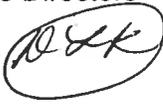


**MEMORANDUM**

**ACTION MEMO #15-06**

**TO:** District Nutrition Services Directors

**FROM:** Debra L. Keyes MA, RD   
Director  
Georgia WIC Program

**DATE:** April 28, 2015

**SUBJECT:** Online Preregistration Form

The online preregistration form is now available on the Georgia WIC website, as of April 15, 2015. In an effort to increase caseload, meet processing standards, and reduce calls to the clinic, participants will have the option to go online and request an appointment by completing the intake form which includes: name, address, phone numbers, WIC type, number in household and monthly income. Once the form is completed and submitted, the clinic will receive an email with the applicant/participant's confirmation number(s) to be pulled from VMARS, the participant information will be downloaded into the clinic's system. The participant will receive a confirmation email or text informing them the form has been accepted and they will be contacted with the date of the scheduled appointment at the clinic of their choice.

Please ensure that your assigned staff:

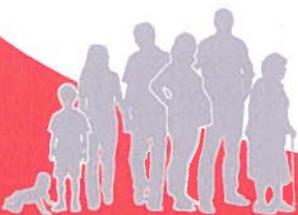
- Check their email daily for the preregistration forms
- Contact the applicant/participant in a timely manner to schedule the appointments.

The date the email was opened will be used as the initial contact date and the contact type will be (E). The email must be opened within 24 business hours of receipt (excluding holidays or clinic closure).

**Example:** You receive a notice on a Friday afternoon and there is a holiday closure on Monday, the e-mail must be opened on Tuesday.

Please follow the process below when the email is received in the clinic:

- Open requests in a timely manner
  - Within 24 business hours
  - Print out the email with the confirmation numbers



- Check GWISNet
  - Are they on WIC in another clinic?
  - Is this an initial Certification, Recert, Transfer, etc.?
  - Are they currently a participant in your clinic?
  - Does client already have an appointment?
  - Have they ever been in your clinic?
    - Note: May now be a pregnant woman who was in your clinic as a child
  - Has the infant or child's parent ever been in your clinic?
  - What services are due?
  - Are there other family members who may need a WIC service?
- Contacting the Client
  - Call the client to set up appointment/s
  - Document "Appointment Made" and date of the appointment on the email
  - Document all failed attempts to contact the client on the email at least three times before no longer attempting to call client

**Note:**

1. It is mandatory that e-mails be placed in a file at the clinic for monitoring purposes.
2. Participants who request an appointment outside of processing standards must be documented in the system and on the email.

The link for the website is <https://gaprereg.statewic.net/>, the link can be used on your district's website also. An example of the email and text that will be sent to the applicant and the clinic is listed below.

**EMAIL TO PARTICIPANT:**

You have successfully preregistered for the Georgia Women, Infants, and Children program. Enclosed are your confirmation numbers:  
1F5XK4Z01

You will be contacted by your County Health Department. If you receive an appointment, please remember to bring proof of Identification, Residency, and Income to your scheduled appointment. Also, bring Immunization Record of your child(ren), if it applies to you.

Please contact customer service at 1-800-228-9173 (toll-free in Georgia) if you have any questions.

**EMAIL TO CLINIC:**

A user has submitted GA WIC preregistration information. Their information is below.

Confirmation Numbers:

1F5XK4Z01

Home Phone: 7853420170

Cell Phone: 7853420170

Email: [test@test.com](mailto:test@test.com)

April 28, 2015

Page 3

Please review their information in your system and contact this person at your earliest convenience.

**TEXT SENT TO PARTICIPANT:**

WIC Preregistration

Confirmation #:

1F5XK4Z01

Please bring required documents to your appointment.

**Note:** A Spanish version of the participant email and text are sent if the Spanish page is used.

If you have any questions regarding this information, please contact Sonia Jackson at (404) 657-2900 or email [sonia.jackson@dph.ga.gov](mailto:sonia.jackson@dph.ga.gov).

c: Angela Hammond-Damon, IBCLC, Deputy Director, Operations & Nutrition Services  
District Health Directors  
District Program Managers  
District Administrators  
WIC Deputy Directors  
WIC Managers  
Ondray Jennings, Office of Inspector General  
Program Review Team