

# Texas-WIN

## Dual Participation Presentation

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## Objectives

- ◆ Define Dual Participation
- ◆ Clarify who is responsible for resolving
- ◆ How to resolve Dual Participation
- ◆ Preventing Dual Participation

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## What is Dual Participation?

- ◆ **Dual Participation:**
  - A WIC client receiving more than one set of benefits during the same benefit period.
  - Also referred to as DP

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## Dual Participant Screening

- ◆ State Agency computer compares data from new clients to existing clients' data.
- ◆ Electronic messages are sent to the administrative offices when the State Agency computer has determined possible Dual Participation.

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## Who Investigates?

- ◆ It is the responsibility of admin staff to
  - Investigate possible Dual Participation
  - Resolve as appropriate prior to the next scheduled benefit issuance

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## Confirmed Dual Participant?

- ◆ The client's record is locked.

*Note: Does not apply when Foster child/infant is involved.*

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## Dual Participation Alerts

- ◆ When Texas-WIN EBT loads on the admin system, an electronic check is made to determine if any dual participation records have been sent from the State Agency.

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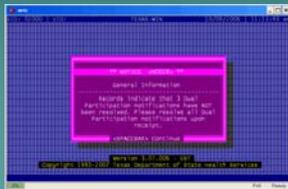
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## Dual Participation Alerts

- ◆ If **Dual Participation** records have arrived in the computer, the following screen appears:



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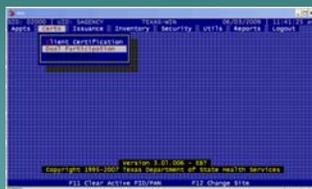
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## Dual Participation Resolution

- ◆ To access info on potential DP's, Highlight **Certs** and press enter on the TX-WIN main menu



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# Dual Participation Resolution

- ◆ Highlight Dual Participation. Press Enter.



*Note: The Dual Participation option is only available at the admin office and will be grayed out in the local clinics.*

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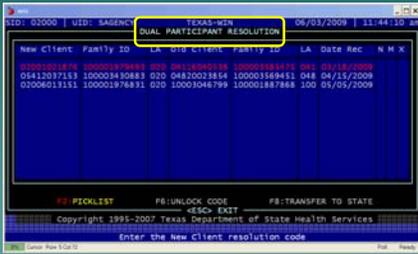
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# Dual Participation Resolution



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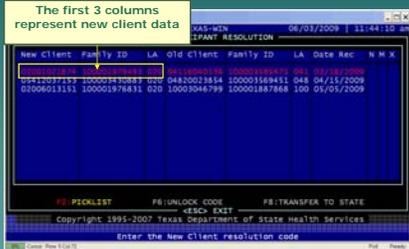
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# Dual Participation Resolution

The first 3 columns represent new client data



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## Dual Participation Resolution

- ◆ Highlight the record to investigate

New Client	Family ID	LA	Old Client	Family ID	LA	Date Rec	N	M	X
02001021874	100001979493	020	04116040538	100003585475	041	03/18/2009			

LA-020

LA-041

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## Dual Participation Resolution

- ◆ Local Agency Investigation

– Look at similarities such as: DOB, SSN, Name, and addresses of clients receiving benefits



– Contact site of Old Client data, if needed, to thoroughly investigate

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## Resolve Dual Participation

- ◆ The column labeled N is the New Client
- ◆ The column labeled M is the Matching Client
- ◆ The column labeled X is the Transfer indicator for the State Agency

N	M	X

The entry in each column represents the resolution code.

Resolution Code	Represents
N	No Dual Participation
D	Drop this client
K	Keep this client

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## Resolve Dual Participation

Scenario	N= New Client	M= Matching Client	X= Transfer to State
Not a Dual Participant	N	N	Y
Is a Dual Participant but will remain at new clinic	K	D	Y
Is a Dual Participant but will remain at matching clinic	D	K	Y
Is a Dual Participant but will no longer participate in WIC	D	D	Y

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## Preventing Dual Participation

- ◆ Find out if client is or has ever been a WIC participant—if so, request a transfer and wait for the electronic client record to arrive.
- ◆ If same client is added to FID a 2nd time, do not issue benefits to that client.




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## Summary - Dual Participation

- ◆ Local Agency Admin Office is responsible for resolving possible Dual Participation.



- ◆ Investigate thoroughly.

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## Summary - Dual Participation

- ◆ Resolution Codes:
  - N) No Dual Participation
  - D) Drop this client
  - K) Keep this client
- ◆ Enter codes correctly.

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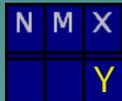
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## Summary - Dual Participation

- ◆ On the DP resolution screen, notify State Office by entering "Y" for yes, transfer information to state.



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## Summary - Dual Participation

- ◆ You have only one chance to resolve DP correctly—no other prompts or messages are received.

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## Summary - Dual Participation

- ◆ To prevent DPs,
  - Clinic staff make sure client has never participated at another Local Agency;
  - If previous WIC participant, request transfer and wait until electronic record arrives before issuing benefits.

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## This concludes our training on Dual Participation

For technical questions please call the WIC  
Application Support Service Desk:  
1(800) 650-1258

If you have any questions or comments about  
this class, please email us:

**[WicAppTraining@dshs.state.tx.us](mailto:WicAppTraining@dshs.state.tx.us)**

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