Oregon eWIC

eWIC Status Update
March 11, 2016

Helping cardholders find their own pot of gold

Because you provide great customer service, WIC participants and cardholders call you whenever things don't go the way they expect. They are lucky to have you. You want to help and give them answers. Sometimes the best answer is to direct them to the Customer Service Line or the ebtEDGE website, rather than try to find the answer for them. These services are open 24/7 and have information that you can't even access. Empower your families and try these tips.

If they can't get through to Customer Service:

- Suggest they don't make any selection and wait quietly, without entering their card number. This will get them put through to a live Customer Service representative.
- Make sure they use a tone enabled phone (old flip phones sometimes don't have this.)
- Acknowledge it can be a challenge to type in the card number correctly.

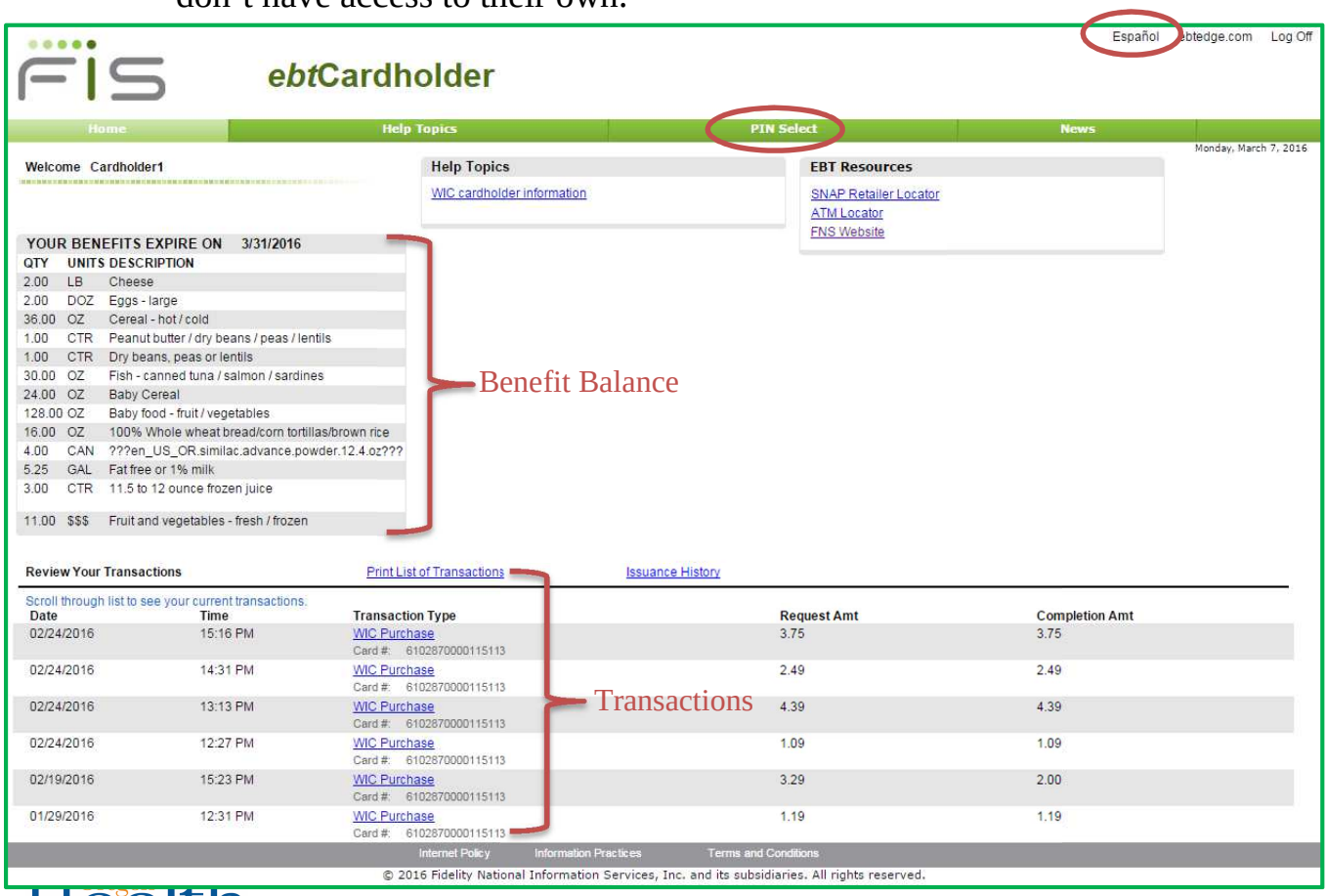
If they say their card "doesn't work":

