

Oregon eWIC



**eWIC Webinar 11:
Changes in TWIST for eWIC Starting
8/24/2015**

Thursday, July 30, 2015 at 9:30
Handout of slides is available on the eWIC
website.



In a few minutes we will begin recording the Changes in TWIST for eWIC Starting 8/24/15 webinar. We are scheduled to take about an hour. Before I do that, I would like to cover a few logistics for today's webinar. First of all, a handout of the slides is available on the eWIC website if you want to print those.

Oregon eWIC

How to use "Go To Meeting"

The screenshot displays the GoTo Webinar interface. On the left is a vertical navigation bar with icons for audio, questions, and chat. An orange arrow points to the 'Go To Meeting' icon. The main window shows the 'Audio' section with attendee information: 'Attendee: Dial 1-888-751-0624, access code 605568'. Below is the 'Questions' section, which includes a question 'Q: Will I get to vote?' and an answer 'A: Yes, you will get to vote'. A text input field contains '[Enter a question for staff]' and a 'Send' button. An orange arrow points to the 'Send' button. At the bottom, the session title 'WIC EBT Planning practice session' and 'Webinar ID: 240-532-458' are shown, along with the 'GoToWebinar™' logo. A timestamp list on the left shows times from 1:23 AM to 5:00 PM. A small number '2' is visible in the bottom right corner of the screenshot.

On the right hand side of the screen you will see the webinar navigation bar.

(CLICK) The red arrow will minimize the bar if it is in your way.

(CLICK) The question portion will allow you to type in questions and concerns for the organizers. We will be monitoring that information here and responding in the same section where possible.

Guidelines for Webinars



- If you have technical difficulties, please call 971-673-0040 or type a request in the question area.
- Because this webinar is being recorded, participants will be muted. Sorry!
- If you have a question, type it in the question area and it will be answered at the end.



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If you have problems during the webinar, please call the number indicated or type a request in the question section and someone will provide assistance if possible.

This webinar will be recorded. This allows you to access the recording on our website later if you wish. But due to recording, all webinar participants will be muted to maintain the quality of the recording.

Questions about the content of the webinar can be typed in at any time during the webinar and I will answer them at the end. You may want to jot your questions down as you think of them, so you can type them in later.

Press **Start Recording Button!**

Oregon eWIC



**Changes in TWIST for eWIC
Starting 8/24/2015**

Kim McGee
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Welcome to the eleventh eWIC webinar. The focus today will be on what you can expect to see in TWIST when we get TWIST ready for Linn and Benton County to pilot eWIC. I'm Kim McGee, the Oregon WIC Training Coordinator, and we'll spend the next hour talking about Changes in TWIST for eWIC Starting 8/24/2015.

During this webinar we will...



- Review the changes you will see in TWIST starting on 8/24, even if your agency is not converted.
- Review what to do if an eWIC converted participant transfers into a non-converted agency.

Read slide - Let's get started.

Three Levels of Conversion

State – 8/24/2015

Agency

Family

In Webinar #3 we talked about conversion from the perspective of how participants will convert to eWIC once your agency is converted. In this webinar we need to back up a bit and talk about how conversion will look in the weeks before your agency converts. I think the easiest way to think about this is to think about conversion being in three levels. The state converts first on August 24th, then agencies convert individually on the dates listed on the roll out schedule, then individual families convert one at a time when they receive services in an eWIC converted agency. Let's take a closer look at each of these levels.

State Conversion

- TWIST updated for eWIC
- Changes for all agencies
- Visible on 8/24



When the state converts on 8/24 that means that the software that runs TWIST will be updated to accommodate eWIC. That means that the new eWIC screens and associated functionality have to be ready to use. These basic changes are a part of the core TWIST system, so the system looks different for everyone once they are released on 8/24. You can think of this as a software update like you might get on your home computer.

Agency Conversion

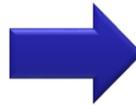
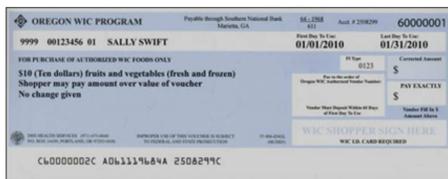
- Each agency has a “conversion date” in TWIST.
- Starting on that date, your agency can begin to convert families.



Even though the state converts, your agency has a “Conversion Date” that is programmed in as well. On your agency conversion date you will be able to actually convert individual families to eWIC. Until that date, you can see the eWIC changes but you won’t be able to do anything with them.

