

## Oregon eWIC

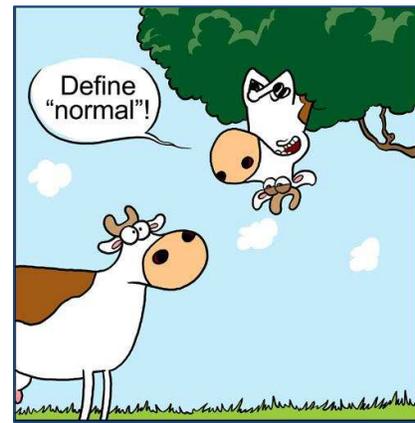


## Final eWIC Status Update May 13, 2016

### Welcome to eWIC as the new “normal”

By the end of May the transition to eWIC will be almost complete. We have fewer than 100 participants with vouchers issued in June. That means that this is the last eWIC Status Update because from here on we will send the standard WIC Link newsletters.

Here is some information that we hope will make eWIC work even better in your agency.



### eWIC at the Farmers Market

## AT THE Farmers Market



As spring transitions to summer, we are receiving questions regarding the ability for WIC participants to use their eWIC cards at farmers markets. It's great to see the interest in shopping with eWIC at these venues, however:

- This year, only paper Farm Direct Nutrition Program checks can be spent at farmers markets (plus any remaining Fruit & Veggie vouchers).
- No system exists yet for farmers markets or their farmer vendors to take eWIC.
- Certain farmers with farm stores **do** take eWIC cards for the fruit & vegetable benefit. They are listed on the statewide map with all our other eWIC-authorized vendors.
- Please continue to encourage WIC shoppers to visit their favorite farmers market or farm stand with their Farm Direct Nutrition Program checks!
- eWIC is uncharted territory, and we will keep our options open as we explore a sustainable solution that can include farmers markets.

**Can't find the right milk? Several are just not available**

“I used to be able to get this milk. Why can't I buy it with eWIC?”

This cardholder may have been buying the wrong milk fat percent. With eWIC, cardholders can only buy what was assigned. Specialty milks like Acidophilus and Meyenberg goat milk are only available in certain milk fat levels and it's hard to find a store that stocks them. Take a look.



Milk Fat	Acidophilus	Meyenberg Goat Milk		
		Fluid	Evaporated	Powder
Nonfat/Fat-free				No longer available
1%	☺ Yes!	☺ Yes!		
2%	☺ Yes!			
Whole		☺ Yes!	☺ Yes!	☺ Yes!

**Consider these solutions:**

- 📦 Make sure the cardholder knows where they can find the right milk before you assign it.
- 📦 Women and older children who need goat milk will need to be assigned fluid goat milk. Nonfat powder goat milk is not available so as of 5/5/2016 it was removed from TWIST
- 📦 Lactose free milk is a good alternative to acidophilus. Whole acidophilus is not available, so children under 2 will need an alternative.

**Formula in 6 packs**

The following formulas are only available in a 6 pack of 8 ounce containers at grocery stores or pharmacies:

$$108 \div 6 = 18 \text{ six packs}$$

Bright Beginnings Soy; Pediasure; Boost Plus; Boost High Protein; Ensure; and, Ensure Plus. The default max package for these is 113 containers, which doesn't divide evenly into 6 packs. This can cause confusion at the store.

- Assign 108 containers if the participant needs that much formula and shops for them at a grocery store or pharmacy.
- Issue through the Formula Warehouse to provide 113 containers. Bright Beginnings Soy is available at the FW, but must be 108 containers.

## Final Voucher Count Down

This list shows issued vouchers (not participants) by agency. The list doesn't include voided vouchers. Congratulations to those agencies that no longer have any vouchers remaining!

Agency	May	June	Grand Total
Baker CHD	199		199
Clatsop CHD	427		427
Columbia PHF	110		110
Coos Health & Wellness	3		3
Crook CHD	9		9
CT Umatilla	18		18
CT Warm Springs	12		12
Curry CHD	21		21
Deschutes CHD	552		552
Douglas UCAN	346		346
Grant CHD	39		39
Harney CHD	51		51
Hood River CHD	251		251
Jackson County HHS	205		205
Jefferson CHD	134		134
Josephine CHD	80		80
Klamath CHD	725		725
Lake CHD	7		7
Malheur CHD	948	36	984
North Central PHD	204		204
U-M HeadStart	2090	184	2274
Union CHD	240	20	260
Wallowa CHD	20		20
Washington CHD	892		892
<b>Grand Total</b>	<b>7553</b>	<b>240</b>	<b>7793</b>

## WICShopper App Stats

During the month of April Oregon shoppers used the WICShopper app:

- 17,205 registered families;
- 99.3% of registered WICShoppers, actually shopped with the app;
- 64,602 shopping trips;
- 6,396 first time users; and,
- 39,899 product verifications on 6591 individual products using the scanning feature.



