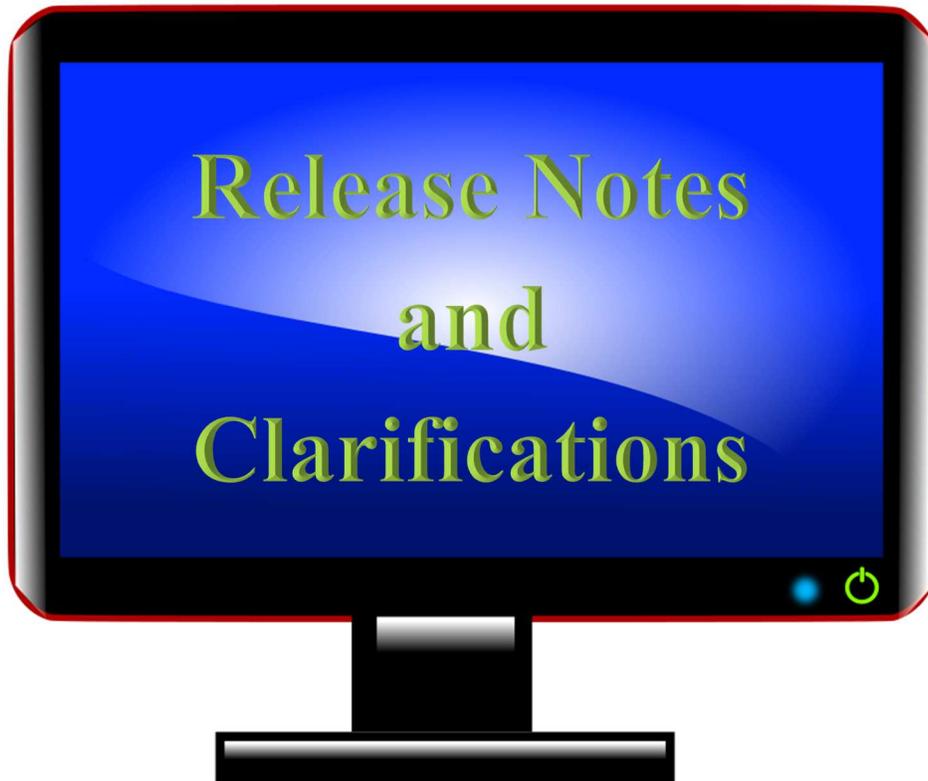


# TWIST Updates for June 27, 2016



## Contents

One year certification periods for children .....	2
New MC appointment type .....	2
Transfer cards fixed (Verification of Certification or VOC).....	2
Formula warehouse functions improved.....	2
Women category changes .....	3
Summary of when to use reinstate transaction type.....	4
New Separation of Duties Audit report.....	4
Partial food package assignment.....	4
Update on Temp Newborn (TNB) process .....	5
Food Package Assignment history .....	6

## One year certification periods for children

- Children enrolled or recertified after 6/27 will be given a 12 month certification period.
- Infants enrolled at age 7 months or older will be given a 12 month certification period.
- A mid-certification health assessment appointment request will automatically be generated – Appointment type **MC**.
- See “Mixed Basket” in-service Part 1 and Policy 646 for more details.
- Check out the new 1 year cert period job aid



[https://public.health.oregon.gov/HealthyPeopleFamilies/wic/Documents/twist/ja\\_3\\_8\\_2.pdf](https://public.health.oregon.gov/HealthyPeopleFamilies/wic/Documents/twist/ja_3_8_2.pdf)

## New MC appointment type

- The **MC** appointment type for the mid-cert health assessment for children is new, which means each agency must give it a duration and add it to any appointment templates in order to be scheduled.
- See [TWIST Training Manual Chapter 4, Lesson 100](https://public.health.oregon.gov/HealthyPeopleFamilies/wic/Documents/twist/ttm_ch_4_100s.pdf) for instructions to do this.

[https://public.health.oregon.gov/HealthyPeopleFamilies/wic/Documents/twist/ttm\\_ch\\_4\\_100s.pdf](https://public.health.oregon.gov/HealthyPeopleFamilies/wic/Documents/twist/ttm_ch_4_100s.pdf)

## Transfer cards fixed (Verification of Certification or VOC)

- Transfer cards printed from TWIST will now correctly indicate the last month of food benefits issued, instead of the last vouchers printed.

## Formula warehouse functions improved

- When a formula warehouse order has been placed, a **FW** indicator will now show on the Food Package Assignment screen in the status column so you can see which months have an order submitted.
- You will now be able to go back to an existing formula warehouse order and submit a request for additional formula to be sent to the participant.



Formula Warehouse

## Women category changes

- Category changes and the incorrect use of the “Reinstate” transaction type have been causing a lot of problems, including the inability to change food packages and issue benefits.
- TWIST has been updated so you can now correctly use the “Reinstate” transaction type.
- Review and use the table below for guidance on women’s category changes.