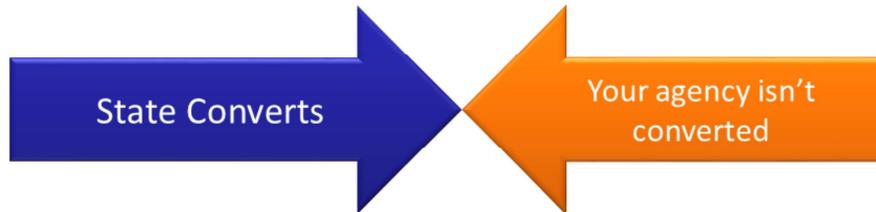
Family Conversion

- After your agency converts, you can convert families to eWIC benefits the first month that no vouchers have been printed for anyone in the family.



So families will have a conversion date that is based on when they come to a converted agency for services and when their last set of vouchers have been printed. This process was the focus of Webinar 3. Just to clarify the language – converted participants are those that have been issued an eWIC card and eWIC benefits – even if the benefits are for a future month. Non-converted participants are those that still have vouchers and have not been issued any eWIC cards or benefits.

What will you see in TWIST after 8/24?



- Most screens stay the same!

So what will you see in TWIST after 8/24 when the state converts if your agency isn't converted? Well, generally speaking – most things will stay the same. The only things that will be a bit different are those screens related eWIC card and benefit issuance. But even then you will see voucher versions and eWIC versions of those key screens. I'll show you more about that in a bit.

A new “Income Completed By” field will indicate the staff ID of the person who completed the income screen.

The screenshot shows the 'Income Eligibility' form with the following details:

- Calculate Income For: FAMILY
- Proof of ID: DRIVERS LICENSE
- Proof of Residency: BANK STATEMENT/BANK CHECK
- No. In Family: 2
- Unborn Counted: 2
- New Income Date: 06/26/2013
- Income Completed By: kmcgee (circled in red)
- Participates In SNAP: NO
- Oregon Health Plan: YES
- TANF: NO
- Eligibility Pending:
- Eligibility Pending Date:

Income Provider	Interval	Amount	Source	Proof of Income	Monthly	Annual
SELF	MONTHLY	575.00	WAGES	PAY STUB	575.00	6,900.00
Totals:					575.00	6,900.00

One change that will go into effect immediately for everyone is the addition of a new field on the “income eligibility” tab in Enrollment. This new field will show you who completed the information on the income tab – such as gathered and documented proofs of identity, residence, and income. This will help document separation of duties in the eWIC environment, but it will be a part of this screen for everyone on 8/24. This field is auto-filled by TWIST based on the user log in, so it doesn’t mean any entry or more work for anyone.

Oregon eWIC

State Converts

Your agency isn't converted

- After 8/24 – The eWIC screens are in TWIST but you can't use them with non-converted participants until your agency converts.

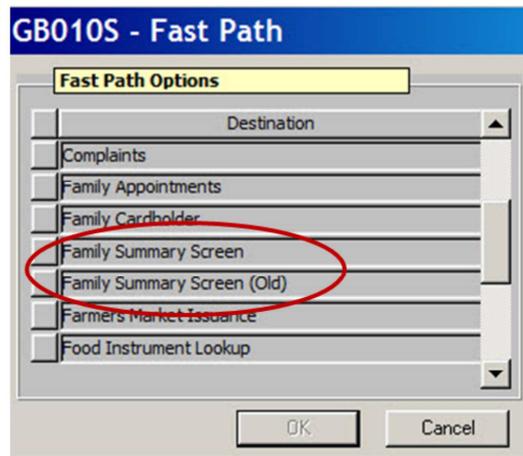


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Other than the enrollment screen, the rest of the eWIC screens will be there but you won't be able to use them with non-converted participants until after your agency conversion date. That isn't to say that you can't go to the eWIC screens, they just won't do you any good if the participant hasn't been converted.

eWIC is the new normal

- Voucher related screens are referred to as “Old”



So both sets of screens are there, but we are gradually changing everything to eWIC. So it only made sense to refer to eWIC screens as the standard or normal screen going forward. Which left us referring to the vouchers screens as the “old” screens. So after 8/24 , voucher screens will be called “old” in menus, fast path lists, and on buttons. In this example you can see two different fast paths that go to a Family Summary Screen. The one that just says Family Summary Screen is the eWIC version, and the one with “old” in parenthesis after it is the voucher version.

