

## Oregon eWIC



### eWIC Status Update April 15, 2016



**Spring is here and everything is coming up eWIC!**

Your hard work is paying off. Most participants have been converted and eWIC is becoming the new normal. Take the time to celebrate your achievements and enjoy some fresh eWIC success.

## A spring bouquet of tips and ideas

### Formula Replacement versus Exchange

Exchange (FX) = cans returned

Replacement (FR) = no cans returned

### Replacing Cards

Go ahead and replace as often as needed. No report necessary no matter the reason for replacement! The state monitors this for you.

### When can I replace spent formula benefits?

(See Policy 561e)

- Stolen (with a police report)
- Custody change (formula doesn't move with the infant)
- Domestic violence (unsafe to retrieve it)
- Natural disaster (e.g. flood)

Only replace what is needed for the remainder of the month.

You must complete and submit a form for every replacement:

<http://public.health.oregon.gov/HealthyPeopleFamilies/wic/Documents/912-unavailable-stolen-formula.doc>.

The more TWIST screens you have open, the slower it goes.

### Alimentum can size

Remember you can find the new 12.1 oz can size of Alimentum on the modify screen starting 5/2. Any staff person can make that change over the phone when needed.

### Paying for WIC foods

Cardholders don't have to pay for food they thought was WIC but doesn't ring up. It can be removed from the transaction or returned for a refund at the store's customer service desk.

### Replacing Benefits

Food or milk benefits cannot be replaced if they have been spent, even if there has been a custody change. Ask foster parents to notify WIC immediately when custody changes. You can then move the benefits to a new account before they are spent.

## Easy to assign and forecast new formula templates

After looking at the number of participants being assigned these formulas, we have added some new templates to the formula drop down. Selecting non-standard templates is easier than using the modify function. Templates can be forecast and the codes will show up on the FPA and the FSS!



Template codes are similar, so chose carefully and check the Benefits List to make sure you assign the correct formula.

Formula	Template code	Infant or child use?
Pregestimil powder	PRE-P	Infant
Similac Spit Up RTF	SSU-R	Infant
Neosure RTF	NEO-R	Infant
Enfacare RTF	ENC-R	Infant
Alimentum RTF	ALI-R	Infant
Similac PM 60/40	SIM PM-P	Infant
Ketocal 4:1	KET 4:1-R	Child

## Who spent benefits? When did it happen? Is there a mistake in TWIST?

App support is getting quite a few calls asking them to check benefit balances or transactions. They are glad to help but you might find there are other options.

- App support looks at the same banking information that is available to cardholders when they call the customer service line or look at the web portal. They don't have any additional information than the cardholder does. You can help the participant learn to find this information themselves.
- When there is a problem with benefits issued it usually has to do with category changes and/or multiple food package changes. This definitely means a call to app support.
- Remember to reissue benefits on the FSS when you change food packages on the FPA so the new benefits are available to buy.



## Final Voucher Count Down

This list shows issued vouchers (not participants) by agency. The list doesn't include voided vouchers.

Agency	April	May	June	Grand Total
Baker CHD	514	212		726
Clackamas CHD	2574			2574
Clatsop CHD	1302	479		1781
Columbia PHF	981	116		1097
Coos Health & Wellness	577			577
Crook CHD	79	10		89
CT Umatilla	91	16		107
CT Warm Springs	198	17		215
Curry CHD	300	14		314
Deschutes CHD	2823	552		3375
Douglas UCAN	2374	355		2729
Grant CHD	126	43		169
Harney CHD	302	63		365
Hood River CHD	938	258		1196
Jackson County HHS	3269	218		3487
Jefferson CHD	512	149		661
Josephine CHD	1416	80		1496
Klamath CHD	2593	808		3401
Lake CHD	65	7		72
Lane CHD	3119			3119
Lincoln CHD	664			664
Malheur CHD	2467	1038	40	3545
Marion CHD	930			930
Multnomah CHD	4163			4163
North Central PHD	894	230		1124
Polk CHD	178			178
Salud WIC Program	2422			2422
Tillamook CHD	365			365
U-M HeadStart	5604	2316	176	8096
Union CHD	925	244	20	1189
Wallowa CHD	111	24		135
Washington CHD	8021	928		8949
<b>Grand Total</b>	<b>50897</b>	<b>8177</b>	<b>236</b>	<b>59310</b>

