

Texas-WIN

Dual Participation Presentation

Objectives

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

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

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.

Who Investigates?

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

Confirmed Dual Participant?

- ◆ The client's record is locked.

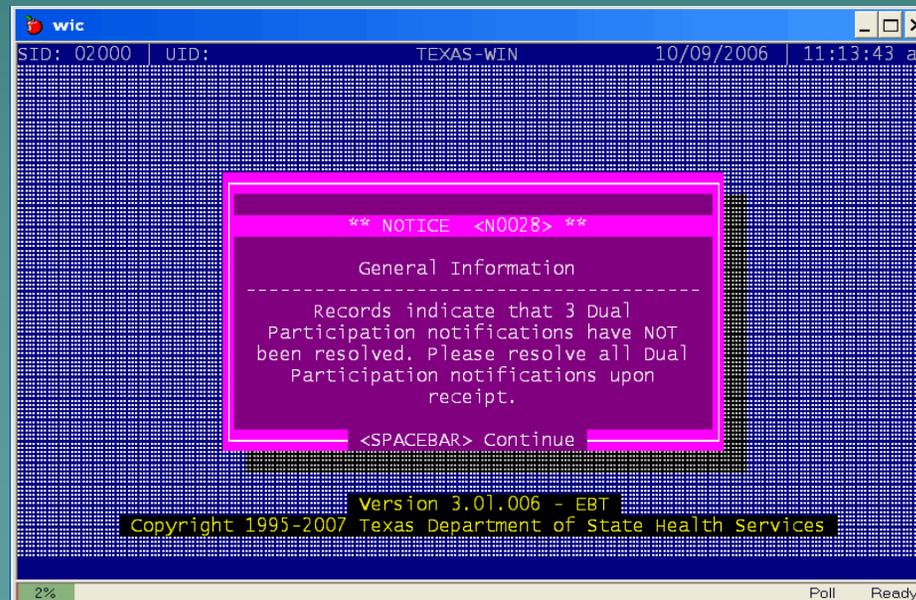
Note: Does not apply when Foster child/infant is involved.

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.

Dual Participation Alerts

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



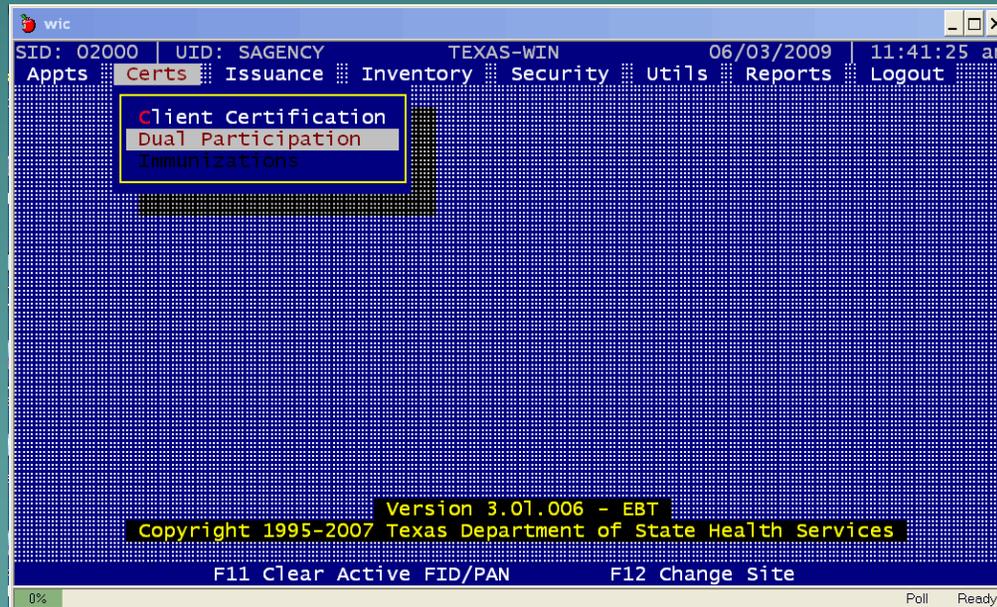
The screenshot shows a terminal window titled "wic" with a blue background and white text. The window title bar includes "SID: 02000", "UID:", "TEXAS-WIN", "10/09/2006", and "11:13:43 am". A central dialog box with a black background and white text displays the following message:

```
** NOTICE <N0028> **  
General Information  
-----  
Records indicate that 3 Dual  
Participation notifications have NOT  
been resolved. Please resolve all Dual  
Participation notifications upon  
receipt.  
<SPACEBAR> Continue
```

At the bottom of the terminal window, the text "Version 3.01.006 - EBT" and "Copyright 1995-2007 Texas Department of State Health Services" is visible. The status bar at the bottom of the window shows "2%" and "Poll Ready".

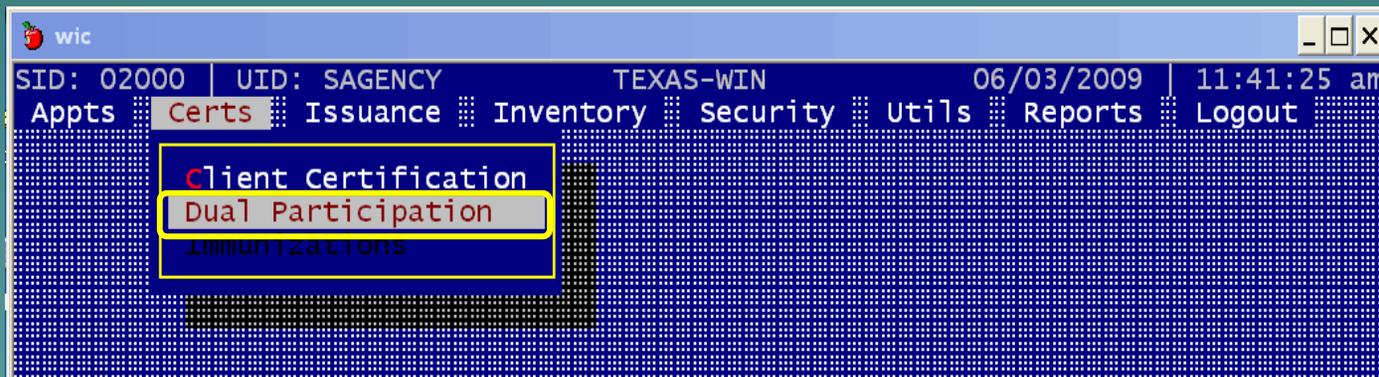
Dual Participation Resolution

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



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.

