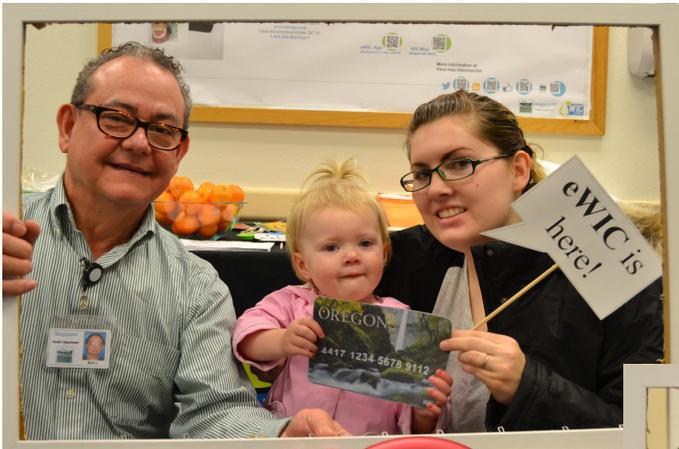


# Oregon eWIC



## eWIC Status Update February 12, 2016



## Give TWIST some love!

TWIST has been working overtime with over half of the state's WIC staff using it for eWIC. Here are some tips to make it a little easier.



- ♥ **Slow down** to avoid error messages! Remember TWIST has to communicate with the banking contractor on the FSS and FPA. Please don't click anything else until that process has completed.
- ♥ **Call App Support** if something doesn't work like you think it should rather than clicking other things "to trick it into working." This seems to be causing some real messes for the developers to clean up.
- ♥ **Save the FPA** before you make any category changes.
- ♥ **Printers** - You can't plug both a MICR and a laser printer into the same laptop. You may need to come up with a plan for that for the next few months.
- ♥ **Prescreened participants** need to be scheduled for appointments from the Prescreen screen or from the Family Appointment Record rather than the FSS.
- ♥ **Special Medical Formulas** can be found on the Modify screen if there isn't a template on the FPA.
- ♥ **No Temp Newborns!** If you have to do a recert on a leftover TNB follow the guidance that was emailed by Susan Greathouse on 1/12/2016
- ♥ **Med Doc** conversion is working fine again. (Yippee!)
- ♥ **Cardholder** clarifications were emailed by Beth Lanham on 1/25/2016.
- ♥ **Formula warehouse** clarifications were emailed by Kim McGee on 1/29/2016.



## Cool features you will love on the WICShopper app

- ♥ New section for WIC-eligible Food Lists;
- ♥ New section for Map of clinics and vendors;
- ♥ When using the benefit balance, selecting the food will take you to a listing of available WIC foods, some of which have pictures. It will tell how many of that item are allowed given the participant's balance;
- ♥ Use settings to set the number of days before benefits expire to receive a reminder; and,
- ♥ Remember that there is no secure data available on the app, so you can use any eWIC card number to demonstrate the App.



## We love eWIC shoppers

All the shopper education materials are now available on the Clinic Forms webpage in the Shopper Education section. Check it out:

<https://public.health.oregon.gov/HealthyPeopleFamilies/wic/Pages/clinicforms.aspx>

- ♥ The *Shopping with eWIC* self-paced lesson is available in English and Spanish on the website only.
- ♥ The 1/3 sheet *I couldn't buy it with eWIC* flyer is available in English and Spanish on the website only. It takes up to 2 weeks from the date a new food is submitted for it to be added to the WIC approved product list.
- ♥ The corrected 1/3 sheet *Shopping for Baby Food* handout is available on the website and in the mailroom.
- ♥ Check out *Common WIC Foods*, a visual tool available to help low literacy or low English proficiency shoppers. Available on the website only.
- ♥ WIC Coordinators were sent DVD's with the Shopper Videos in both English and Spanish. Have you seen your agency's copy?



## Do you love reminders?

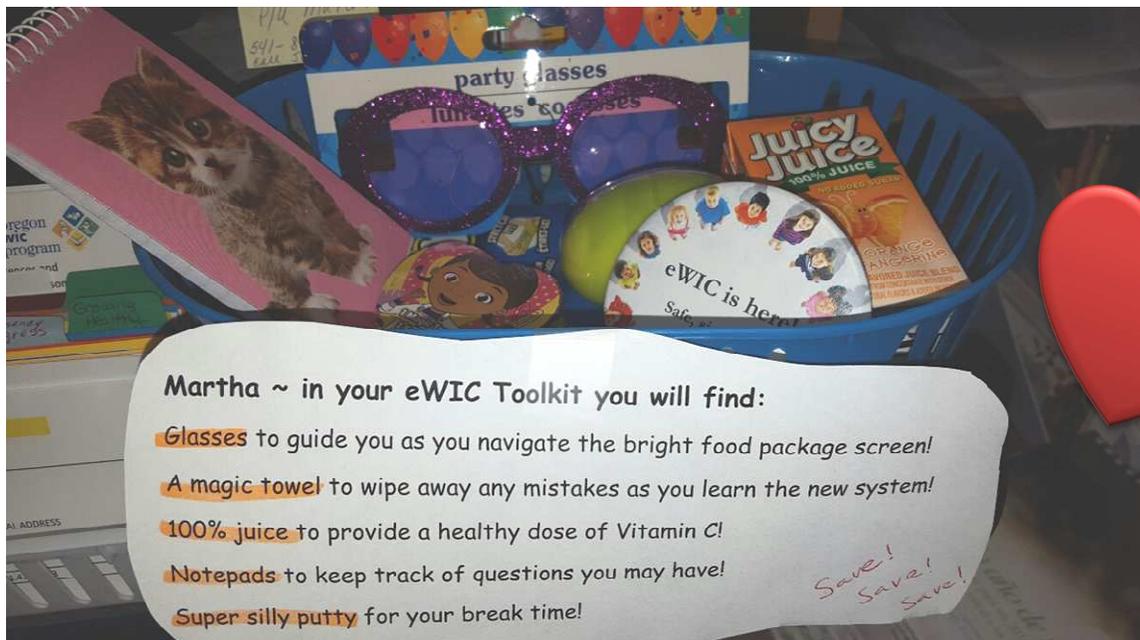
- ♥ Don't forget to remind cardholders that since February is a short month, they have until 3/2/2016 to spend February benefits.
- ♥ We are getting complaints from shoppers that they didn't know they couldn't get 11.5 to 12 oz. frozen juice for their children like they used to. Remember that in eWIC if you are issued bottled juice, the only frozen option is 16 oz. orange juice.
- ♥ Cardholders can dispute transactions during that month by calling Customer Service. Reviewing the WIC purchase before using other payment will help.



## We love Local Agency ideas!



Josephine County Staff all got an eWIC fun kit on their 1<sup>st</sup> day of rollout! What a great example of promoting wellness at WIC!



## Important eWIC Dates and Activities

- 2/17/2016 (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
- 2/17/2016 – Make-up eWIC training in Portland
- 3/3/2016 – Last make-up eWIC training in Portland
- 3/7/2016 – Last Oregon agencies convert to eWIC
- 3/16/2016 (8:30 a.m. to 9:30 a.m.) - eWIC Technical assistance call
- 3/28/2016 - TWIST release with eWIC improvements
- 6/30/2016 – Final WIC vouchers in Oregon! (Hopefully sooner)

## WOW!

Between 1/19/2016 and 2/11/2016 new eWIC agencies have issued 14,900 cards to 9,307 families.

Since eWIC started in September, cardholders have completed 40,345 eWIC transactions valued at \$1,043,487!

**We Love WIC Staff!**