- Suggest they re-set their PIN.
- Ask if their card has anything on the dark magnetic stripe on the back like adhesive from a sticky note or scratches that might indicate a damaged card that needs replacing.

- Explore the other reasons a transaction might not go through (not a WIC food, inadequate balance, etc.)
- Most stores are doing fine with eWIC, but please report any problems you hear.

If they want to know their balance or information about what eWIC transactions have been on the card:

- While you can look at the Benefits List for them, it will empower them to know they can get that info for themselves.
- Their Benefits List and asking you is the only way they can find out about *future* months' benefits.
- While you might wonder about who and when benefits were issued (clinic operations), participants just need to know that their balance is available and when it expires. Use the Row Summary button on the FPA to review any changes to benefits assigned.
- The only way to get transaction history is for them to call Customer Service or go to the website. This is what the website looks like after they log in. You can let them use your agency computers or phone if they don't have access to their own.



If they want to dispute a transaction or report a discrepancy between what they bought and what their balance indicates:

- They must call the Customer Service line within that benefit period (usually the same month) to dispute a transaction. When they call they can wait quietly for a live person, or after entering their card number, the cardholder can select the "Transaction History" prompt (press 3). After it runs through the recent transactions, there is a "For Disputes" prompt (press 2). When you press 2 it transfers you to a live customer service rep.
- Remind them to review their mid-transaction receipt. Checking after they use their eWIC card but before they use any other form of payment will make sure what they expect to pay with WIC is correct. At that point, they can still back out of the transaction and have their benefits restored to their eWIC account.

Good luck untangling TWIST eWIC knots

Changing to child's package at 1 year

- Use the button on the "Modify" screen to change an infant's formula food package to a child's whole milk package after their first birthday.
- You can't change a fully breastfed infant's food package to a child's because they are not getting any formula. If you change the infant to a non-breastfeeding infant you will get a mismatch error and not be able issue mom's WE food package.

2% milk transitions (or formula changes)

- You can use the modify screen to assign two different types of milk in one month if a participant needs a chance to transition from one to another.

Address changes for Formula Warehouse orders

- TWIST sends the most current address from Client Master Demographics to the Formula Warehouse. Make sure participants with these type of orders know that they need to inform you of any address changes.

Issuing VOC / Transfer papers in eWIC

Note: There is a known bug where TWIST printed VOC cards show the last vouchers printed, even if that was months ago.

1. Issue the VOC as usual from TWIST. This doesn't automatically terminate the participant.
2. Correct the "last benefits/FI's issued" date on the VOC by hand to show the most future month of benefits issued and initial it. The family can continue to use benefits until they actually move. Printing the Benefits List might help communicate with the receiving state.
3. Just like with vouchers – if the receiving state wants to issue benefits for any of the months noted on the VOC as being issued, they will call Oregon. Depending on what is needed for the situation at that time, we can remove future benefits, terminate the participant, or let them know what has already been spent and modify the package removing any remaining benefits. This allows them to issue the remainder of the benefits for the current period.
4. You only need to terminate participants at the time of transfer if the first cardholder requests it or is very sure about their move date. Terminating transfers will remove future month benefits but not current month benefits. Folks often come back or don't really leave, so we don't need to terminate automatically.
5. There is no reason to deactivate the eWIC cards. They may need them to get benefits. The cards hold no value without benefits, but can be used if/when someone transfers back to Oregon. It is just an extra step to deactivate the cards. The receiving state shouldn't issue any benefits for the months benefit issuance is noted on the VOC without calling, so there should be no overlap of benefits.

Tales of two cardholders

Can a babysitter or other non-cardholder bring the child in for NE or Recert appointments?

