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# I-WIC: Duplicates

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Potential Dual Enrollments and Actual Dual Participants are resolved in the system in different locations and by different staff:

- Precertification Screen by staff completing this screen
- Resolve Dual Enrollment screen by a WIC Coordinator or designated staff

This document will walk through each of screens and provide guidance on how to prevent and resolve dual enrollment.

## Resolving *Potential* Dual Enrollment on the Precertification Screen

Stopping a potential duplicate from becoming a dual enrollment in the system can occur on the **Precertification** Screen. Duplicates are searched in the WIC MIS during the SAVE process on the **Precertification** screen. To avoid enrolling duplicates, it is important to choose **State** for the **Scope** when searching for participants. For a more thorough search, *Search By* Participant and by Household prior to entering data into the **Precertification** screen.

The screenshot shows the I-WIC Management Information System interface. The top navigation bar includes menus for File, Scheduler, Certification, Benefits, Miscellaneous, Reports, Help, and Messages. The date is Fri 8/14/2020. The main content area is titled 'Active Record' and contains a search form. The 'Scope' section has three radio buttons: 'Local Agency', 'State' (selected), and 'Clinic'. The 'Search By' section has two radio buttons: 'Participant' (selected) and 'Household'. The 'Advanced Search' section includes fields for 'eWIC Card Number', 'ID', 'Last Name' (with 'cunningham' entered), 'First Name', and 'Birth Date'. There are also checkboxes for 'Soundex' and 'Active Only', and a 'Find' button. Below the search form is a table with columns: Last Name, First Name, MI, Birth Date, HOH Last Name, HOH First Name, Cat, BVT Date, Cert Start, and Cert End.

To identify a potential duplicate the following information must already exist in the system:

- First 4 letters of the Participants First Name
- First 4 letters of the Participants Last Name
- Gender
- Exact Birth Month, Day and Year

If the above information already exists in the system, the following pop-up will be displayed:

| Like Participants |              |            |
|-------------------|--------------|------------|
| ID                | Name         | Birth Date |
| 300873423         | ORANGE, ERIN | 5/4/2000   |

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| Participant Being Added                            |                                  |                         | Old Participant                                    |   |                         |
|--|----------------------------------|-------------------------|--|---|-------------------------|
| <b>Participant ID</b><br>TBA                       |                                  |                         | <b>Clinic Name</b><br>101031001 CEDA - ALBANY PARK |   |                         |
| <b>Participant Name</b><br>ORANGE, ERIN            |                                  |                         | <b>Participant ID</b><br>300 873 423               | <b>Participant Name</b><br>ORANGE, ERIN | <b>Program</b><br>WIC   |
| <b>Category</b><br>PG                              | <b>Date of Birth</b><br>5/4/2000 | <b>Gender</b><br>Female | <b>Category</b><br>PG                              | <b>Date of Birth</b><br>05/04/2000      | <b>Gender</b><br>Female |
| <b>New Street Address</b><br>5465653 PURPLE STREET |                                  |                         | <b>Old Street Address</b><br>57767 PURPLE STREET   |   |                         |
| CHICAGO, IL 60610                                  |                                  |                         | CHICAGO, IL 60610                                  |   |                         |
| <b>County:</b>                                     |                                  |                         | <b>County:</b> COOK                                |   |                         |

**ACTION STEPS:**

1. Review the information displayed and determine if it is a duplicate enrollee
2. If yes, click on the *Cancel New Participant* button to stop the addition of this participant and return to the **Precertification** screen to remove the data.
3. If no, click on the *Save New Participant* button to save the data entered and return to the **Precertification** screen.

**Resolving Actual Dual Enrollment**

When potential dual enrollment is not resolved during completion of the **Precertification** screen, the WIC MIS will trigger Dual Enrollment if the following matches an existing participant record:

- First 3 or 4 letters of the First and Last Name
- Gender and Date of Birth

Dual enrollments are saved in the database for further evaluation. The End of Day (EOD) process will trigger those records to be added to the **Resolve Dual Enrollment Screen**. The dual enrollment process runs on Thursday mornings.

## ACTION STEPS:

1. WIC Coordinators or designated staff, review the **Resolve Dual Enrollment**, under the *Miscellaneous* menu, every Thursday
2. If duals exist, take the following steps to resolve.
  - a. Select the name of the clinic
  - b. Select the name of the participant record to be resolved from the Participant dropdown list
  - c. Click on *GO*

The following Dual Enroll information was Identified as of 09/19/2019

| Dual  | Primary   |
|---|---|
| Agency Identifier: 101031001-CEDA - ALBANY PARK | Agency Identifier: 101031001-CEDA - ALBANY PARK |
| Participant ID: 300873498                       | Participant ID: 300873471                       |
| Participant Name: NEW EBT TEST                  | Participant Name: NEW FAMILY TEST               |
| Date of Birth: 10/10/1980                       | Date of Birth: 10/10/1980                       |
| Foster: <input type="checkbox"/>                | Foster: <input type="checkbox"/>                |
| Gender: F                                       | Gender: F                                       |
| Auth Person Name: NEW EBT TEST                  | Auth Person Name: NEW FAMILY TEST               |
| Participant Address:                            | Participant Address:                            |
| Cert Start Date: 09/18/2019                     | Cert Start Date:                                |
| Cert End Date: 05/01/2020                       | Cert End Date:                                  |
| BVT Date:                                       | BVT Date:                                       |
| Term Date:                                      | Term Date:                                      |
| Term Reason:                                    | Term Reason:                                    |
| Resolution:                                     | * Resolution:                                   |

- d. Evaluate the data and determine a resolution
- e. Click on the Resolution dropdown and select the appropriate choice from the following options:
  - **Resolve-Different Participant** – The matched participants are not the same, i.e., James Brady and James Bradley. I-WIC will place a note in both participants' records that the participants were "resolved for dual enrollment as different participants" and they will no longer be matched on future reports.
  - **Resolve-Duplicate Record-Keep** –This action keeps the record on the right side of the screen and blocks the record on the left side of the screen. I-WIC will place a note in both participants' records stating, "dual record resolved by keeping participant abc and blocking participant xyz" and they will no longer be matched on future reports.
  - **Resolve-Duplicate Record-Block** – This action blocks the record on the right side of the screen and keeps the record on the left side of the screen. I-WIC will place a note in both participants' records stating, "dual record resolved by keeping participant abc and blocking participant xyz" and they will no longer be matched on future reports.

- **Resolve-Other** – This action keeps both records. I-WIC will place a note in both participants' records stating, "dual record resolved by keeping participant abc and keeping participant xyz" and they will no longer be matched on future reports.
- **Investigate** – This action keeps both records. A message board message will be sent to the WIC Coordinator of the Local Agency for each participant stating "potential dual participation identified by <User ID> between Participant (abc) and Participant (xyz) refer to complaint Case Numbers xxx and yyy".

The dual resolve status can be changed if an error was made, contact to your RNC. Resolved participants are removed from all clinic lists and will not appear for any clinics resolution.