

## Conversion of food package information in TWIST (4/6/09)

### Transition from old food packages to new food packages

#### Change will happen over several months

- Participants will get their last set of the old food packages when they are seen in May, June, and July.
- Not everyone gets the new food package in August.
- The next time they come in after 8/1/2009 they will be getting all new food packages. The new food packages will be issued to participants when they get their first set of vouchers printed after 8/1/2009.

#### Changes in TWIST – Old goes thru 7/31/09

- TWIST screens and food packages will be the same through 7/31/2009.
  - You will not be able to assign new food packages or print new food package vouchers until 8/3/2009.
  - All vouchers printed up to that date will be the old food packages.
  - Example: A participant comes for vouchers in July. You print vouchers for August, September, October. All of those vouchers will be the old food packages.

#### Changes in TWIST – New starts 8/1/2009

- Starting 8/1/2009 TWIST will display new screens designed to help you issue the new foods and any vouchers printed will be the new food packages.
  - Example: The participant that got vouchers in July for Aug, Sept, and Oct, will come into the office in October for their first set of new food package vouchers.
  - After 8/1/2009 the old food packages will not be available to assign.
  - Any vouchers that were printed before 8/1 and are being voided after 8/1, will be replaced with the new food packages. (Note: You will be unable to “Replace with same food package”.)

#### Conversion of food package data in TWIST

Future food package assignments will convert on 8/1/2009. Food packages that have been printed will not change, only those that haven't been printed will convert.

- When food packages change, TWIST will assign participants the new food package that most closely matches their old package
  - Example: Participants that are on the standard package will be switched to the new standard package for their category.

### **Conversion of “Unusual” food packages**

- Food packages that are “unusual” or are combinations of formula may not convert during the automated process.
- Unusual packages will be manually assigned by state staff at conversion based on a “best guess” of what is the most appropriate new food package.
- On 8/3/2009 local agencies will get a report of participants whose food packages had to be manually assigned
- Where possible and logical, changing participants to more standard packages prior to conversion might help avoid problems.
- In the month prior to conversion, local agencies will receive information about potential food packages that appear to be difficult to convert.

### **Conversion of special food packages**

- If a participant is receiving a food package requiring a prescription and has Rx information in TWIST, the dates on the current Rx pop-up will carry over to the new Medical Documentation pop-up.
- TWIST will change the participant to a food package that reflects the identified special medical formula, but will not have any additional foods.
  - Example: A child on a full package of Pediasure will convert to a food package containing the maximum allowed for Pediasure, but not include any foods.

### **Conversion of food packages to the mothers of multiple infants**

- Women who are pregnant with or breastfeeding multiple babies will be eligible for extra foods, beyond the standard food package for their category.
- Women with the “Twins or more?” check box on the Anthropometric tab checked will be converted to this larger food package for their category.

### **Conversion of woman/infant dyad food packages**

- With Fresh Choices, mom and baby’s categories have to match. Currently there is no edit in TWIST that requires this, so there may be mom/baby pairs that don’t match.
- Conversion of the food packages will be based on the infant’s current food package.
- The order of change during conversion will be as follows:
  - Step 1: a. Infant changes to new food package based on old food package.  
b. Infant category changes to category matching food package assignment.
  - Step 2: a. Moms category changes to match infant.  
b. Moms food package changes to match her new category.
- These changes may result in mom’s being terminated from WIC after the food package change if she is not eligible based on her new category and the age of her infant.

### Examples:

- Step 1: TWIST will start with the baby's current food package and change them to the closest package appropriate for their age. Then TWIST will change them to the new infant category that matches that amount of formula issuance.
- Step 2: After the infant has converted, TWIST will change the mom to the category that matches the infant's new category, and then change her food package to match her new category.

### Example A:

- Step 1: A 5 mo. old IB baby is getting 8 cans of Similac powder. They will convert to an IBN 4-6 mo. infant getting 8 cans of Similac powder.
- Step 2: The mom was a WB and will change to a WBN with a WBN food package.

### Example B:

- Step 1: A 8 mo. old IN baby is getting 9 cans of Similac powder. They will convert to an IN 7-12 mo. infant getting 7 cans of Similac powder plus infant foods.
- Step 2: The mom was a WN and was terminated from WIC after 6 months postpartum.

### Example C:

- Step 1: A 6 mo. old IB baby is getting 9 cans of Similac powder. They will convert to an IN 4-6 mo. infant getting 10 cans of Similac powder. (Once they turn 7 months, the amount of formula drops to 7 cans.)
- Step 2: No change. The mom was a WB and will change to a WN who will be terminated on the last day of the most future month of voucher issuance.

### Other potential issues

#### Think before you print! – can't mix old and new

- After conversion you will be unable to mix old food package vouchers with new food package vouchers in the same month.
  - Example: Participant wants to change from the old food package vouchers to new food packages. The entire old food package will be replaced with an entire new food package.
  - You will not be able to replace partial packages of old food packages.