

Oregon eWIC



eWIC Conversion and Participant Notification

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During this webinar we will...



- Provide a summary of how conversion from vouchers to eWIC will work
- Review TWIST conversion processes
- Discuss required elements for converting a family
- Review how agencies might notify participants about the upcoming change to eWIC
- Discuss the importance of critical thinking when scheduling or printing vouchers for families in the months prior to conversion

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What is conversion?

- Conversion is what happens when a family of participants is changed from receiving food benefits via vouchers to benefit issuance via an eWIC card.



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Agency Conversion

- Each agency is assigned a "conversion date".
- New eWIC screens are enabled on that date.
- Families will convert individually.



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Family Conversion

- Once your agency converts, families can be issued eWIC benefits the first month that no vouchers have been printed for anyone in the family.



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Paper or plastic

Old Way vs. New Way



We can't mix vouchers with eWIC



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Making the switch

- Accessing the Food Package Assignment screen, the Family Summary Screen, or the Family Cardholder Screen will activate the conversion process for the whole family.
- Accessing other screens, such as Family Appointment Record, will not set off conversion.

Old Way  **New Way** 

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TWIST conversion

- Accessing these screens will:
 - “Truncate” old FPA and FSS screens at the end of the month the last vouchers were printed for the family.
 - Display the remaining months in the cert period on the new FPA and FSS screens
 - Convert most food packages and display them on the new screens, or display a code indicating it did not convert
 - Enable the first eWIC benefits to be issued starting the month after the last vouchers.



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Old screens or new screens

- Old FPA and FSS screens will be used for making any changes to food packages connected to vouchers or printing vouchers.
- New screens will be used to assign and issue eWIC benefits.

 **Old Way**  **New Way**

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Why can't we just void future vouchers?

- TWIST keeps a record of voucher issuance even if voided
- Vouchers and eWIC benefits have
 - two different max food calculations
 - two different reconciliation processes



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Planning family conversion dates

- In the months leading up to your agency conversion date you will need to use critical thinking to plan when each family will convert based on how many months worth of vouchers you print
- **We strongly recommend keeping your voucher issuance patterns the same!**



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Oregon eWIC **Example**

January	February	March	April	May	June	July	
			Agency Conversion date 4/15				
	Family 1 appt – issued 3 months vouchers	Vouchers issued	Vouchers issued	Vouchers - Appt. after 4/15 Issued eWIC card for May	eWIC benefits	eWIC benefits	eWIC benefits
	Family 2 appt – issued 3 months vouchers	Vouchers issued	Vouchers issued	Vouchers- Appt. Issued eWIC card for June	eWIC benefits	eWIC benefits	eWIC benefits
		Family 3 appt - issued 3 months vouchers	Vouchers issued	Vouchers issued	Vouchers- Appt. Issued eWIC card for July	eWIC benefits	eWIC benefits

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New families after conversion

January	February	March	April	May	June	July
			Agency Conversion date 4/15			
			Family 4 – new enrollment after 4/15. Issued eWIC card for April benefits	eWIC benefits	eWIC benefits	

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Family Changes



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Transfers into your agency

- Converted vs. non-converted agency
- Can't go back if converted or change a family back to vouchers
- TWIST will help
- State App Support will help



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Custody/Family changes

- Can't mix paper and plastic
- TWIST will help
- May have to keep family members separate temporarily



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TWIST Conversion vs. Complete Conversion

- A family may convert in TWIST without completing the conversion process (e.g. being issued an eWIC card and eWIC benefits).



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Changes to food packages

January	February	March	April	May	June	July
			Agency Conversion date 4/15			
		Family 3 appt - issued 3 months vouchers	Vouchers issued Food Package Change 4/20 - void and replace vouchers	Vouchers issued Food Package Change 4/20 - void and replace vouchers	Vouchers, At appt. Issued eWIC card for July, Food Package Change 4/20 - void and replace vouchers	eWIC benefits 

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What must happen to fully convert a family?

