

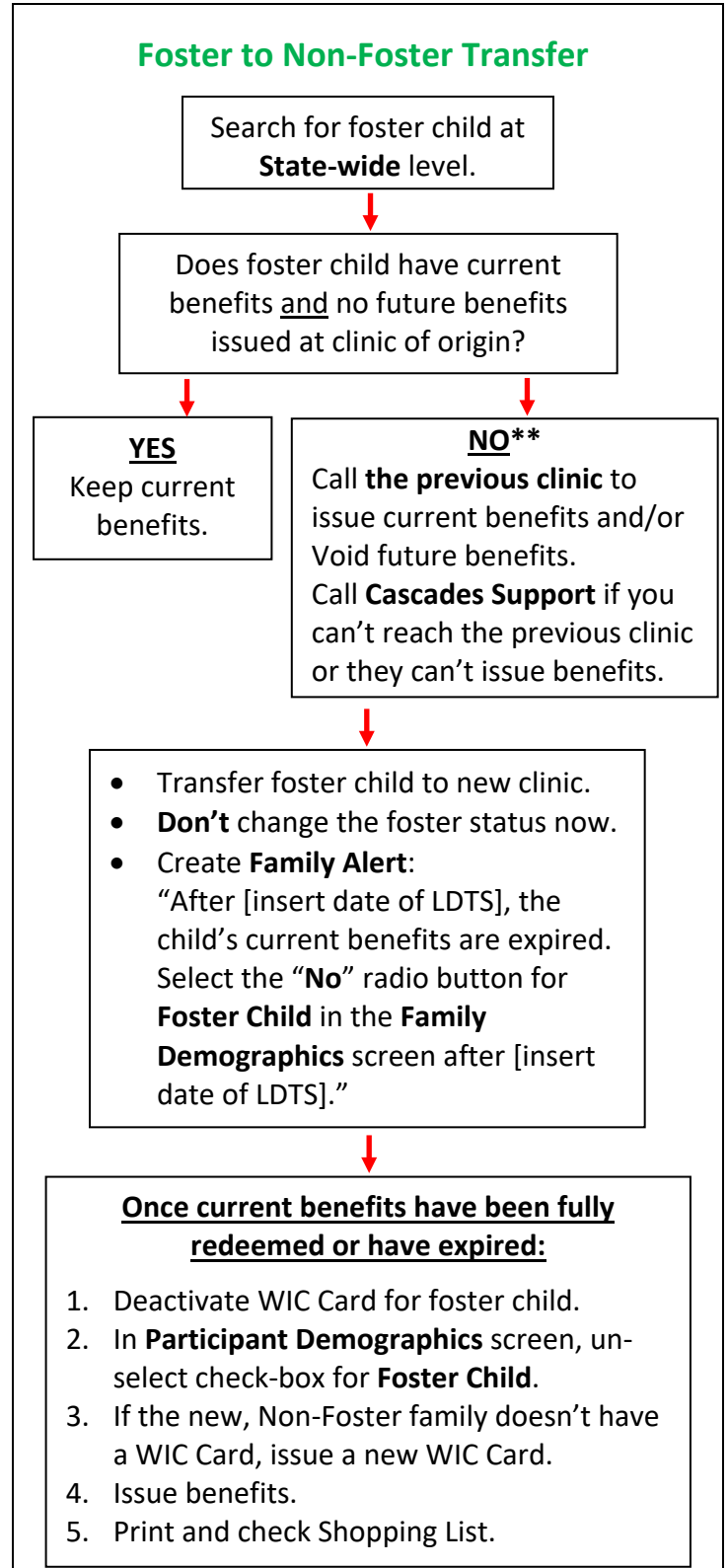
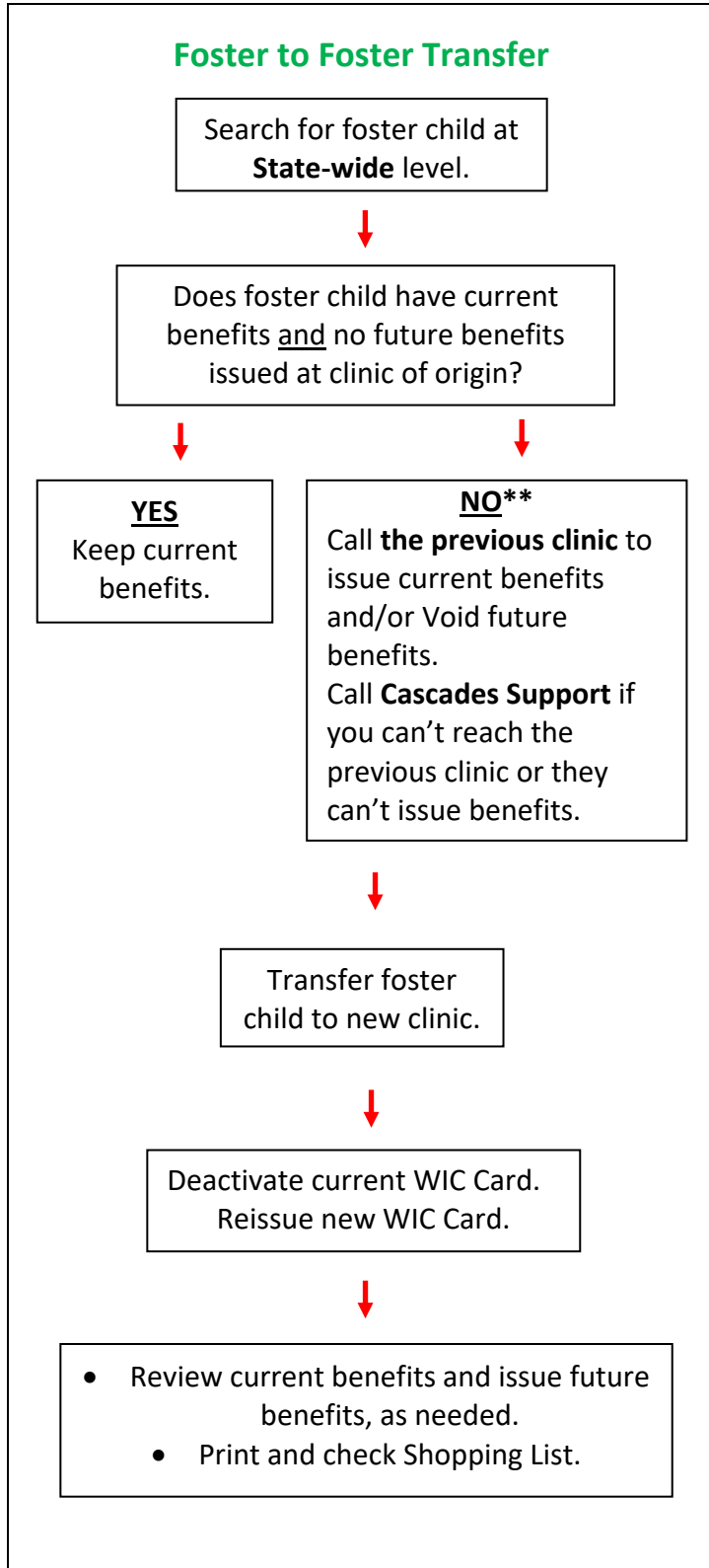


