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Resources available

1. How do we access the Clinic eWIC Resource Toolkit?

The toolkit is available on the For Oregon WIC Staff page of the WIC website.

<http://public.health.oregon.gov/HealthyPeopleFamilies/wic/Pages/ewic-webinars.aspx>

2. Our clinic is open after 5 p.m. Will app support be open after 5pm during the transition to eWIC? How will we handle eWIC transfer clients after 5 p.m.?

App Support will not be open after 5 p.m. When planning after 5 clinic hours, some things to consider are how often a transfer situation will happen after hours, what would be the family's specific needs, and which of those situations can be handled over the phone at a later time. For example, food package changes could be handled the next day (eWIC advantage!).

3. Can you give us an idea of how app support will help us serve converted participants that transfer in before our agency is converted - what if they need a new card, etc.?

App support will walk you through the specific necessary steps on the eWIC TWIST screens or they will do the steps for you if needed.

eWIC cards and cardholders

4. How will cardholders set their PIN the first time?

Cardholders must set their PIN in order to activate their card. They will be asked for the date of birth and zip code that WIC recorded on the Family Cardholder screen. They may do this by either calling the Customer Service phone line or accessing the cardholder web portal. For cardholders that do not have their own phone or access to the internet, local agencies will need to allow the cardholder to use the clinic phone to set their PIN via the Customer Service phone line.

5. Will the Customer Service phone line (IVR) and web access be available in other languages?

The Customer Service phone line and the cardholder web portal will be available in English and Spanish. For all other languages, they will need to use the phone line. When a caller is silent it will route them to a live Customer Service Representative (CSR). The CSR will determine which language they speak and connect them with a language service that will interpret the cardholders request and the information they receive.

6. Will there be a phone app for participants who access the website on their phones? There was some concern that the full website might be challenging for participants who don't have access to a computer or who choose to access the web on their phone.

We are working on a phone app that will allow cardholders to find the nearest store and to see their current balance. They will not be able to set their PIN on the phone app. Luckily, the phone service is really good and easy to use. It will be one of those where you press a number for a certain option.

7. How many cardholders per family will be allowed?

You can issue up to 2 cardholders per family, and each would be assigned their own card.

8. What happens if the cardholder loses their eWIC card?

The nice thing about eWIC is that the Customer Service line will be available 24/7. Cardholders can report a card lost, stolen, or damaged as soon as it is discovered. Once the card is deactivated it can no longer be used and the remaining benefits will stay in the account until the card is replaced. The eWIC Contractor can mail a replacement card to the cardholder with an estimated arrival within 5-7 days or the cardholder can come to the WIC office for replacement as soon as the clinic is open next.

9. Since the card is essentially the vouchers now, if it is lost, how many times can it be replaced?

The difference between a card and vouchers is that the benefits are in the account not on the card, and you have to have the PIN to use the card. Losing the card doesn't lose the benefits, it just means you need a new card to access the benefits associated with the account. Currently there is no limit to the number of times it can be replaced, but the Compliance Team will be monitoring this.

10. If a participant doesn't know the second cardholder address and birthday can a card be issued?

No, the card can't be issued without the address and date of birth. Address and date of birth are mandatory fields to issue a card. The address with a zip code and date of birth are required to set the PIN for the card, which activates the card. Part of participant notification prior to converting a family to eWIC will be making sure they know what information is required to issue an eWIC card. The participant notification flyer includes that information. So in the months leading up to your agency conversion, you may want to make sure to point that out to participants.

11. Could a second cardholder be assigned over the phone?

No, an eWIC card has to be physically issued at the time that the cardholder is assigned.

12. Can a 2nd cardholder be a signer on more than one account?

Yes, a person can be a cardholder for as many accounts as needed. Since the cardholder and card are specific to an account, they would need to have a different card issued for each account they are associated with. Then they have to keep track of which card goes with what account!

13. Is there an age limit to who can be issued an eWIC card?

No, we are not changing the current policy which sets no limits on who can be an authorized signer for vouchers. So anyone can be issued an eWIC card. We would suggest that as part of educating participants on eWIC, that you explain the responsibilities of being a cardholder and what is involved with shopping with an eWIC card. That way the first cardholder can make informed decisions about who they want to select as their second cardholder.

14. Are participants required to have an email address?

An email address is not required for a cardholder to access the Customer Service phone line or participant web portal functions.

15. Can the second cardholder ask to replace their lost, damaged or stolen card?

Yes, either the first or second cardholder can report their eWIC card is lost, stolen or damaged and receive a replacement by mail from the eWIC contractor or in person at the WIC clinic.

eWIC in TWIST

16. Is the Cardholders History pop-up available to participants?

You can share data from TWIST with participants as appropriate, although this pop-up is not formatted to print

17. How will "Set Issue Months" work? Are benefits going to be issued automatically or does a participant have to come in/contact the clinic (overdue breast pump, missed NE, etc.)?

