

Solving the puzzles of Fresh Choices food package conversion (7/27/2009)

This weekend we hope to successfully convert thousands of old food packages over to the Fresh Choices food packages. Despite our best efforts, there will be glitches. There are a few things you need to know about the processes that will be used to convert all of those packages.



First things first

- ☑ Your main goal is to provide each participant with the right vouchers.
- ☑ The food package TWIST converts the participant to, is just a starting spot. Feel free to change any food package assignment to one that works best for the participant.
- ☑ Check each set of vouchers before handing them to the participant to make sure they look right. (No duplicate packages, missing vouchers, the right months, etc.)
- ☑ Go ahead and try to fix things yourself before calling App Support. Chances are you will be able to figure it out.
- ☑ You can always void incorrect vouchers and assign/print a new food package.
- ☑ If you have the right package to print on the Family Summary Screen, don't worry about if the Food Package Assignment screen looks odd. We fully expect things to look strange for a few months as we get through the transition.
- ☑ If you have a special participant you are worried about getting the right package, it is a good idea to check to make sure they converted correctly.



Mom and Baby Category Match (or Mismatch)



We will try to keep the baby's food package the same, and then change the baby and mom's categories to match what food package they were assigned. We will do this by hand on hundreds of babies and we are not sure we will get them all corrected, or that they will be what the mom wants.

- If you are unable to print due to a category mismatch between mom and baby (Code M on the FSS screen), change the category and food package of one of the pair.
- If the food package assigned to the baby is not what is desired by the mom, change the category and/or food package of the baby, then change the mother if needed, and then print.
- Some baby packages were reduced or changed slightly to keep them in the IB or IBN category so their mom could remain on WIC.
- Babies who were assigned the non-breastfeeding (IN) category before conversion, remained non-breastfeeding even if they had been receiving less than a full formula package. In that case, they were given the full amount of the type of formula they were on.
- You will not need to void mom's vouchers printed before August if the mom's category changes.
- If mom is no longer eligible, follow the same termination procedures as normal.
- If a mom that is terminated because of food package changes (e.g. WB to WN after 6 months postpartum) decides she is still breastfeeding enough to be a WB, you will need to use the reinstate transaction type to put her back on WIC.

Food packages that need "Fixing"

Some food packages are difficult to decide what they should get without reviewing the participant's record. All of these participants will be given a food package code of "**Z-FIX-IT**", which like any Z package means no vouchers will print. Most of these we will fix by hand, but you might still find these on the Food Package Assignment screen or the Family Summary Screen.



- If you see a "**Z-FIX-IT**", select a new food package on the Food Package Assignment Screen and then print as usual.



Conversion puzzles



Some records in production are just hard for the conversion process to know what to do with. Here are some strange things you might see.

Vouchers were printed and then fully voided pre-conversion.

These old food packages will appear on the *Family Summary Screen*, but will be blank or show the standard default package on the *Food Package Assignment* screen.

- The ideal fix is to figure this out and go to the *Food Package Assignment* screen and correct the food package assignment before printing.
- If the old food package is accidentally printed from the *Family Summary Screen* first, the *Food Package Assignment* screen will display the printed package. If this happens, the vouchers can be voided and replaced with the new food package.

Participant has two food package rows assigned to the same month pre-conversion.

Generally both rows convert and the participant may get more than they should. We are using a report to clean these duplicate rows up so you should not see more than one row per month in the future.

- If you see double packages, delete one row and make sure the correct food package is assigned. If you accidentally print both packages from the *Family Summary Screen*, void the extra vouchers.

Participant had two food package rows assigned to the same month pre-conversion, and one was printed and one was not.

The row with printed vouchers will show on the *Old Food Package Assignment* tab and the row without vouchers printed converts. You may get a max food error.

- You may need to void the printed vouchers. Call app support for help if that does not allow you to print the appropriate food package.

Participant has a future food package row printed, which falls after an unprinted future food package row.

For example, a fully breastfed infant (IE) has juice and cereal vouchers printed, for the month after an unprinted food package row, such as the Z food package.

The Z package will convert and have a row on the *Food Package Assignment* screen and juice and cereal package will be on the *Old Food Package Assignment* tab. There may be a gap in the months on the *Food Package Assignment* screen for the JC.

- If you can print what you need, don't worry about the gap. Add a row if you have to.



“Special” Flag

Many pre-conversion participants were marked “Special” that didn’t need to be. The incorrect “Special” flag causes conversion issues since it won’t allow certain food packages to be assigned. We will uncheck the flags on any participant that is not a child or a woman with formula assigned in a future unprinted row.

- If there was an error and you need to assign a food package requiring the “Special” flag, go ahead and check it and proceed with food package assignment and printing as usual.

Medical Documentation Issues

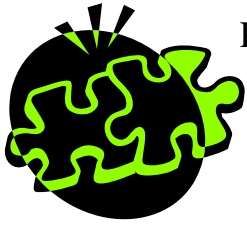
It is very difficult to convert the old “Rx” dates over to the new *Medical Documentation* screen, because food packages change so much that it is difficult for TWIST to figure out which of the new food packages should be tied to the old “Rx”.



- If you are unable to print vouchers because “Rx” data has not converted you may:
 - Find the old “Rx” on file and enter the dates manually into the *Medical Documentation* screen, checking “No Supplemental Foods”; or,
 - Use a newly completed Medical Documentation form and enter the current information into the *Medical Documentation* screen.
- If you are able to print the correct vouchers but cannot view the old “Rx” data on the *Medical Documentation* screen you may:
 - Print vouchers as needed and worry about the *Medical Documentation* screen at the next recert; or,
 - Find the old “Rx” on file and enter the dates manually into the *Medical Documentation* screen, checking “No Supplemental Foods”.
- If the Food Package Assignment screen shows the wrong food package because the “Rx” data did not convert correctly you may:
 - Find the old “Rx” on file, assign the correct food package and enter the “Rx” dates manually into the *Medical Documentation* screen, checking “No Supplemental Foods”.



Terminated Participants



Participants who are terminated will not have their food package converted. This is true no matter what the reason they were terminated.

- Participants who you reinstate or reactivate will need to have the appropriate food package assigned.

Pregnant or Breastfeeding Twins

We will try to identify women who are pregnant with or breastfeeding twins. The participants will have to have their food package changed by hand.

- If a woman with twins is not assigned the appropriate food package, change the food package assignment and print the correct vouchers.

