

☺ Job Aid: Choosing the Correct Transaction Type for Women Returning with a New Pregnancy

Chapter 3: Client Processes

Section 8: Other Client Processes

Lessons: Re-activate and Re-instate, Transaction Types

When a woman *who was on WIC in the past, or is on WIC now*, comes in for a new pregnancy, choose the correct transaction type to start a new certification for her new pregnancy - Do NOT just change her category!

**Returning Woman?
New Pregnancy?**

Just say NO to Category Change



How to Choose the Correct Transaction Type

1. Determine her status in TWIST.

When a returning woman has a new pregnancy, which transaction type you choose depends on her current status in TWIST.

- Is she active in WIC now or terminated?
- What is her most recent certification end date?

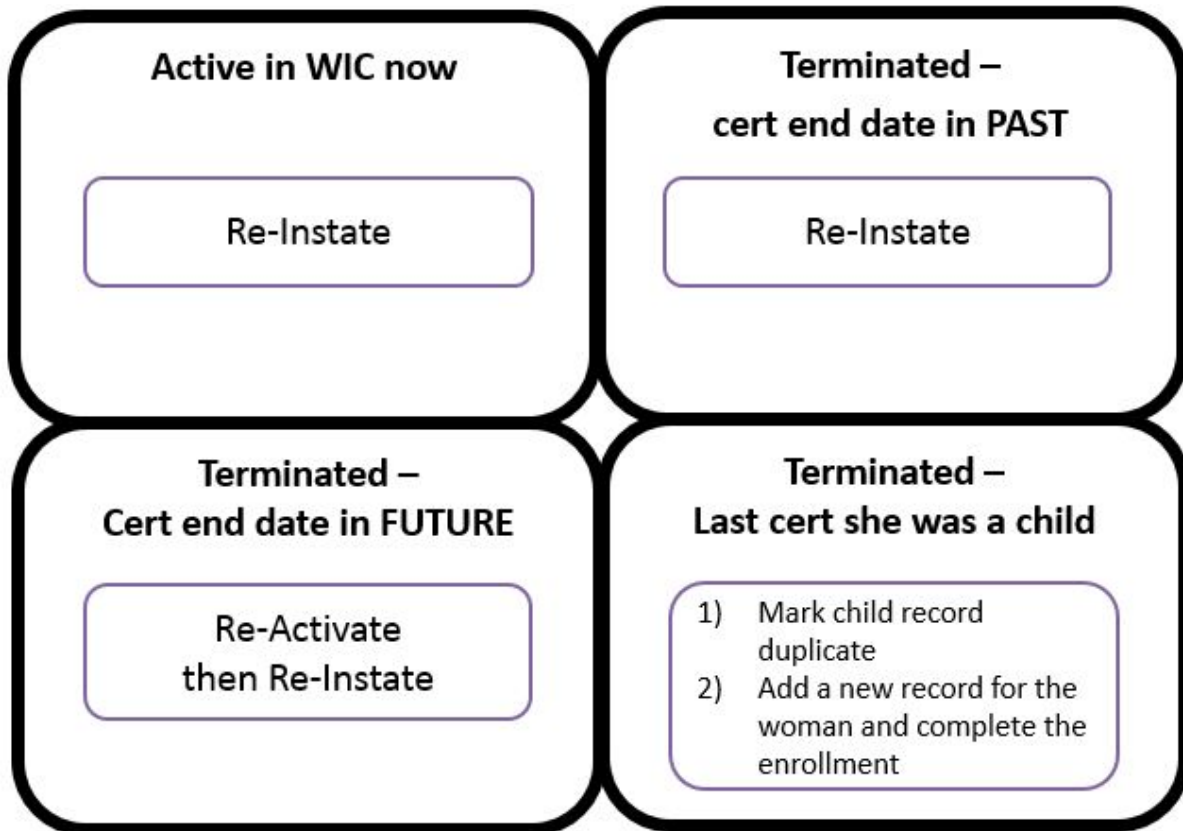
2. Select which scenario matches her situation:

- a. Active in WIC now
- b. Terminated – cert end date in the past
- c. Terminated – cert end date in the future
- d. Terminated – last cert she was a child

3. Use the chart below to choose the correct transaction type for the situation of the woman who is returning to WIC with a new pregnancy.

- a. While in most cases you will use the transaction type “Re-instate,” there are 2 exceptions.

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Using the **Re-instate** transaction type will take the place of a new enrollment or using Recertification transaction type to start her new pregnancy certification. You must complete the income screens and all certification screens before you can issue her new benefits.

For more information, see the *Video Job Aid:*
Video: “Which Transaction Type for a Returning Woman with a New Pregnancy”
<https://youtu.be/qeNnCy4iZao>