Fast Path to FPA with a non-converted participant, TWIST takes you the to “Old FPA.”

Selection

WIC ID: 00895209-03 Name: Demo, Kiddo R DOB: 05/23/2011 WIC Cat.: CHILD, 24-60 MONTHS OLD Tr.Type: C

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

Food Package

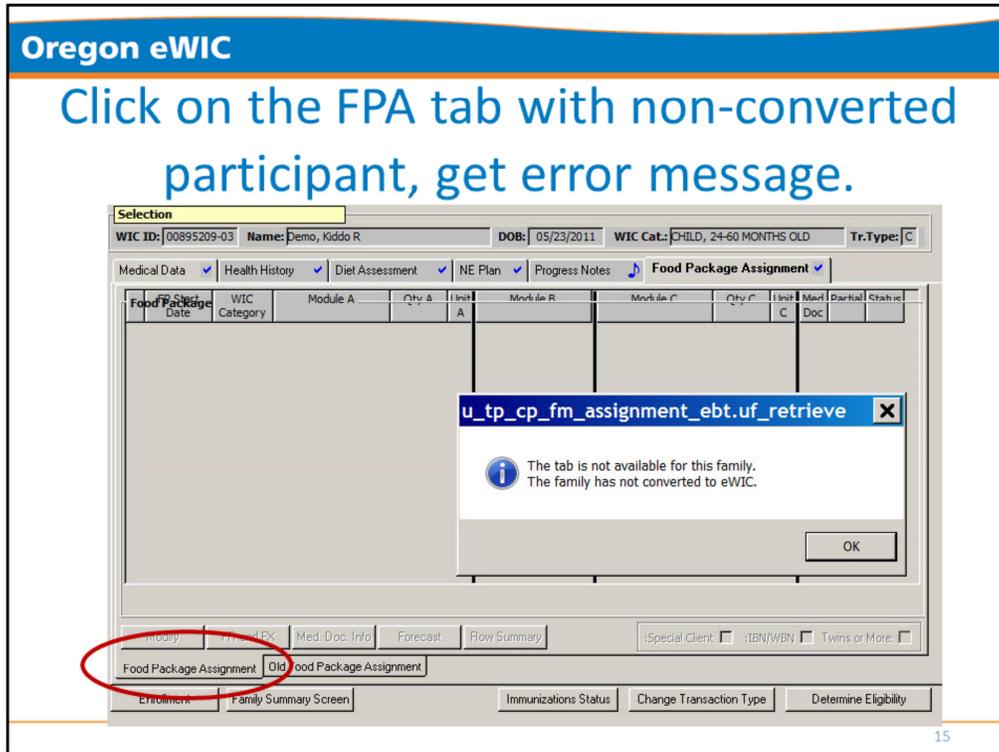
FP Start Date	Category	MedDoc Status	Module A	Module Status	Module B	Module Status	Module C	Module Status
08/01/2015	C2-5		301-Q3-13	P	C	P		
07/01/2015	C2-5		301-Q3-13	P	C	P		
06/01/2015	C2-5		301-Q3-13	P	C	P		
05/01/2015	C2-5		301-Q3-13		C			
04/01/2015	C2-5		301-Q3-13	P	C	P		
03/01/2015	C2-5		301-Q3-13	VI	C	P		
02/02/2015	C2-5		301-Q3-13		C	P		
12/01/2014	C2-5		101-13	VI	C	VI		
11/01/2014	C2-5		101-13		C			
10/01/2014	C2-5		101-13		C			
09/01/2014	C2-5		101-13		C			
08/01/2014	C2-5		101-13		C			
07/01/2014	C2-5		101-13		C			

Module Search Void FIs Med Doc Info Forecast FPs Old FSS :Special Client (IBN/WBN) Twins or More:

Food Package Assignment Old Food Package Assignment

Enrollment Family Summary Screen Immunizations Status Change Transaction Type Determine Eligibility

You can see that there are two Food Package Assignment sub-tabs on the Food Package Assignment tab in the Certification screens. The one marked “old food package assignment” is the voucher version. Luckily if you click on the FPA top tab it will take you to the tab that matches the participant you are working with. So if you are working with a non-converted family, it takes you to the old FPA. I think you will notice quickly if it is wrong, because it looks different.



