

TWIST Questions and Answers (7/24/09)

The following are some questions and answers that have come up during testing and training on the Fresh Choices changes to TWIST.



Finding the right package

- Q. I can't find the module I want on the drop down. Where did it go?
- A. Only a short list of possible modules appears in the drop down window on the *Food Package Assignment* screen. For a list of all milk, food or formula modules available to your participant, go to the *Food Module Search* screen.

Medical Documentation

- Q. I put some information into the *Medical Documentation* screen, but when I went back it wasn't there. What happened?
- A. The *Medical Documentation* screen will not save unless you have filled in all of the required fields, including the *Supplemental Foods* section at the bottom of the screen. A partially completed *Medical Documentation* screen will not save, even if you click "okay". Also, only medical documentation relevant to the selected row will display, so make sure you are on the right row.
- Q. I have a participant who has changed formulas and hasn't brought in the medical documentation form yet, but when I went to the Family Summary Screen I had another check mark and was able to print vouchers. Do participants still have just one month grace period to bring in the medical documentation form?
- A. Any time there is a change from the previous row on TWIST, the data system will allow you another month grace period. This is true whether it is a new formula, a different amount or a change in the food module. If the participant brings in medical documentation for one formula and then needs to change formulas, you may allow another month grace period while waiting for new medical documentation. Even if TWIST allows it, you should not continue to print vouchers for formulas that require medical documentation past the first month until medical documentation is received from the health care provider showing the diagnosis and the formula they want the participant to use.



- Q. I have a 10 month old infant that the HCP would like to keep on formula for 6 more months. TWIST won't allow me to assign or print the food package after one year because the participant isn't marked "Special" now. How do I use the "Special" designation for future food packages?
- A. The "Special" designation flag can only be checked as a current status. Therefore, when future food packages require a change in special designation in order to assign or print, you will have to print the food packages for the current month or months, return to the *Food Package Assignment* screen, change the special designation (either check or uncheck, depending on the situation), assign the appropriate food packages, and then print additional months as needed. Infants may only be marked special if their first unprinted food assignment is in the IN7-12 month category.

Category Changes

- Q. On the *Newborn Data* screen for Temporary Newborn (TNB), in the WIC Category drop down window, there is no option to select TNB category of partially (mostly or some) breastfeeding infant. There is only Non-breastfeeding and Fully breastfeeding categories to choose from. What happened to the other category for infants?
- A. The TNB-NB and IB categories are now defined to begin at month 1 instead of month zero. So you won't see them in the category drop down window on the *Newborn Data* screen or the *Intake* screen until the first of the month following their birth. For example, if the birth date is May 1, you'll see them June 1. If the birth date is May 31, you'll see them June 1 as well. This is to help with the "no formula in the first month" for breastfeeding babies policy. By policy, you should not assign this category until the baby is one month old. So if the baby is born May 31, you should not assign the partially breastfeeding category until June 30.
- Q. I have a breastfeeding woman who is more than 6 months post-partum who has decided not to breastfeed, everything I had saved previously in the food package area is gone. What happened?
- A. If there were rows showing vouchers that were printed, they will be saved, but when that participant changes category to a non-breastfeeding woman (WN), the future or current unprinted rows are gone because after 6 months post-partum she's no longer eligible for a food package.



- Q. A fully breastfeeding woman participant is now pregnant. How does that affect the baby's food package? Do their categories still need to match?
- A. Mom and baby category only has to match if the mom is on the program as a postpartum woman (WE, WB, WN). If mom is on as a pregnant woman (WP) you may put the baby in whichever category provides the food package that is appropriate. (Note: Mom gets a larger package as a WE, so consider keeping her in that category if she does not need any formula for her baby.)

Max food errors

- Q. Why do I sometimes get max food errors when I do a formula exchange or change from one kind of formula to another with a partial void?
- A. Remember that maximums are based on the reconstituted ounces of formula. Each type and form of formula reconstitutes to a different number of ounces. So the number of cans to replace may be different from the original. TWIST will help you get the right number of cans by telling you when you are trying to give too many. Try assigning a formula module with fewer cans. You can also use the formula job aids from the *Food Package* training module to figure out the number of cans.
- Q. I don't understand why I am getting max food errors.
- A. First, slow down and read the error, it will help you figure out what is happening. There are a couple of common max errors.
- You may be trying to assign food modules to a client who has pre-conversion vouchers printed. Check the *Old Food Package Assignment* tab, *FI Look up* screen, or *Void* screen to see if there are pre-conversion vouchers printed for the month for which you are getting the max food error.
 - You may be trying to add formula to a baby who was previously a fully breastfed infant (IE) with juice and cereal vouchers printed. These vouchers will have to be voided first.