Benefit issuance and the "Set Issue Months" will work the same with eWIC as voucher issuance as "Set Print Months" does with vouchers. WIC staff will still have to manually click the button on the Family Summary Screen to issue benefits. You will still be able to issue up to 3 months of benefits at a time, and the check boxes will still indicate what benefits are eligible to be issued. The "Set Issue Months" button will limit the number of check marks that are available, same as now.

18. Does the card holder address have to match the demographics screen?

Yes, the first cardholder's address has to match the client demographics screen. In fact, it auto-fills from the client demographics screen. Since client address cascades to all family members, this keeps the required cardholder address in sync with the family and the family in sync with the information that the eWIC contractor has. The second cardholder address does not have to match. In face-to-face training we will cover how to deal with homeless families or other difficult situations.

19. Is the client demographics screen going away?

No, we still need to have data for individual participants. The client demographic screen collects a great deal more data than the cardholder screen. In some cases, the cardholder and the participant are the same person, e.g. pregnant women. In the case of infants and children, the cardholder information will be for their parent, guardian, or caretaker, so the name and date of birth will be that of the adult cardholder.

20. Does eWIC automatically update partial packages?

Just like now, TWIST will automatically assign partial packages after the 20th of the month.

Benefits List and benefit balance

21. Is the Benefits List for each individual or the whole family?

The Benefits List shows the combined benefits for the whole family. Check out Webinars 1 and 2 for all the basics.

22. Is there the option to email the Benefits List to participants to save on paper use?

Benefit balances will be available online for cardholders to access as needed so emailing would not be necessary. Remaining benefit balances will also print on receipts following store transactions. Printing the Benefits Lists at the clinic will be important for first time shoppers, for families with unusual benefits or formulas. Since the Benefit List has participants' names on it, you would need to scan it and send via a secure email site, so this is probably not the best option.

23. Can we use our MICR printers with regular ink to print the Benefits List or reports, etc.?

The Benefits List can be printed from any printer that is set up on a person's computer. Since the state will no longer be supporting the MICR printers and ink of any type to supply them is very expensive, you may want to look for a cheaper alternative. Please refer to Section 5: Equipment in the Clinic eWIC Readiness Toolkit for more information about printers.

24. Currently, we use the "No FI's" report to notify participants that they haven't received benefits for the month. How will we do that with eWIC?

The "No FI's" report will continue to be used for families that have not yet converted, and a new report, the "No Benefits" report will show families that have converted and are eligible for benefits but have not yet received them. This report will be an important caseload management tool. There is a [job aid about reports](#) on the website to help with caseload management during the eWIC transition as well.

eWIC conversion and participant notification

25. How would we handle the following scenario? A family has two children on WIC – one has a recert appointment, the other an FD appointment. Mom only brought the child that has recert appt. I was looking forward to converting both children to eWIC. Can I still? Or can I just convert the child that came for the recert appointment? Or, as stated during the webinar, will I have to separate the family members – one converted, one not?

Family members do not have to be present to be converted. You will always convert the whole family at the same time. In this scenario, you would convert the family and issue the family eWIC card at the time the Mom brought in one child for the recert. eWIC benefit issuance can happen for the family the month after the last vouchers are printed for anyone in the family. I think your confusion about different family members converting at different times relates to transfers and custody changes. They will be handled differently than a standard family conversion.

26. What if one child is ready for certification and two family members are not? Do we need to keep them separate?

No, conversion can only happen when no one in the family has any vouchers printed. It is not related to certification dates.

Transfers

27. How will it work if a family moves from an agency with eWIC to an agency still using vouchers?

TWIST will allow a non-converted agency to use the eWIC screens for converted participants that move into their agency. For more information, view the 7/30/2015 “Changes in TWIST on 8/24” webinar.

28. Are you going to install card readers early just in case someone transfers in?

Your agency has already been shipped card readers. All you have to do is plug them into a USB port for them to work.

29.If a converted person transfers to my agency and has lost their eWIC card, can I give them a replacement? Will the cardholder screen work to do this?

Yes, your agency should be receiving a stock of eWIC cards by the end of September. All the necessary eWIC functionality will be available for you to use with converted participants.

30.How is the process when transferring from out state clinics that had been converted?

Other states have different eWIC systems than WIC, so there is no connection. You would transfer them in just like always. If your agency has not yet converted, then the family would have to go back on vouchers until your agency rolls out.

Custody changes and foster care

31.How will card issuance work with foster families?