Plus if you go to the eWIC FPA sub tab with a non-converted participant you get this big ugly error message that tells you this family is not converted and that this tab is not available for anyone in this family. If this does happen to you, it is pretty easy to click ok on the pop-up and then click on the old FPA tab to get to where you need to be.

The FSS Button goes to the eWIC FSS.

Selection

WIC ID: 00895209-03 Name: Demo, Kiddo R DOB: 05/23/2011 WIC Cat.: CHILD, 24-60 MONTHS OLD Tr.Type: C

Medical Data Health History Diet Assessment NE Plan Progress Notes Food Package Assignment

FP Start Date	Category	MedDoc Status	Module A	Module Status	Module B	Module Status	Module C	Module Status
08/01/2015	C2-5		301-Q3-13	P	C			
07/01/2015	C2-5		301-Q3-13	P	C			
06/01/2015	C2-5		301-Q3-13	P	C			
05/01/2015	C2-5		301-Q3-13	P	C			
04/01/2015	C2-5		301-Q3-13	P	C			
03/01/2015	C2-5		301-Q3-13	VI	C			
02/02/2015	C2-5		301-Q3-13	VI	C			
12/01/2014	C2-5		101-13	V	C			
11/01/2014	C2-5		101-13		C			
10/01/2014	C2-5		101-13		C			
09/01/2014	C2-5		101-13		C			
08/01/2014	C2-5		101-13		C			
07/01/2014	C2-5		101-13		C			

Module Search Void FIs Med. Doc. Info Forecast FIs Old FSS Special Client IBN/WBN Twins or More

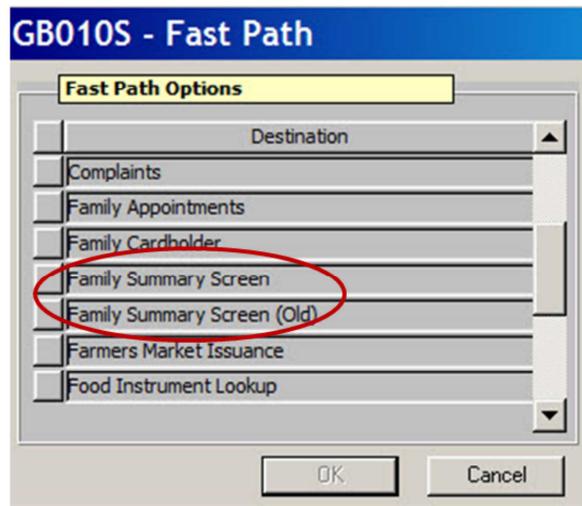
Food Package Assignment Old Food Package Assignment **Vouchers**

Enrollment **eWIC** Family Summary Screen Immunizations Status Change Transaction Type Determine Eligibility

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You will notice though, that there is only one Family Summary Screen button from the certification screen. So this button that you are so used to using actually goes to the eWIC Family Summary Screen. Luckily, a temporary button has been added to get you to the “old” voucher FSS. It only shows up on the Old Food Package Assignment screen. I know that is going to throw you off for a while but you are going to be so glad to have it that way once your agency converts to eWIC.

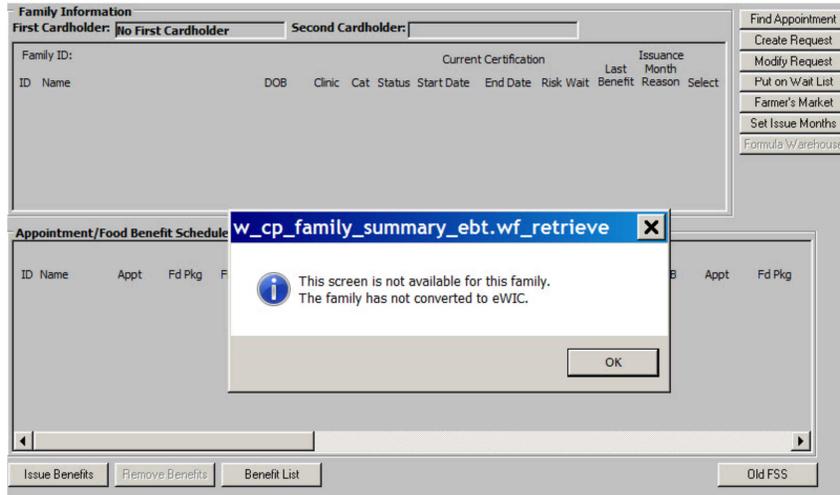
You can also use the Fast Path to the “Old FSS” to issue vouchers.



