

## VIII (A). CERTIFICATION, ELIGIBILITY AND COORDINATION OF SERVICES

**GOAL:** Streamline the certification process by 1) accessing the WV Health Information Network (WVHIN), a health information portal which would provide necessary program health surveillance, and 2) utilizing a document sharing and electronic signature portal for eligibility documentation, medical information, and referrals prior to appointment.

**METHODOLOGY:** The FY2022 WIC Infrastructure grant awarded to WV will support the medical liaison positions in each of our eight local agencies. The WV WIC Program will assess the effectiveness of the use of the WVHIN through the number of participants willing to allow WIC to access their health information. Currently, participants sign an authorization for release of health information that allows WIC to search the WVHIN for their health information. We hope that with the use of a document sharing portal and its functionality within our existing applications we are able to receive authorization from more participants which eliminates the burden of maintaining and returning physical paperwork. The WV WIC Program would define successful use of the WVHIN as receiving 20% of our authorizations for release of health information back from participants starting in year 1 and 40% by year 3. Effectiveness of the document sharing portal would be measured by reaching at least 50% of our average annual caseload by FY24 through the portal with the help of the interconnected existing WIC applications. We also plan to assess the effectiveness of the use of WVHIN through both the number of participants able to be located in the WVHIN and the number of heights, weights, and hemoglobins that are available for documentation at a WIC appointment. As we continue toward a post pandemic world we hope to see a return to more routine in person healthcare which would mean more readily available health data in the WVHIN. Successful use of the WVHIN would be that 10% or more of our participants have at least one available anthropometric or hematological measure within the appropriate date range for use at a WIC appointment.

**EVALUATION:** The State and local agency will utilize Crossroads reports and tracking documents to collect data on participant willingness to participate, document portal implementation, and available height, weight, and hemoglobin data.

Medical Liaisons will be tracking the number of records accessed in the WVHIN, the number of participants with up-to-date anthropometric measures, and the number of documents received via the portal.

**STATUS:** The use of medical liaison positions will be discontinued at the conclusion of FY2022 WIC Infrastructure funding performance period

9/30/25. The duties of the medical liaisons will transition to other clinic staff. The transition of duties will vary from clinic to clinic due to staffing availability. The same utilization of the WVHIN will continue even after medical liaisons are phased out. WV ONS is also currently developing a pilot for the use of WVHIN as a referral tool for our local agencies.