

Conversion Successful!

Important information below!

Every WIC participant has been changed over to Fresh Choices food packages.

- State staff manually fixed:
 - Category mismatches between mom and baby
 - Mismatches between food package and category
 - Food packages for moms with twins
 - Most food packages that could not be converted (Z-FIX-IT)
- No reports are being sent to your office because we fixed everything ahead of time that could be.

Despite best efforts, there are still some food packages needing review.

Please:

- **Look** at the Family Summary Screen before you print vouchers and **decide** if the food package is what you expected.
- Have the Participants **review** their vouchers before they leave.

Look for:

- Women and children should have both milk and food vouchers.
- Z-FIX-IT modules – if you see these, check the progress notes for information or suggestions.
- ZN modules in infants or where you wouldn't expect them – these may need to be changed when you identify what the participant really wants.

Important notes

Max food errors

There are lots of partially printed food packages that will cause max food errors (food packages that exceed the maximum quantity allowed for the category).

- If you get a max food error, first check to see if there have already been pre-conversion vouchers printed for the month. (These can be seen on the *Void Issued FI's* screen.)
- Women who had a WE-ADJ food packages assigned but not printed, will have to have the old food package voided and a new food package assigned and printed.

- Infants that had juice and cereal vouchers printed and need formula, will have to have the juice and cereal vouchers voided before you will be able to print any formula vouchers.

Medical Documentation Conversion

If you do not have med doc that you expected, look on the old food package tab and transfer the dates to the new med doc screen to be able to print vouchers.

Category changes

We matched mom and baby category, but it may not be the category you want in order to get the food package you want.

- Change category and food package if needed.

Temp Newborns

Infants that are temporary newborns that have not had their vouchers printed will need to be reviewed carefully as their category may not match their mother's.

Termed women and women with no food package

You will notice a large number of women that have been termed because they changed to WN after 6 months.

- To change these women's category you will need to re-instate them, which means completing the full certification process.

A large number of women will no longer get food packages because they are WBN after 6 months postpartum.

- These women can be changed back to WB if you change the infant to an IB with a different food package.

New milk, food, or formula module requests take 48 hours to process

It will take 48 hours to process any requests for milk, food or formula modules that are not available in Fresh Choices. Please submit your requests as usual, but do not expect them to be available for printing the same day. More information on this process will be coming soon.

Help is available

App Support will be available from 7:30 a.m. until 6:30 p.m. the week of 8/3/09.