In the case of foster families you will always want to be aware of account access and consider changing a participant's WIC ID number/account number to make sure information is not available to people who shouldn't see it. When a family member leaves a household, their benefits will be separated from the rest of the former household and will follow them to their new household account. If there are multiple unrelated children with one foster parent, you may want to consider keeping each child as their own household with their own electronic benefit account. This may make it easier to move children and keep their benefits intact. There is nothing in TWIST that will prevent you from putting multiple foster children into one household.

32.If foster parents have multiple cards because they have multiple foster children, how will they keep them straight?

We find that a "Sharpie" pen writes easily on the eWIC cards. We would recommend that you write the name of the associated child and the WIC ID number on the back of the card. This will help both you and the foster parent keep track of which card goes with which child, and will not compromise the use of the card. Keeping foster children in their own family might be especially helpful during the conversion process, since transfers from family to family may be more challenging during this time period.

33. For foster children whose parents received the eWIC card before, can we cancel the eWIC card benefits? Can we cancel that food package or void that food benefits and give to the new foster parents?

The benefits will follow the participant, regardless of what changes to family ID number. You won't have to void anything, just make the same WIC ID or family changes as you normally would and reissue the benefits. Cards and Cardholders are associated with a WIC ID and can only access benefits from that account.

Appointment scheduling and caseload management during implementation

34. What month should we schedule classes for participants for e-group conversion?

Existing participants should convert to eWIC in the month they are regularly scheduled for their Second Nutrition Education contact. Due to caseload and clinic flow concerns, it is not recommended to schedule participants earlier than their regular appointment sequence. So eWIC classes would be scheduled during the months of your agency's conversion.

35. If my agency decides to have group education during eWIC conversion and prints the Benefits List before the class begins, what do we do for participants who miss the class?

You won't complete the conversion process until after an eWIC card is issued and you have checked and saved their eWIC food package assignment. The participant needs to be there to do that. So you wouldn't print the Benefits Lists until they have arrived at the clinic and been checked in.

36. Thinking ahead for our participants, we've been thinking about how to help best educate our participants during the transition process. So what is the possibility a web class that participants can log into or even a brief step by step basics (PCE oriented of course) as a class we can offer in our clinics in a group format for more efficiency vs in individual appointments?

We have planned several ways for you to provide information to participants. We have some participant notification materials to provide in the months leading up to conversion. That info is described in the Conversion section of the Clinic eWIC Readiness Toolkit and the notification materials that have been sent out.

A Group NE Session Guide will be completed and put on the website by November 2015. We hope that will give you plenty of time to review the guide and plan for how you might use it in time for your conversion date. The session guide is described in the Appointment Scheduling section of the CeRT.

There are also 4 participant videos that detail the basics of eWIC card use. These can all be accessed on the [Shopping with eWIC](#) webpage.

Policy changes

37. Are we going to continue using the WIC ID cards?

They are optional, to use as ID only for participants (not cardholders that are not participants).

38. Does the eWIC card serve as proof of ID?

No, the eWIC card will not serve as proof of ID for a number of reasons. We won't see the ID of the second cardholder since the second eWIC card can be issued and given to the first cardholder. There is no name printed on the card, the signature is optional, and the cards can be replaced by the eWIC contractor and won't have anything printed on them. The eWIC version of Policy 610 covers the new proof of ID requirements.

39. With eWIC, will a participant missing a proof be able to FAX it in later and get more benefits issued?

The policy around Faxing in proofs will not change with eWIC. There will be new policy guidance provided later around when benefits can be issued based on a phone call.

40. Please speak to Separation of Duties?

We expect two WIC staff people to be involved in determining eligibility. We will begin collecting the staff ID of the person determining income eligibility and a second person would issue benefits. Separation of Duties is covered in Section 4 of the *CeRT* and was covered in Webinar 5 – *Changes that Impact Clinic Flow*. See also Policy 595e – Program Integrity: Separation of Duties posted with eWIC staff resources on our website.

41. Will eWIC card readers need to be locked up when WIC office is closed?

No, you can treat the card reader like a computer mouse.

42. Is it possible to issue duplicate WIC ID cards to participants?

Follow the same procedures as those that are currently in place. If you decide to issue WIC ID cards, just issue one card per family as ID for participants and provide replacements as needed.

eWIC card inventory and security**43. Do you have an approximate idea of how many eWIC cards will be sent to each county? Double the caseload? More?**

Your agency will be shipped the approximate number of cards we think you will issue in the first 6 months. That will be enough to issue up to 2 cards to every family in your current caseload, plus extras for new families and replacement cards.

44. What are the dimensions of the card sleeve?

The sleeves, or boxes, are 9" x 4" x 2.5". This information can also be found in the Clinic Readiness Toolkit, Section 6.

eWIC vendors and shopper education**45. How will stores make sure that it is either the first or second cardholder using the card? Is it just secured with a PIN number?**

As with any debit card, all that is needed to use the eWIC card is the PIN number. That is why it will be important to keep the PIN number secure. PIN numbers can be changed if the cardholder is concerned that it has been compromised.

