

Potential Duplicate Participants – Quick Reference

WINNIE AGENCY ADMINISTRATION – NOVEMBER 2024

WINNIE users with Role 10 (Agency Admin) can indicate whether more than one record exists for a single participant, designating one of those records as a duplicate.

Search Method #1: by State WIC ID

Use this method when a record is known to be a duplicate. The **State WIC ID** is toggled on by default.

1. Write down the State WIC IDs of the duplicate participant records. Write **keep** next to the State WIC ID that is **not** the duplicate record.
2. Type the first of the two State WIC IDs into the text field under the State WIC ID toggle.
3. Click the **Add** button or press the Enter key on the keyboard.
4. Type the second of the two State WIC IDs into the text field.
5. Click the **Add** button or press the Enter key on the keyboard.
6. Click the **Search** button.
7. In the Results grid, click the row to select it.
8. Click the **Compare** button.
9. Toggle on **Keep** for the State WIC ID that is **not** the duplicate.

NOTE! Double-check the State WIC IDs. Participant 1 is the lowest ID number; Participant 2 is the higher ID number. They do not display in the order the IDs were entered.

10. Click the **Save** button.
11. Verify the correct State WIC ID will be kept on the Confirm message. The other record will be terminated and sent to Agency 88. Click the **Yes** button.

Search Method #2: by State Defined Comparison

This is an automated method that provides a list of potential duplicate participants that have the same date of birth, same first 3 letters of the first and last name, and same gender that is generated during the End-of-Day process. One participant must belong to your agency for the records to display in the Results grid.

1. Toggle on **State Defined Comparison**.
2. Click the **Search** button.
3. Determine whether the two participants listed in a row are duplicates:
 - a. In the Results grid, click the row to select it.

- b. Click the **Compare** button.
- c. Information that matches based on the state-defined criteria display Yes in the Match column and are highlighted in yellow.

Best Practice! Keep the record with the most recent certification or benefit issuance.

- d. If unable to determine if duplicates from comparison information, research further by comparing information in their participant folders.
- e. Duplicate records?
 - i. Yes – these are duplicate records.
 - 1. Toggle on **Keep** for the participant that is **not** the duplicate.
 - 2. Click the **Save** button.
 - 3. Verify the correct State WIC ID will be kept on the Confirm message. The other record will be terminated and sent to Agency 88. Click the **Yes** button.
 - ii. No – these are **not** duplicate records.
 - 1. Toggle on **Participants Not Duplicates**.
 - 2. Click the **Save** button.
 - 3. Click the **Yes** button on the Confirm message.
- 4. Repeat step 3 for each row listed.

NOTE! If one of the duplicate records belongs to another agency, **only one agency** must resolve the duplicates. Once resolved, that duplicate records row will no longer display for either agency.

More Information & Undo Resolved Duplicates

Please refer to the Potential Duplicate Participants module on the [WINNIE Training](https://www.health.state.mn.us/people/wic/localagency/winnie/training.html) (<https://www.health.state.mn.us/people/wic/localagency/winnie/training.html>) page in the **For Agency Admin Staff** section for more information.

Additional Guidance?

If you have any questions about specific records, or need additional guidance, please contact your State Consultant.

Minnesota Department of Health - WIC Program, 625 Robert St N, PO BOX 64975, ST PAUL MN 55164-0975; 1-800-657-3942, health.wic@state.mn.us, www.health.state.mn.us; to obtain this information in a different format, call: 1-800-657-3942.

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