The list of fast Paths includes both the “old” voucher Family Summary Screen and the eWIC Family Summary Screen.

Oregon eWIC

If you use the FSS button or Fast Path to the eWIC FSS with a non-converted participant, you get an error message.



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If you do accidentally go to the eWIC FSS with a non-converted family, you will get the same error message as you did on the FPA.

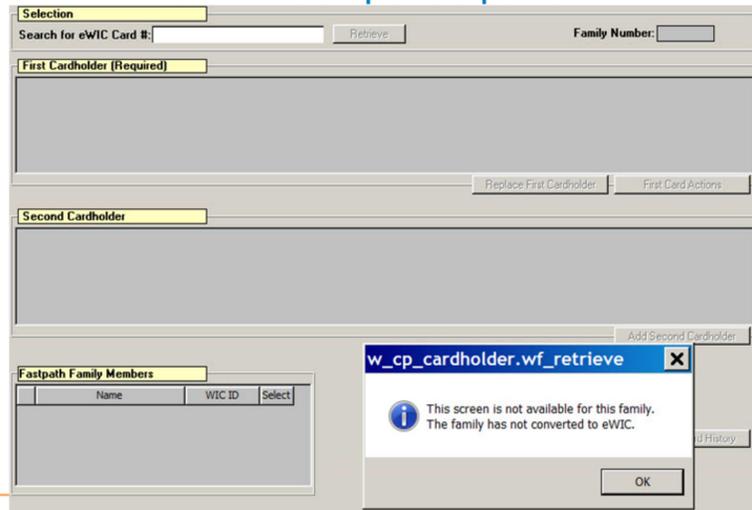
Oregon eWIC

To get to the voucher FSS from the eWIC FSS, click ok and then the “Old FSS” button.

The screenshot displays the Oregon eWIC interface. At the top, there is a blue header with the text "Oregon eWIC". Below the header, a large blue text box contains the instruction: "To get to the voucher FSS from the eWIC FSS, click ok and then the “Old FSS” button." The main interface is divided into several sections. On the left, there is a "Family Information" section with fields for "First Cardholder" (set to "No First Cardholder") and "Second Cardholder". Below this is a table with columns for "ID", "Name", "DOB", "Clinic", "Cat", "Status", "Start Date", "End Date", "Risk Wait", "Benefit", "Last Month", and "Reason Select". On the right side, there 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". In the center, a pop-up window titled "w_cp_family_summary_ebt.wf_retrieve" is open, displaying an information icon and the message: "This screen is not available for this family. The family has not converted to eWIC." Below the message is an "OK" button, which is circled in red. At the bottom of the main interface, there are buttons for "Issue Benefits", "Remove Benefits", "Benefit List", and "Old FSS". The "Old FSS" button is also circled in red. The number "19" is visible in the bottom right corner of the screenshot.

Luckily, this is easy to remedy also. Click ok to close the pop-up and then you can see that there is an “old FSS” button at the bottom of the screen. Clicking on that will take you right back to the old FSS so that you can issue vouchers as usual.

The same error message appears if you try to open the Family Cardholder Screen (FCS) with a non-converted participant.



I doubt that you will wander over to the Family Cardholder screen with a non-converted family, but if you do end up there because you accidentally clicked the fast path – that same error message will show up. Again, just click ok to close the pop-up and then go out the blue door and you will go back to where you were before.

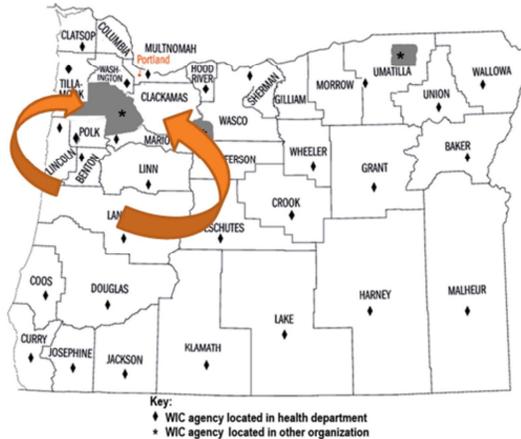
Conversion is a one way street



So until your agency converts, and you are working with your usual non-converted families, there are just minor changes in TWIST to be aware of. But one of the primary concepts of conversion to eWIC is that it is a one way street. Once the state is converted, we really hope that nothing will make us have to go back! And once your agency converts, you will be steadily converting participants. Once a family converts to eWIC, they cannot change back to vouchers.