Cascades Staff Tool

Understanding Foster and Non-Foster Transfers



Use this flowsheet and guide to learn about the different types of transfers you may encounter. We have a [Cascades Steps: Transfer Between Families](#) document with step-by-step instructions posted on the [Cascades Support page](#) (all the way at the bottom of the page) of the website.





Cascades Staff Tool

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Non-Foster to Foster Transfer

Search for Non-foster child at **State-wide** level.

Does Non-foster child have current benefits and no future benefits issued at clinic of origin?

YES
Keep current benefits.

NO
Call **the previous clinic** to issue current benefits and/or Void future benefits.
Call **Cascades Support** if you can't reach the previous clinic or they can't issue benefits.

- Transfer Non-foster child to new clinic.
- **Don't** change the non-foster status now.
- Create **Family Alert**:
"After [insert date of LDTS], the child's current benefits are expired. Select the "Yes" radio button for **Foster Child** in the **Family Demographics** screen after [insert date of LDTS]."

If Cascades Support voided future benefits for the Non-Foster family at clinic of origin, they will work with you and the clinic of origin to **re-issue** future benefits for the Non-Foster

Once current benefits have expired:

1. In **Participant Demographics** screen, select check-box for **Foster Child**.
2. Issue new WIC Card for foster child.
3. Issue benefits.
4. Print and check Shopping List.

Non-Foster to Non-Foster Transfer

Search for Non-Foster child at **State-wide** level.

Does Non-foster child have current benefits and no future benefits issued at clinic of origin?

YES
Keep current benefits.