## You are the investigator for eWIC concerns or complaints

A cardholder comes to you with a complaint and you want to help them. How do you go about investigating what really happened and deciding what to do? Try solving these case files.

### Case #1: The case of the missing benefits

#### The Details

Maria calls to tell you that her benefit balance has less than she thinks she should have. She went shopping for milk and didn't have what she expected. She is on as a postpartum woman and she has a child on WIC as well. She was just in last week to add some formula for her baby.



#### Questions to ask

- What benefits does she think are missing?
- What transactions does she see on the website or when she calls customer service?
- Is there a second cardholder that may have spent some of the benefits?

#### Things to check in TWIST

- What changes to her category or benefits have been made recently?
- What does her benefit balance in TWIST show?
- What changes does the Row Summary show on the FPA?
- Is there a second cardholder on the FCS?

#### Common issues

- Staff don't trust that the Benefits List in TWIST is correct because they can't see what was actually purchased and participants don't look up transactions.
- The more changes are made to a participant category and food package in TWIST the more likely things are to get messed up.
- Category changes sometimes cause TWIST problems, especially if staff use the "Remove Benefits" function on the FSS instead of just changing the category which triggers the benefit adjustment, resaving the food package and reissuing as normal. (Don't use the Remove function for category changes!)

#### Case solved

You notice in TWIST that Maria's category was changed, which resulted in less milk. What complicated matters was when she checked her transactions she found her second shopper bought milk and didn't tell her.

## Case #2: The case of the angry shopper

### The Details

Beth calls your office and is really mad that she had to use her own money to buy several foods that should have been paid for by WIC. She couldn't get a box of cereal, mozzarella cheese, or a bag of salad mix. She had enough benefit balance so can't understand why the cashier made her pay for the foods with her own money.



### Questions to ask

- What specific foods (brand, size, store) did she want to buy? Does she have a picture of the label and the bar code?
- Did the store offer her a chance to review the WIC purchases before she completed the transaction? (Mid-transaction review)
- Did the store offer her the opportunity to void that purchase or return those items?

### Things to check in TWIST

- What is her benefit balance? (Benefits List)
- Has she been assigned the specific foods she is trying to purchase?

### Common issues

- People used to be able to get unauthorized (not allowed) foods (e.g. different flavors of cereal, processed cheese).
- Shoppers forget to look at the WICShopper App or the food list to make sure a food is authorized.
- Fruit and vegetable UPC's change often and new ones don't get submitted to the state by the store.
- Shoppers don't have details of the foods. Without the details, nothing can be done and any complaints sent to the state will be closed without action.
- Cardholders don't check the WIC purchases before they pay. Encourage all shoppers to do the "mid-transaction review" before paying. Stores are required to do this for folks.
- Shoppers pay for the foods and then feel stuck. Shoppers can always return unwanted items to the store and get their money back.

### Case solved

The cereal Beth wanted to purchase was a flavor that was not authorized. The cheese turned out to be a processed cheese food that wasn't allowed. The bagged salad mix hadn't been added to the APL but has been now, so she will be able to get it next time. Beth plans to have her phone ready with the app next time she shops.

## Case #3: The case of the stolen eWIC card

### The details

Kim calls your office to report that her husband, Ron, had his wallet stolen with his eWIC card inside. Kim is the first cardholder and still has her eWIC card. She had picked up Ron's card when she was converted, but would like Ron to be able to stop by the office and pick up a replacement card today. He doesn't have any proof of ID because it was all in his wallet.



### Questions to ask

- Confirm that the info we have about Ron as the second cardholder is correct.

### Things to check in TWIST

- Verify that Ron is already in TWIST as a second cardholder and that the data is correct.
- Make sure the card has been deactivated on the FCS.

### Common issues

- Second cardholders are there to serve the 1<sup>st</sup> cardholder. That means the 1<sup>st</sup> cardholder can report the 2<sup>nd</sup> cardholder's card lost or stolen and pick up new cards without the 2<sup>nd</sup> cardholder's ID or presence.
- Second cardholders can report their own card lost or stolen, but they can't report the 1<sup>st</sup> cardholder's card lost or stolen. They can pick up their own replacement card.
- WIC staff need to verify the identity of the person being issued the card(s). Staff can use the information on the Family Cardholder Screen to verify identity. Verifying identity is different than requiring and viewing proof of identity. Viewing proof of identity is not required for card replacement. Viewing proof of identity is required at recertification or when benefits are being issued.

### Case solved

Ron comes to the office for his new eWIC card. WIC staff verify his identity by asking him for his date of birth, address and zip code and then comparing it to the information in TWIST. He is issued a new card!

