

## Calling the State Office with Fresh Choices Questions

This document provides guidance and resources for the implementation of Fresh Choices. Please share this document with all WIC staff.

Both Nutrition Consultants and App Support staff will be available to answer Fresh Choices questions starting Monday August 3<sup>rd</sup>. You may call the general App Support number (866-865-2953) for Fresh Choices questions, but please use the following table to specify whether you need to talk with a Nutrition Consultant or an App Support staff member when you call:

Type of Question or Assistance Needed	Who to Ask For
Help selecting the correct food/formula package for participant category and designation	Nutrition Consultant
Questions about the new categories (e.g., WBN, IBN)	Nutrition Consultant
Policy or food package training module related questions	Nutrition Consultant
Providing breastfeeding support the first month	Kelly Sibley, Bonnie Ranno, or Nutrition Consultant
Using the Medical Documentation form	Nutrition Consultant
Trouble with a TWIST screen or function (e.g., saving, printing, voiding)	App Support
Changes needed for a participant record (e.g., cert date, transaction type)	App Support
Finding a food/formula package	App Support
Questions about voiding due to category changes	App Support
Using the Medical Documentation screen in TWIST	App Support

