow up, via telephone, on any identified dual participant on which no action has been reported.

WIC Dual Enrollment
Year: 2016 Month: January

Generated Date: 01/19/2016

Resolution: All

Local Agency: 010000 FAMILY STRIDES							Clinic: 01 Family Strides: Main office			
Res Partic ID	Participant Name	Birth Date	Cert Start	End Date	BYT Date	Authorized Person	Clinic	Date ID'd	Date Rhd	Notes
- 300 870 463	ADJUNCT 3, IFF	08/08/2015	01/15/2016	08/07/2016		FAMILY ADJUNCT 3	101	01/07/2016		
- 300 870 135	AUGUST, IBE	08/08/2015	08/17/2015	08/07/2016		AP AUGUST	101	01/07/2016		
- 300 870 464	ADJUNCT 3, NP	08/08/1988				FAMILY ADJUNCT 3	101	01/07/2016		
- 300 870 133	AUGUST, NP	08/08/1988				AP AUGUST	101	01/07/2016		
- 300 869 910	ALLEN, AIMEE	06/06/1986				AIMEE ALLEN	101	01/07/2016		
- 300 870 188	ALLEN, AIMEE2	06/06/1986				AIMEE ALLEN	101	01/07/2016		
- 300 869 910	ALLEN, AIMEE	06/06/1986				AIMEE ALLEN	101	01/07/2016		
- 300 871 258	ALLEN, AIMEE	06/06/1986				AIMEE ALLEN	101	01/07/2016		
- 300 871 258	ALLEN, AIMEE	06/06/1986				AIMEE ALLEN	101	01/07/2016		
- 300 869 910	ALLEN, AIMEE	06/06/1986				AIMEE ALLEN	101	01/07/2016		
- 300 871 258	ALLEN, AIMEE	06/06/1986				AIMEE ALLEN	101	01/07/2016		
- 300 870 188	ALLEN, AIMEE2	06/06/1986				AIMEE ALLEN	101	01/07/2016		
- 300 870 188	ALLEN, AIMEE2	06/06/1986				AIMEE ALLEN	101	01/07/2016		
- 300 871 258	ALLEN, AIMEE	06/06/1986				AIMEE ALLEN	101	01/07/2016		
- 300 870 188	ALLEN, AIMEE2	06/06/1986				AIMEE ALLEN	101	01/07/2016		
- 300 869 910	ALLEN, AIMEE	06/06/1986				AIMEE ALLEN	101	01/07/2016		
- 300 869 909	ALLEN, STEVE	06/06/2015				AIMEE ALLEN	101	01/07/2016		
- 300 870 189	ALLEN, STEVE2	06/06/2015				AIMEE ALLEN	101	01/07/2016		
- 300 870 189	ALLEN, STEVE2	06/06/2015				AIMEE ALLEN	101	01/07/2016		
- 300 869 909	ALLEN, STEVE	06/06/2015				AIMEE ALLEN	101	01/07/2016		
- 300 870 713	ANTHRO, CI	10/10/2014	10/29/2015	06/01/2016		PAULA ANTHRO	101	01/07/2016		
- 300 870 708	ANTHRO, CHILDSGA	10/10/2014	10/29/2015	06/01/2016		PAULA ANTHRO	101	01/07/2016		
- 300 870 708	ANTHRO, CHILDSGA	10/10/2014	10/29/2015	06/01/2016		PAULA ANTHRO	101	01/07/2016		
- 300 870 713	ANTHRO, CI	10/10/2014	10/29/2015	06/01/2016		PAULA ANTHRO	101	01/07/2016		