

Pre-Registration - Gateway Applications**Policy No. CT- 830.02**

Effective date: October 1, 2018

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Policy

The local agency must monitor their WIC front-end system daily for Georgia Gateway applications that have been pre-processed by the state clearinghouse. The applicant must be contacted within 24 hours of the date and time the notification was received.

Local agencies shall receive alerts, from DXC Technology through Vouchers Management and Reporting System (VMARS) IES_ Poll, to process incoming applications.

Purpose

To provide access to multiple programs (including WIC) on one site and during one application session.

Procedures

- I. Upon receipt of notification from VMARS, clinic staff must:
 - A. Review the information in Gateway for missing verifications.
 - B. Contact the applicant/participant by close of business based on the date and time the notification was received and submitted to DXC Technology through Vouchers Management and Reporting System (VMARS)."
 - C. Provide an appointment within processing standard timeframes. [\(See Processing Standard Policy\)](#).
 1. Inform applicant of missing verifications (if applicable), to bring with them to their appointment.
 2. Make three attempts to reach applicant to schedule appointment, contacts can be made on same day at different times or three different days.
 3. Document in the computer or on the copy of the electronic mail all three attempts to contact the applicant to schedule the appointment.
 - D. Maintain the online email in a physical file or an electronic file at the clinic for the required retention period.
 - E. During applicant/participant's visit:
 1. Ensure all demographic information is correct (name, address, phone, etc.)
 2. Verify all required proofs are complete in the system or upload missing proofs
 3. Advise participant of rights and responsibilities
 4. Advise participant of next steps in eligibility process (anthropometric and hemoglobin/hematocrit measurement, discussion with nutritionist, voucher issuance)
 5. Advise participant of area vendors, how to use vouchers, next appointment, how to file complaint, and how to request verification of certification (VOC), if moving

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Authority

7 C.F.R. §§ 246.7(f) (ii) and (iii)

Definitions/Supporting Information

None