

TWIST Release Notes

Effective August 18, 2025

In this release:

General updates

- [M2 Templates available](#)
- [Breast pump issuance screens now include all electric pumps](#)
- [Teletask ready recipient file](#)

Medical Documentation updates

- [One month allowance for Medical Formulas ends](#)
- [TWIST Fix: Medical Documentation Form \(MDF\) no longer disappears in the first month](#)

Risk Updates

- [Changes to Risk 141 and Risk 201](#)
- [Very Low Hemoglobin and Hematocrit Report](#)

Attachments:

- WIC Training Memo: Risk 201 and 141 Updates

General Updates

M2 Templates available

Templates for 2% milk have been added to the template options for Module A foods in TWIST.

[Module A Templates and Codes](#)

[Module B Templates and Codes](#)

Breast Pump Issuance screens now include all electric breast pumps

All electric breast pumps now show on the Family Summary Screen (FSS). This change helps local agency staff monitor the most recently issued single-user pump.

Steps to view a participant's full breast pump issuance history:

- Navigate to the BF Tracking Tab
- Click Breast Pump Issuance sub tab

Note: Multi-user pumps currently on loan will display on the FSS.

Previously issued single-user electric pumps will not display.

Here is how the pumps show on the Family Summary Screen:

Image: Hygeia Single User Pumps (Pro, Evolve, or Express)

The screenshot shows the Family Summary Screen (FSS) interface. At the top, there are fields for 'First Cardholder' and 'Second Cardholder'. Below these is a 'Family ID' field. The main area contains a table with columns: ID, Name, DOB, Clinic, Cat, Status, Start Date, End Date, Risk, Wait, Benefit, Reason, and Select. Two rows are visible, both with '07' in the Clinic column. To the right of the table is a vertical menu with buttons: Find Appointment, Create Request, Modify Request, Put on Wait List, Farmer's Market, Set Issue Months, and Formula Warehouse. A red arrow points to a highlighted entry in the menu: 'Hygeia Pump Issued', '01197817-01', and 'Issue Dt: 08/05/25'.

ID	Name	DOB	Clinic	Cat	Status	Start Date	End Date	Risk	Wait	Benefit	Reason	Select
01			07	WE	EN	08/01/2025	07/31/2026	H	N	10/01/2025		
02			07	IE0-3	EN	07/07/2025	07/31/2026	H	N			

Image: Personal Double Electric Pump (PumpInStyle)

The screenshot shows the Family Summary Screen (FSS) interface, similar to the one above. A red arrow points to a highlighted entry in the right-hand menu: 'PumpInStyle Issued', '01197817-01', and 'Issue Dt: 08/05/25'.

ID	Name	DOB	Clinic	Cat	Status	Start Date	End Date	Risk	Wait	Benefit	Reason	Select
01			07	WE	EN	08/01/2025	07/31/2026	H	N	10/01/2025		
02			07	IE0-3	EN	07/07/2025	07/31/2026	H	N			

Medela Lactina pumps issued as a single-user pump will not display on the FSS screen due to entering a return date. For more information about issuing a Lactina pump refer to the 07/23/2025 BF/BFPC Coordinator Call PowerPoint in Basecamp.

Teletask Ready Recipient file

New feature in TWIST allows user to produce a "Teletask Ready Recipient File" for use in mass messaging using Teletask.

Training and job aids will be shared at the Teletask Leadership Users Meeting on August 27, 2025. If you need information about this meeting, please contact Kathleen Merchant at Kathleen.M.Merchant@oha.oregon.gov.

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Medical Documentation Updates

One month allowance for Medical Formulas ends

A written Medical Documentation Form (MDF) or verbal order is required to issue a medical formula, nutritional, or other qualifying supplemental food to a participant. TWIST will no longer allow one month of issuance of a special medical formula without medical documentation. See [Policy 765](#) for details.

What is changing

TWIST will not allow staff to issue a medical formula, nutritional, or other food that requires an MDF without entering the MDF or a verbal order.

Do not assign a formula, nutritional, or food that requires an MDF if you do not have a written or verbal order. You may issue foods that do not require an MDF.

Verbal Orders

Staff may obtain and use verbal orders for medical documentation while the MDF is being completed by the prescribing physician. Verbal orders allow staff to issue two weeks of a formula or nutritional.

How to enter a verbal order in TWIST

The screenshot displays the 'Medical Documentation' section of the TWIST interface. It features a table with four columns: Start Date, End Date, Provider's Name, and Notes. The first row contains placeholder dates '00/00/0000', '00/00/0000', the name 'Dr. Broccoli', and the text 'VO'. Below the table, there are three additional sections: 'Medical Formulas' with a table for Formula Name and Received status; 'Supplemental Foods' with radio button options for issuing full provision or excluding certain items; and an 'Exclusions' box with checkboxes for Milk, Cheese, Eggs, and Peanut Butter. Four blue teardrop-shaped callouts with numbers 1 through 4 are overlaid on the form, pointing to the Start Date, End Date, Provider's Name, and Notes fields respectively.

Start Date	End Date	Provider's Name	Notes
00/00/0000	00/00/0000	Dr. Broccoli	VO

1 2 3 4

Medical Formulas

Formula Name	Received
Alimentum RTF 32 oz	<input type="checkbox"/>

Supplemental Foods

☒ Issue Full Provision of Supplemental Foods
☐ No Supplemental Foods
☐ Issue Full Provision of Supplemental Foods Except:

Exclusions

☐ Milk ☐ Cheese
☐ Eggs ☐ Peanut Butter

1. Enter the date you received the verbal order in the "Start Date" field on the Medical Documentation screen.
2. Enter an end date of two weeks from that date in the "End Date" field. The date range must be within the current month. If two weeks is in the next month, the "End Date" must be the last date of the month.
 - For example, two weeks after a start date of 08/20/2025 is 09/03/2025. Enter the following in TWIST:
Start date: 08/20/2025
End Date: 08/31/2025
3. Best practice is to include healthcare provider name for follow up.
4. Enter "VO" for verbal order in the Notes field.

TWIST Fix:

Medical Documentation no longer disappears in the first month

A fix has been completed. Medical Documentation entered on a starting date that is not the first of the month no longer disappears in the current benefit month.

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Risk Updates

Changes to Risk 141 and 201

Changes have been made to Risk 141 - Low Birth Weight and Risk 201 - Low Hemoglobin/Hematocrit in this release. All certifying staff need to be aware of these changes starting August 18, 2025.

- TWIST now assigns a very low hemoglobin or hematocrit as Risk 201B which is high risk. Staff no longer need to manually change risk level.
- TWIST now assigns Low Birth Weight as high risk from birth through 11 months (Risk 141A) and medium risk for 12-24 months (Risk 141B).

Please see the attached Training Memo for details and share with certifying staff. This Training Memo is available on the [Staff In-services Page](#).

Very Low Hemoglobin or Hematocrit Report

The Very Low Hemoglobin or Hematocrit Report will be available with this release. A job aid is in development. Office hours will be created for those who have questions in September.