It would be great if we could keep all our families in their original agency for the duration of the implementation and roll out, but we have a feeling that is not likely to happen. So we need to be prepared for when families move to other parts of the state.

What happens if a converted family transfers to a non-converted agency?



What will happen when a family from a converted agency moves to your agency and your agency hasn't converted yet? During pilot you can expect to get the normal transfers from Linn and Benton County that you would normally. Some of those participants will be converted and others won't. Non-converted participants are handled like any transfer now. Once implementation begins in January, and more and more agencies convert to eWIC, you can expect the number of converted participant transfers to increase. To minimize the impact on non-converted agencies, we planned the roll out schedule so agencies nearest to the pilot agencies will roll out first and then we will move outward from there.

Once a family converts, there is no going back!

Even if they transfer to a non-converted agency!



Once the family converts, there is no way to switch them back to vouchers – even if they move to a non-converted agency. Luckily, TWIST has been set up to try and make this process as easy as possible, starting with how you know if they have converted or not.

When you transfer someone to your agency you will get a pop-up that tells you they have been converted.

The screenshot shows the Oregon eWIC interface. At the top, there is a 'Selection' section with a search bar containing 'WIC ID: D1043882-01', a dropdown menu for 'Retrieve Type: Family', and a text field for 'Tran. Type: I'. Below this is a 'Results' section containing a table with the following data:

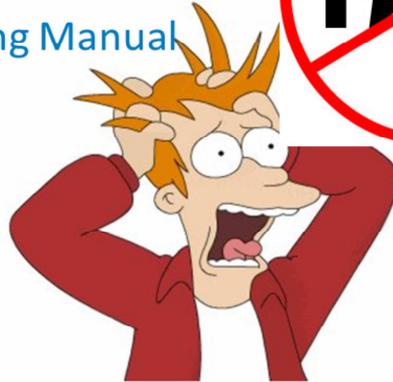
WIC ID	Name	DOB	From Agency	From Clinic	Transfer	To Clinic
D1043882-01	Transfer, Child, Baker	01/01/2014	Baker CHD	Baker	<input checked="" type="checkbox"/>	GRANTS PASS

Overlaid on the bottom of the results table is a warning pop-up window titled 'CP140S - Transfer-In Within Oregon : Msg # - 32...'. The pop-up contains a yellow warning triangle icon and the following text: 'This family has converted to eWIC. Vouchers can no longer be issued. eWIC food benefits must be issued. Please call app. support if you need assistance.' There are 'OK' and 'Transfer' buttons at the bottom of the pop-up.

If the family has been converted, as soon as you hit the “transfer” button on the Transfer in from in State, you will get this pop-up that tells you they have been converted to eWIC. The best advice this pop up gives you is to call App Support if you need help with anything.

Don't Panic – you have help!

- TWIST is ready!
- App Support is ready!
- TWIST Training Manual is updated!



So the first rule if you see this error message is “Don't Panic!” TWIST is ready to handle this situation, even if your agency hasn't converted.

When you receive training just before your agency converts, you will learn how to do all things eWIC, but we knew it was too early to train everyone not knowing when you would actually need it or what you would need. So until then you have some excellent resources. As usual, App Support is ready to help handle anything that comes your way. So don't hesitate to call. Also, the TWIST Training Manual is being updated and the new lessons covering the updated functions will be on the website by 8/24 as well.

Use your Special Users!

- Select one or two people in your office to handle converted transfers.
- Have them call App Support when needed.
- This will help get them ready to be the eWIC Special Users during implementation.



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We would also like to suggest that you funnel all the issues related to converted transfers to one or two key people, like your TWIST Special Users. If you have them call App Support when needed, they will gradually learn these functions and make it more efficient for everyone. They will learn some eWIC functions a little early, which will help prepare them to be your agency eWIC special users when your agency converts and everyone gets trained.

Most things stay the same

- Certification
- Risk assignment
- Appointment scheduling



Luckily, for most things you have to do for participants, things stay the same. Other than the food package assignment screen, certification and risk assignment stays the same. Clinic operations and appointment scheduling stay the same, so generally it is business as usual.

eWIC screens will work for eWIC converted participants only!

eWIC Participant
Transfers to your agency

Your agency isn't
converted



That is why things change
for the whole state on 8/24!