- Add a cardholder and issue a card on FCS
- CPA must check each participant's food package assignment and modify if needed
- Complete Formula Warehouse orders needed
- Issue eWIC benefits for family from new FSS
- Review Benefits List with family
- Provide Cardholder education



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Issue Cards Add cardholder and card

Selection: [Field] Patient: [Field]

Search for eWIC Card #: [Field] Family Number: 01543795 Account Type: [Field]

First Cardholder (Required) Replace First Cardholder

Last Name: [Field] First Name: [Field] HB: [Field] Suffix: [Field]

Relationship: [Field] Address Line1: [Field] Address Line2: [Field]

City: PORTLAND State: [Field] Zip Code: 97232 Zip+4: [Field]

Date of Birth: 01/01/0000 eWIC Card #: [Field] Card Status: [Field] First Card Actions

Second Cardholder

Add Second Cardholder

Name	WIC ID	Select
Mason, Loney	01043795-01	<input type="checkbox"/>

Cardholder/Card History

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Assign food packages CPA checks FPA

Selection: [Field] Name: [Field] WIC Cat.: [Field] WIC Cat.: [Field] FPA Type: [Field]

Medical Data | Health History | Diet Assessment | NE Plan | Progress Notes | SF Tracking | **Food Package Assignment**

Food Package [Field] Simulate Client Current Month Spend [Field] Debug [Field]

FP Start Date	WIC Category	Template A	Qty A	Unit A	Template B	Template C	Qty C	Unit C	Meal Dec	Partial	Status
02/01/2014	WP	PK-C	2.75	gal	WPB						
01/01/2014	WP	PK-C	2.75	gal	WPB						
12/01/2013	WP	PK-C	2.75	gal	WPB						
11/01/2013	WP	PK-C	2.75	gal	WPB						
10/01/2013	WP	PK-C	2.75	gal	WPB						
09/01/2013	WP	PK-C	2.75	gal	WPB						
08/01/2013	WP	PK-C	2.75	gal	WPB						
07/16/2013	WP	PK-C	2.75	gal	WPB						

Modify | FR and PK | Med. Exp. Info | Special | New Summary | Special Client: [Field] | Time to Move: [Field]

Food Package Assignment | Diet Food Package Assignment

Endboard | Family Summary Screen | [Field] | Change Transaction Type | Determine Eligibility

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What food packages will convert?

- About 95% of participant's food packages will convert to an eWIC "template"
- Standard food packages will convert for:
 - Women
 - Children
 - Non-breastfeeding infants
 - Fully breastfeeding infants



Old Way New Way

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What food packages won't convert?

- About 5% of food packages won't convert
- Non-standard food packages
- Most participants marked as special
- Mostly or some breastfeeding infants
- Women fully breastfeeding twins



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Special formula requests

Complete Formula Warehouse orders

- How will you track families getting formulas from Providence?
- If you see a special formula on the FPA, a Formula Warehouse order may need to be completed



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In the months before conversion

- Consider when to start talking with families
- Develop a plan for scheduling and issuing vouchers
- Consider using posters and flyers to let people know things are changing



Coming Soon: Oregon eWIC

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Initial notification

- Start about 6 mo. before agency conversion date
- Emphasize:
 - Safe
 - Simple
 - Convenient



Coming soon to your WIC clinic... Oregon eWIC!

Safe
No more worrying about your WIC vouchers being lost or stolen.

Simple
Just take your eWIC card to the store.

Convenient
You won't have to get all of your food in one visit to the store.

Same foods, same amounts
Just shop using the Oregon eWIC card.



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Participant notification

- In the 3 mo. before agency conversion date
- Note which month will get an eWIC card (no earlier)
- Info needed for cardholders and card issuance
- Shop with eWIC card the next month

Your family will be getting an Oregon eWIC card soon!

In _____ you will be issued an eWIC card when you come into the WIC clinic.



To make shopping easier, you can get a second card for your family.

For each person who will get a card, please bring:

- First and last name
- Date of birth
- Address, including zip code (this can be a home, mailing, or work address)

_____ is the first month you can begin using your eWIC card when you shop. Families can't use both vouchers and eWIC in the same month.

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Ask questions and make a plan



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Time to think

- Take a minute to think about what you have heard during this webinar – how does it impact your clinic?
- We will pause to give you a minute to type in any questions you may have.



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Questions and Answers

- If you have additional questions please contact your agency's state nutrition consultant or Kim McGee at kimberly.o.mcgee@state.or.us
- Recorded webinars and FAQ's can be accessed on the WIC website here: <http://public.health.oregon.gov/HealthyPeopleFamilies/wic/Pages/ewic-webinars.aspx>

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