

## Oregon eWIC



## eWIC Status Update January 15, 2016

### Ring in eWIC along with the New Year

2016 is the Chinese Year of the Monkey, but in Oregon it is also the Year of eWIC!

As of today, in addition to our pilot agencies, we have trained 6 agencies with over 130 WIC staff. The first 3 of these agencies will convert to eWIC on Tuesday, January 19. Here we go!



### Don't use Temporary Newborn function!

TWIST is handling most eWIC functions really well, but as can be expected with any major data system change, there have been a few bumps along the way. Temporary Newborn is the one that seems to have caused the most problems. In December we asked that agencies stop using this function. Even with your best efforts to get your remaining temporary newborn infants recertified before your agency converts, you may have a few stragglers. If that happens follow the guidance that was emailed by Susan Greathouse on 1/12/2016.



## Adding foods to the WIC Approved Product List (APL)

What should you do when cardholders report they couldn't buy something with their eWIC card? It's possible the food should be on the WIC Approved Product List, but it is also possible that there was another error (See the December 2015 Status Report.)

At the state we won't be able to put the food on the WIC APL or even decide if it might be eligible without some basic information. We need:

1. A description of the food, like "bag of oranges".  
The more details, such as brand or package size, the better.
2. The UPC code (bar code) on the product. A picture of the barcode works great.
3. The name of the store where it was being sold.



Anyone can send this info to the [wic.upc@state.or.us](mailto:wic.upc@state.or.us) address. **Please don't enter it into TWIST as a complaint.**

How can you help the cardholder? Try these strategies.

- ☆ Investigate possible issues such as inadequate benefit balance or foods that are ineligible.
- ☆ See if the participant has the necessary information about the product for you to email a request to the state for them.
- ☆ If they don't have that info, let the cardholder know you can't do anything at this time, but next time they are at the store they can:
  - a. Use the WICShopper app to check the UPC;
  - b. Ask the cashier to request the food be added to the WIC APL; or,
  - c. Take a picture of the barcode on the product to send to [wic.upc@state.or.us](mailto:wic.upc@state.or.us).

We are working on a 1/3 sheet flyer with these ideas for you to share with the cardholder in these situations. We'll let you know when it is ready.

## New or updated eWIC materials available

☆ The *Shopping With eWIC* webpage is now available in Spanish. Check it out!  
<http://public.health.oregon.gov/HealthyPeopleFamilies/wic/Pages/compras.aspx>

☆ Spanish participant shopping videos are also available on YouTube under the same playlist as the English ones.  
<https://www.youtube.com/playlist?list=PLh73znqC7sqkb0NIwL9OmZ3xAl-uSCm95>

☆ The *Shopping with your eWIC card* booklet and the *Using your eWIC card* flyer translations in Arabic, Chinese, Russian, Somali, and Vietnamese are posted online. The Participant Signature form and Rights and Responsibilities flyer translations will be posted soon.  
[https://public.health.oregon.gov/HealthyPeopleFamilies/wic/Pages/ewic.aspx#participant\\_ed](https://public.health.oregon.gov/HealthyPeopleFamilies/wic/Pages/ewic.aspx#participant_ed)

☆ The *Shopping with eWIC self-paced lesson* is available on the website now.  
[https://public.health.oregon.gov/HealthyPeopleFamilies/wic/Pages/ewic.aspx#participant\\_ed](https://public.health.oregon.gov/HealthyPeopleFamilies/wic/Pages/ewic.aspx#participant_ed)

This self-paced lesson is intended to provide basic eWIC shopper education for existing WIC participants who have missed their second nutrition education contact but need to convert to eWIC. The lesson focuses on the information contained in the “*Shopping with eWIC*” and “*Using your Oregon eWIC card*” brochures. Provide these materials along with the self-paced lesson. Participant specific shopper education such as reviewing their participant benefit list or discussing how to buy baby food using eWIC should be provided by WIC staff.

As with all self-paced lessons, staff should check in with participants to see if they have questions or concerns once the lesson is completed. Please feel free to modify the self-paced lesson as needed to work for you and your clinic.



☆ The *1/3 sheet baby food handout* has been printed and will be arriving soon. Unfortunately, the 128 oz. example should read 16 2-packs, not 18. All of the 2-packs of baby food fruits and vegetables have switched to 4 oz. tubs vs. 3.5 oz. With more in a tub, fewer are needed to add up to 128 oz. When you receive the printed 1/3 sheets, please cross off the 18 and write in 16. The handout on the website has been corrected. Future printings of this handout will also have the correct information.



☆ We continue to add features to the *WICShopper app*. Check out the *Using your eWIC card bar*. It connects folks to the *Shopping with eWIC* webpage and allows cardholders to view the participant videos.

### Upcoming Important eWIC Dates and Activities

**How many weeks until your agency rolls out eWIC? Are you ready?**



- January to March 2016 - Statewide eWIC Implementation (See [the roll out schedule](#))
- January 11, 2016 – TWIST release with eWIC improvements
- January 20, 2016 (8:30 a.m. to 9:30 a.m.) - eWIC Technical assistance call
  - Get your questions answered
  - Conference Call phone number: 1-888-278-0296, Access Code: 115588
  - The next call is scheduled for 1/20/2016
- February 17, 2016 (8:30 a.m. to 9:30 a.m.) - eWIC Technical assistance call
- March 7, 2016 – Last Oregon agency converts to eWIC
- March 16, 2016 (8:30 a.m. to 9:30 a.m.) - eWIC Technical assistance call
- June 2016 – Final WIC vouchers in Oregon! (Hopefully sooner)

**Thank you for all you do to serve Oregon WIC families!**