- No, only the first and second cardholders can bring children in for these appointments. This is another reason to select cardholders carefully. The second cardholder can be anyone the first cardholder chooses, such as the babysitter. This limitation helps make sure that the person bringing in the child knows what is going on with the child and can impact the child's diet and health.
- A non-cardholder can bring in the child to collect weights and heights as long as quarterly NE is provided at a later date.
- This isn't really a new requirement. The voucher policy allowed only the first and second signers on the WIC ID card to bring in the child for appointments. And we no longer need proxies – which were just folks authorized to pick up one month of vouchers – because we can issue benefits without someone coming to the office.
- The first cardholder can also decide if they want to give the actual card to the second cardholder. The second cardholder doesn't have to actually hold the card in order to bring the child to appointments.

Go Green with eWIC and the WICShopper app

New on the App this month:

- A new section for *Food Hero* which allows easy access to hundreds of recipes, shopping tips, and cooking hints.
- A new section for *Life Hacks* which gives simple tips on making life easier.

Which of the WICShopper functions could you mention in a nutrition education context?

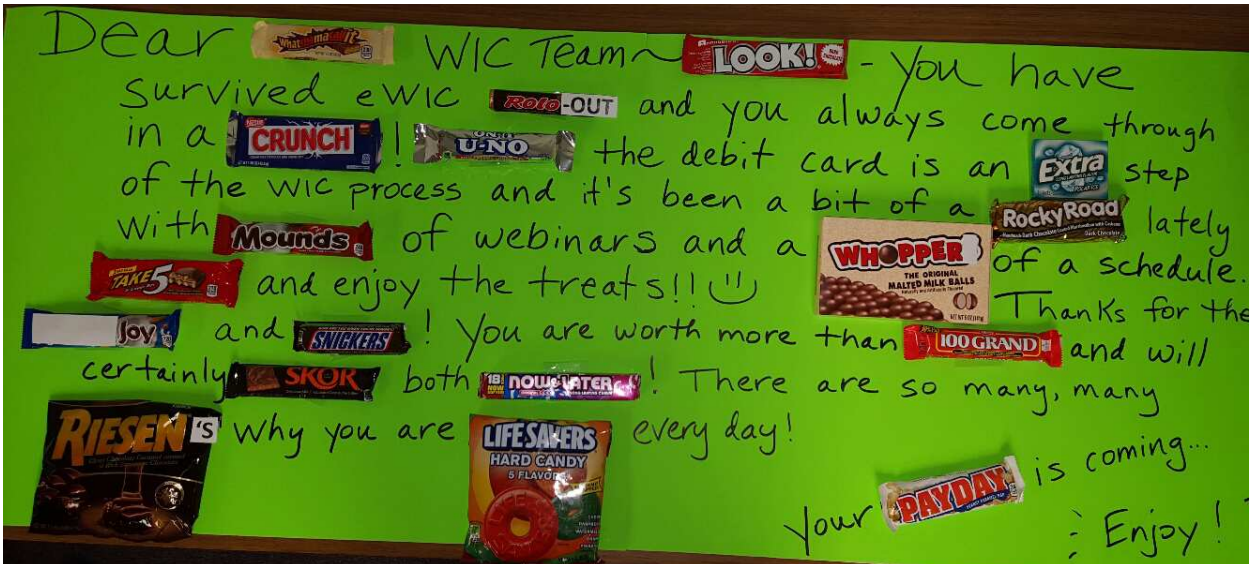
Important eWIC Dates and Activities

- ☐ 3/7/2016 – Every local agency in Oregon has converted to eWIC
- ☐ 3/16/2016 (8:30 a.m. to 9:30 a.m.) – Last eWIC technical assistance call
    - Get your questions answered
    - Conference Call phone number: 1-888-278-0296,
      Access Code: 115588
- ☐ 3/28/2016 - TWIST release with eWIC improvements
- ☐ 6/30/2016 – Final WIC vouchers in Oregon! (Hopefully sooner)

We are lucky to have you!

Between 9/14/2015 and 3/10/2016 local agencies have issued 51, 246 cards to almost 30,000 families.

Since eWIC started in September, cardholders have completed 88,734 eWIC transactions valued at $2,485,968!



We appreciate this morale booster from Josephine County WIC.