Dual Participation Resolution

wic

SID: 02000 | UID: SAGENCY | TEXAS-WIN | 06/03/2009 | 11:44:10 am

DUAL PARTICIPANT RESOLUTION

New Client	Family ID	LA	Old Client	Family ID	LA	Date Rec	N	M	X
02001021874	100001979493	020	04116040538	100003585475	041	03/18/2009			
05412037153	100003430883	020	04820023854	100003569451	048	04/15/2009			
02006013151	100001976831	020	10003046799	100001887868	100	05/05/2009			

F2:PICKLIST F6:UNLOCK CODE F8:TRANSFER TO STATE
<ESC> EXIT

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Enter the New Client resolution code

0% Cursor: Row 5 Col 72 Poll Ready

Dual Participation Resolution

The first 3 columns represent new client data

New Client	Family ID	LA	Old Client	Family ID	LA	Date Rec	N	M	X
02001021874	100001979493	020	04116040538	100003585475	041	03/18/2009			
05412037153	100003430883	020	04820023854	100003569451	048	04/15/2009			
02006013151	100001976831	020	10003046799	100001887868	100	05/05/2009			

F2: PICKLIST F6: UNLOCK CODE F8: TRANSFER TO STATE
<ESC> EXIT

Copyright 1995-2007 Texas Department of State Health Services

Enter the New Client resolution code

0% Cursor: Row 5 Col 72 Poll Ready

Dual Participation Resolution

The next 3 columns represent matching client data

New Client	Family ID	LA	Old Client	Family ID	LA	Date Rec	N	M	X
02001021874	100001979493	020	04116040538	100003585475	041	03/18/2009			
05412037153	100003430883	020	04820023854	100003569451	048	04/15/2009			
02006013151	100001976831	020	10003046799	100001887868	100	05/05/2009			

F2: PICKLIST F6: UNLOCK CODE F8: TRANSFER TO STATE
<ESC> EXIT

Copyright 1995-2007 Texas Department of State Health Services

Enter the New Client resolution code

0% Cursor: Row 5 Col 72 Poll Ready

Dual Participation Resolution

wic
SID: 02000 | UID: SAGENCY | TEXAS-WIN

DUAL PARTICIPANT RESOLUTION

The date DP data was received

New Client	Family ID	LA	Old Client	Family ID	LA	Date Rec	N	M	X
02001021874	100001979493	020	04116040538	100003585475	041	03/18/2009			
05412037153	100003430883	020	04820023854	100003569451	048	04/15/2009			
02006013151	100001976831	020	10003046799	100001887868	100	05/05/2009			

F2: PICKLIST F6: UNLOCK CODE F8: TRANSFER TO STATE
<ESC> EXIT

Copyright 1995-2007 Texas Department of State Health Services
Enter the New Client resolution code

0% Cursor: Row 5 Col 72 Poll Ready

Dual Participation Resolution

wic
SID: 02000 | UID: SAGENCY | TEXAS
DUAL PARTICIPANT RESOLUTION

The last 3 columns represent DP resolution field

New Client	Family ID	LA	Old Client	Family ID	LA	Date Rec	N	M	X
02001021874	100001979493	020	04116040538	100003585475	041	03/18/2009			
05412037153	100003430883	020	04820023854	100003569451	048	04/15/2009			
02006013151	100001976831	020	10003046799	100001887868	100	05/05/2009			

F2: PICKLIST F6: UNLOCK CODE F8: TRANSFER TO STATE
<ESC> EXIT
Copyright 1995-2007 Texas Department of State Health Services
Enter the New Client resolution code

0% Cursor: Row 5 Col 72 Poll Ready

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

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

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

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

N	M	X

The entry in each column represents the resolution code.

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

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.



Summary - Dual Participation

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



- ◆ Investigate thoroughly.

Summary - Dual Participation

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

- ◆ Enter codes correctly.

Summary - Dual Participation

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

N	M	X
		Y

Summary - Dual Participation

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

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.

Review

Review - Question 1

- ◆ What is Dual Participation?

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- A WIC client receiving more than one set of benefits, during the same benefit period.

Review - Question 2

- ◆ Who is responsible for resolving Dual Participation?

Review – Question 2

- ◆ Who is responsible for resolving Dual Participation?

- It is the responsibility of the admin staff to investigate the possible Dual Participation (also known as DP's) and resolve as appropriate.

Review - Question 3

- ◆ How does the admin office know it has possible dual participation?

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- ◆ How does the admin office know it has possible dual participation?
 - 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.

Review - Question 4

- ◆ How are possible dual participation cases resolved?

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- ◆ How are possible dual participation cases resolved?

Through investigations by your admin office. The admin office contacts the old local agency the client may have participated.

Review - Question 5

- ◆ What are the codes used to resolve Dual Participation and what do they represent?

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- ◆ What are the codes used to resolve Dual Participation and what do they represent?

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

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:

WicApplTraining@dshs.state.tx.us