NO
Call **the previous clinic** to issue current benefits and/or Void future benefits.
Call **Cascades Support** if you can't reach the previous clinic or they can't issue benefits.

- Transfer Non-Foster child to new clinic.

If Cascades Support voided future benefits for the Non-Foster family at clinic of origin, they will work with you and the clinic of origin to **re-issue** future benefits for the Non-Foster family.

If the new, Non-Foster family doesn't have a WIC Card, issue a new WIC Card.

- Review current benefits and issue future benefits, as needed.
 - Print and check Shopping List.



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Understanding Foster and Non-Foster Transfers



REMEMBER

1. You can only “pull” a participant or family **into** the clinic you are logged into—that is the “receiving clinic.”
2. Only do transfers when the participant and parent or caregiver are in your clinic (receiving clinic) in person.

How Do Transfers Affect Appointments?

- A transfer will cancel all child appointments in the clinic of origin.
- Review appointments for the current family and schedule new appointments, as needed.

What if the participant’s status is expired or terminated?

Expired participants don’t have eligibility, therefore can’t be reinstated.

Expired participants can’t be transferred between families. **Note:** If the family is transferring, they can be transferred in the Expired status.

- Don’t attempt to re-activate the participant’s status at the clinic of origin.
- Instead, at the receiving clinic location, start a new record for this participant.
- Once you’ve created the new participant record, contact Cascades Support to have them link the two records. Support staff will need:
 - The clinic names of the clinic of origin and receiving clinic
 - The participant IDs for both records
 - Which record is to be marked “Primary”
- Follow these steps, even if you have Cascades editing rights to more than one clinic within your agency and your participant is moving within your agency.

Termed participants sometimes have eligibility, sometimes they don’t.

Termed participants who were terminated with eligibility, can be reinstated.

- If a termed participant has eligibility, contact Cascades Support to have them re-instate the participant, issue current month’s benefits, and help you complete the transfer.
- **Migrated, termed** participants with no current eligibility can’t be transferred.
 - At the receiving clinic location, start a new record for this participant.
 - Contact Cascades Support to have them link the two records. Cascades Support staff will need:
 - The participant IDs for both records
 - Which record is to be marked “Primary”



Cascades Staff Tool

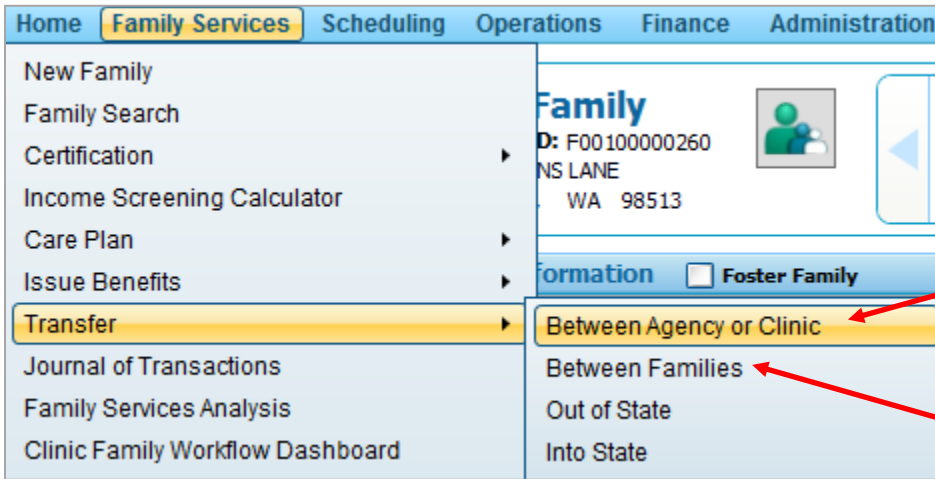
Understanding Foster and Non-Foster Transfers



How Do I Transfer an Entire Family?

Under **Family Services**, then **Transfer**, you will see some options for transferring:

- Use **Between Agency or Clinic** to transfer an entire family.
- Use **Between Families** to transfer an individual member of a family.



Use this option to transfer an **entire family**

Use this option to transfer an **individual member of a family**

For transfer policy requirements, please see [Policy Volume 1, Chapter 21 - Transfers/Verification of Certification](#).

This institution is an equal opportunity provider.
Washington State WIC Program does not discriminate.

For persons with disabilities, this document is available on request in other formats.

To submit a request, please call 1-800-525-0127 (TDD/TTY call 711)

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