Change needed	Transaction type to use	Food package result
<b>WE, WB, WN to WN, WB, WE</b>	Do not use a transaction type. Change the category on the Enrollment screen, fast path to the FPA, save the new food package, issue benefits.	This month’s food package will reflect the new category.
<b>WE, WB, WN (active) to WP</b>	Select <b>Reinstate first</b> and then change category.	WP food package starting today through end of cert period.
<b>WE, WB, WN (inactive) to WP</b>	Select <b>Reinstate first</b> and then change category.	WP food package starting today through end of cert period.
<b>WP (active) to new pregnancy WP (e.g. miscarriage and new pregnancy)</b>	Select <b>Reinstate first!</b> (Do not just change EDD!)	WP food package continues through end of new cert period.
<b>WP (active) to WE, WB, WN (recertification)</b>	Change category, enter ADD and save first. Then select <b>Recert</b> transaction type. (Do not use reinstate!)	This month’s food package will reflect the new category.
<b>WP (active) to WE to get additional foods before recert</b>	Do not use a transaction type. Change the category on the Enrollment screen, fast path to the FPA, save the new food package, issue benefits.	This month’s food package will reflect the new category.

## Summary of when to use reinstate transaction type

- Used to make terminated clients who are more than 30 days beyond their last cert end date active again in TWIST.
- Used to start a new certification when an enrolled woman has a new pregnancy.

**Note:** Do **not** use the Reinstatement transaction type for children who are in a valid certification period. You may change the “End Cert” date by one month to coordinate appointments, but otherwise you must wait until they are within 30 days of the end of their certification period to recertify them.

## New Separation of Duties Audit report

- The new Separation of Duties Audit report can be found in the Operations and Management Output menu.
- The report lists any participant where the same WIC staff person determined income eligibility, assigned the food package, and issued benefits in the same month, as well as the user Id of the staff person involved.
- An \* indicates which participants had all 3 of these functions done on the same date.
- See Policy 595 Separation of Duties for more information about when and how to use this report.



# Report

## Partial food package assignment

- TWIST will automatically assign a partial food package for reinstated participants and new enrollments after the 20th of the month.
- Certifiers do not need to manually assign a partial food package for participants in a current certification period. Certifiers may tailor food packages after the 20th of the month to meet the needs of the participant for the remainder of the month.
- See Policy 511 Benefit Issuance and Policy 769 Food Packages for more details.



## Update on Temp Newborn (TNB) process

- Temp Newborn is still not functioning in TWIST, but we are working on it and hope to have it available in the fall.
- The Temp Newborn function is not mandatory and several agencies have never used it. The guidance below is for those agencies that have used temp newborn functionality and are using alternate methods for scheduling and enrolling infants.
- **Note:** Use of Option 2 “Temporary enrollment over the phone” is only allowed until the temp newborn function has been restored due to concerns about review of proofs and physical presence requirements.



## Temp Newborn

### Options for coordinating postpartum appointments

- Use Prescreen functionality to record the infant’s demographic information, then connect them to the family ID and schedule mom and baby together.
- You can change mom’s category to fully BF and issue extra WE foods without taking any action on baby.

### Options for issuing formula to a non-BF baby

#### Option 1: Schedule for a recert appointment

1. Reserve some open appointments for RP/NI in your weekly schedule.
2. When a woman calls or walks in, use these open appointments to schedule the recert for mom and enroll baby sooner than the usual 6-wk postpartum time frame.

#### Option 2: Temporary enrollment over the phone

1. A WIC staff person adds demographic information for the baby to client master and completes the Enrollment Screens.
  - a. On the Income tab, mark “**eligibility pending**” due to no proofs being viewed.
2. A CPA must complete the entire certification, including the assessment, over the phone.
  - a. On the Medical Data tab, enter birth weight and length and check the birth data check box.
3. Benefits can be issued for one month only because no proofs have been reviewed.
4. Schedule mom for her postpartum recertification and baby for a follow-up appointment within the 30 day eligibility pending period.
  - a. Review and enter proofs and take a current weight and length for baby at that appointment.

## Issuing formula to a partially BF baby

- **Remember:** Formula cannot be issued to a partially BF baby in the first month postpartum due to the negative impact on successful breastfeeding.
- Any mom who is breastfeeding and requests formula must be assessed by a CPA before making any change to the food package for that infant. If formula is needed, see the options above.
- Discuss managing requests for supplemental formula by partially breastfeeding moms with your breastfeeding coordinator.

## Food Package Assignment history

- In an effort to improve TWIST performance (speed) we will begin archiving some old food package data that automatically shows when you open the Food Package Assignment screen.
  - The FPA will continue to show food package assignment and issuance into the future, through the end of the cert period.
  - The FPA will only display 4 months of food package history for now.
  - In the September TWIST release we are providing a pop-up that will show a year of food package history when you need it and only one month of history will automatically display.



## TWIST Trouble Shooting document

- This document summarizes the unique and interesting things that happen in TWIST that you don't expect. It is being updated with this release.
- Check it out on June 27  
[https://public.health.oregon.gov/HealthyPeopleFamilies/wic/Documents/twist/ja\\_t\\_wist\\_ewic\\_issues\\_solutions.pdf](https://public.health.oregon.gov/HealthyPeopleFamilies/wic/Documents/twist/ja_t_wist_ewic_issues_solutions.pdf)