☺ Job Aid: eWIC Issues and Solutions

There are some issues in TWIST that are already known and do not need to be reported. This list of issues provides you with solutions, if needed.

Formula Warehouse (FW) / Med Doc	
The Formula Warehouse Button is greyed out.	Make sure you have an active eWIC cardholder and a FW formula assigned.
How can I tell if a Formula Warehouse order has been placed?	There are 3 ways to tell: 1) On the FSS, the Formula Warehouse button will show an exclamation point if a FW order has been placed. 2) There will be "FW" on the Benefits List next to the formula name. 3) On the FPA, the status column will show FW.
When I converted the client, her med doc didn't convert.	Go to the "Old FPA", click on "Med Doc Info" to view to existing Med Doc. Copy that information into a new "Med Doc Info" pop-up on the new "FPA".
On the FW screen, I can't choose flavors for Neocate Splash.	Select the regular Neocate Splash, and in the Formula Warehouse "Notes" section, write the quantity of each flavor for the FW to send.

Special	
I can issue special formula to women with TWINS without checking the "special" checkbox.	If the client is special, check the "special" checkbox. If the client is not special, in Module C select nothing, or a ZN or Z-FIX-IT package.
I have an over-issuance error message when I unchecked "special" for an IN7-12.	You do not need to call app support. The participant already has spent the max amount for an infant (non-special), so the benefits do not need to be reissued. On the FSS, uncheck the current month and issue only future months.

Special

The infant (IN7-12) is receiving child foods and now she needs to be "special".	If benefits are NOT SPENT for the current month, on the FPA, mark "special", assign the child food template in Module B, and formula in Module C. If benefits are SPENT for the current month, on the FPA, mark "special", add the remaining unspent benefits back in one by one using the "Modify" screen and assign formula.
I marked "special" for the child but I didn't have to select a formula in Module C.	If child doesn't need formula, uncheck "special". If the child needs formula, select a formula in Module C.

Nutrition Education

I can't issue benefits from the Group NE screen.	This function has been disabled for eWIC. Issue benefits from the individual's FPA.

Forecasting Food Packages

I can't forecast a "Modified" food package.	If a food package is called "modified", it can't be forecasted the normal way. Either select a template for the next month and forecast from that row, or modify every future month using the modify pop-up.
IB and IBN formula doesn't forecast the correct amount when the baby changes from IB4-6 to IB7-12.	This is because it is trying to forecast an amount of formula that is over the max for the IB7-12 age. From the first month of the IB7-12 range, select the amount of formula and forecast the future months in the 7-12 age range.
When I recertified the client, the non-standard template didn't carry forward to the new certification period.	Select the desired template and forecast for the new certification period.
The IBN baby shows spent benefits, but I know they haven't spent any this month.	In WBN/IBN pairs with infant FVB (Fresh Fruits and Veggie Benefits), the baby will show spent benefits. No action needed.

Modifying Food Packages

An Asterisk* appears on the FPA row even though there haven't been any changes to the food package.	No action needed.
I can't issue the child foods to an infant even though they are past their first birthday.	The infant must have no spent benefits in the current month in order to make the change. If the infant's food package is IFVC-$4, this includes no spent FVB (fresh Fruits and Veggie Benefits) for the family. If the mom requests the foods at the beginning of the month (before the baby's birthday), do not issue benefits to the baby until after their birthday, then make the switch to child food and issue the benefits.

Category Changes

When I change the category of an infant with spent FVB, they have baby food but no FVB.	Use the modify pop-up to adjust the amounts of baby food and FVB.
When I change the category of a mom/baby pair, I get an error message.	Call App Support before making any other changes.
When I change the category of an infant, I do not get the max amount of formula for their new category.	Change the formula amount to the maximum on the FPA and forecast.

FPA screen

The FPA screen is greyed out.	Make sure the certification is complete and risks have been assigned.
The current month shows the wrong category and food package after a recertification.	Call App Support before making any other changes.

Family Summary Screen / Issuing Benefits

Sometimes I get only 2 checkmarks instead of 3, and then when I issue the benefits the 3rd one appears.	When the 3rd one appears, issue those benefits so all three months are issued.
The participant doesn't have a food package to issue on the FSS.	Go back to the FPA and assign a food package.

Family Summary Screen / Issuing Benefits

An Oregon family wants to transfer in, but they still have printed vouchers.	Transfer in the family and use the "old" FPA and FSS to change vouchers if needed. Convert to eWIC for months after vouchers.
The wrong food package is showing on the FSS.	Make sure the correct food package is saved on the FPA.

eWIC Card

When I swipe the eWIC card, I get too many numbers displaying in the field.	In most cases, when you save, it will correctly save the card number.
The cardholder reports that they can't PIN their card and are getting error messages.	1. If there is a 9 digit zip code in TWIST, remove the plus 4 on Client Master and save. Then retry. 2. If the cardholder is using the Spanish language PIN services, make sure they enter the date of birth in day-month-year order. 3. Have the cardholder try a different phone. Some phones are not "tone enabled."

Misc.

The "Reports" icon is not on the Select Modules screen.	It has been removed. Select the reports directly from each component using the "Output" selection.
Client is moving out of state and needs a VOC.	If the entire family is moving, select the term type "family" instead of "client." If benefits do not get removed correctly, call App Support.

Shopping

The cardholder is unable to buy a food they think is approved.	1. Make sure it is on their benefit list (e.g. juice sizes have changed) 2. Have them send a picture of the UPC to send to the state for review.