46. With milk listed as one gallon, can they purchase two half gallons or four quarts as an option?

Yes, if they have one gallon available, they can purchase two half gallons or four quarts. During shopper education, please educate cardholders to purchase the gallon container size to best save program resources.

47. Will all baby food jarred items be listed in ounces?

On the Benefits List, remaining balance on the receipt, customer service phone line, and participant website, jarred baby food will always be listed in ounces. For example, exclusively breastfed babies will receive 256 ounces of baby food fruits and vegetables and 77.5 ounces of baby food meat. These amounts will equate to about 64 jars of 4 ounce fruits and vegetables and 31 jars of 2.5 ounce baby food meat. Cardholders will need to use the Food List to know what sizes are allowed.

48. How will we know which stores are ready to accept eWIC?

Use the *How to Find a WIC Clinic or Store* integrated map on our website. Stores that are eWIC ready will be indicated with a red circle.

49. What is the web address for the clinic and stores map? Is the map mobile friendly?

Find the link on the WIC website page "Find a WIC Clinic or Store". It is not designed as a mobile app, but it is viewable on most phones.

50. In the pilot counties, will all the stores be eWIC ready from roll out?

Any store that is currently WIC authorized in the pilot area (Linn and Benton Counties) will be eWIC authorized starting 9/14.

51.If a participant lives far from an eWIC store, how quickly would the state be able to get a store in their area ready for eWIC?

We hope that the larger store chains will move quickly to be ready to accept eWIC, but we don't know how this will work yet.

52.Will there be protocols for counties that are on the border? In one of our towns, they only have availability for shopping 20 miles away, or over the border at one store, in Washington.

All stores in your area that are authorized Oregon WIC vendors will be authorized for Oregon eWIC before your agency converts to eWIC, including those Washington stores.

53.Did I understand that the balance will always show on the receipt?

Yes, after each shopping trip, the family's remaining balance will print on the receipt. At integrated stores, it may be at the end of a long receipt. At stand-beside stores, it will print on a separate receipt at the end of the transaction.

54.Will the WIC shopping receipt be separate from the rest of the groceries or mixed into the overall receipt?

At stand-beside stores the WIC receipt will be separate since they will need to separate their WIC items from other items. Integrated stores have the flexibility to format their receipts how they want. At this time, we don't know what each stores' receipts will look like. Cardholders will always be able to see which WIC items they purchased and what their remaining balance will be.

55.Did you say that you can purchase all items together (WIC and other groceries) or is that an option for the store to decide how they will process?

At integrated stores, shoppers will be able to choose to do a "mixed basket" transaction. This means they can purchase all items together and then pay for them separately at the end. At stand-beside stores, shoppers will still need to keep WIC separate.

56.If the system is integrated and the system fails, what happens?

Any time the system goes down, whether at an integrated or stand-beside store, the WIC transaction will not go through. The shopper will need to either come back when the system is up or go to another store.

eWIC partner notification and outreach**57.Will the use of social media (i.e. Facebook or Twitter) to promote eWIC count as part of my annual outreach—Policy 450 Local Outreach?**

No, though social media is a popular medium to get information out to the public we know that many of our participants do not use this medium to get information. If an agency wanted to use the “Press Release” template to get the eWIC message out to their community, then that would be acceptable.

58.When should we start putting up eWIC posters in the clinic?

Continue to follow the recommendations provided in the CeRT. Agencies will need to adjust or shift their timelines based on the new pilot and rollout dates.

Formula warehouse (AKA Providence)**59.How will eWIC cards work with Providence home delivery (Formula Warehouse)?**

Information about formulas will be entered in TWIST and then TWIST will give Providence the card number and authorization code. Providence will use that info to charge for the formula like any other vendor. For more information, watch Webinar #9 on the Formula Warehouse.

60.Currently, when staff faxes the Providence formula requests, they receive a faxed confirmation from Providence stating the order was received. What type of confirmation will we receive with the eWIC process?

There will be a formula warehouse report in TWIST that will show participants with formula warehouse orders. This report will indicate the participant name, DOB, and WIC ID, as well as the month, the order status, the name of the formula, the quantity ordered, notes included and who placed the order.

61. Many times participants with new Providence formula needs may come in during the last 2 weeks of the month; some in the Metro area are willing to go pick up the first month's order at the Providence HME store front and then receive future month's formula by delivery. Will this still be an option?

Yes. The order for the current month that the participant can be picked up at the Providence HME store front. The formula benefit will be available on their eWIC card and they would make the purchase at the storefront with their eWIC card just like they would if they were purchasing the product at the pharmacy. Future orders would be processed as FW orders and would be queued up for delivery.