Those screens that gave you error messages when you went there with non-converted participants, will work just fine for converted participants that transfer into your agency. The key is that the eWIC screens are available for converted participants even in non-converted agencies. That is the main reason why TWIST changes for the whole state on 8/24.

“Show EBT Dates” button clues

The screenshot shows the Oregon eWIC WIC Intake form for a client named 'Transfer, Child Baker'. The 'Show EBT Dates' button is circled in red, and an orange arrow points to a pop-up window titled 'Display EBT Conversion Dates'. The pop-up window contains the following text:

Josephine CHD ebt date: none
 Client ebt date: 07/17/2015
 Family member/mother ebt date: unknown
 Family's most recent ebt date: 07/17/2015

The background form includes fields for WIC ID (01043882-01), Name, DOB (01/01/2014), WIC Cat (CHILD, 13-23 MONTHS OLD), and Tr.Type (C). The WIC Intake section has various dropdown menus and checkboxes, including 'Check If No Changes', 'Other Family Members On WIC?', 'Clinic', 'WIC Category', and 'Are You a Migrant?'. A 'Certification Dates' table is also visible:

Start Date	End Date	Tran
07/17/2015	12/31/2015	INSID

I don't know that it will help anyone much, but there is a button that you will see on the WIC Intake tab in the Enrollment screens called “Show EBT Dates”. This shows the date the client and their family converted to eWIC (or ebt). If you are in a non-converted agency, the top row of the pop-up shows your agency name and says “None” in the date field. This tells you that you aren't converted by the client was converted in another agency.

You can see the old food packages on the voucher FPA screens of converted participants.

WIC ID: 01104399-01 Name: DOB: 01/18/2013 WIC Cat.: CHILD, 24-60 MONTHS OLD Tr.Type: C

Medical Data Health History Diet Assessment NE Plan Progress Notes Food Package Assignment

Food Package Assignments truncated as of 07/22/2015 because of Family EBT Conversion.

FP Start Date	Category	MedDoc Status	Module A	Module Status	Module B	Module C	Module Status
07/01/2015	C2-5						
06/01/2015	C2-5						
05/01/2015	C2-5						
04/01/2015	C2-5						
03/01/2015	C2-5						
02/01/2015	C2-5		101-13	P	C	P	
01/14/2015	C2-5		101-13	WI	C	P	
11/01/2014	C1	R	ZN	C		ZN	
11/01/2014	C1	R	ZN	C		ZN	
10/01/2014	C1	R	ZN	C		ZN	
09/01/2014	C1	R	ZN	C		ZN	
08/01/2014	C1	R	ZN	C		PED-R-60	

Shows eWIC conversion date

Module Search Void Fls Med. Doc. Info Forecast FPs Old FSS :Special Client :IBN/WBN Twins or More:

Food Package Assignment Old Food Package Assignment

Enrollment Family Summary Screen Immunizations Status Change Transaction Type Determine Eligibility

You won't be able to issue vouchers to converted participants but you will be able to see what their voucher food package history is. You will also notice that there is a note that tells you when the participant converted to eWIC. When it says the assignments were truncated, that just means that the voucher FPA was cut short and the remainder of the cert period appears on the eWIC FPA.

If you have to change foods, call App Support and use the eWIC FPA.

Selection

WIC ID: 01043882-01 Name: Transfer, Child Baker DOB: 01/01/2014 WIC Cat: CHILD, 13-23 MONTHS OLD Tr.Type: C

Medical Data Health History Diet Assessment NE Plan Progress Notes Food Package Assignment

FP Start Date	WIC Category	Module A	Qty A	Unit A	Module B	Module C	Qty C	Unit C	Med Doc	Partial	Status
12/01/2015	C1	MW-C	3.25	gal	C						
11/01/2015	C1	MW-C	3.25	gal	C						
10/01/2015	C1	MW-C	3.25	gal	C						
09/01/2015	C1	MW-C	3.25	gal	C						BI
08/01/2015	C1	MW-C	3.25	gal	C						BI
07/17/2015	C1	MW-C	3.25	gal	C						BI

Modify FR and FX Med. Doc. Info Forecast Row Summary :Special Client HBN/WBN Twins or More:

Food Package Assignment Old Food Package Assignment

Enrollment Family Summary Screen Immunizations Status Change Transaction Type Determine Eligibility

eWIC benefits issued

If the family that moves to your agency needs a change in the foods that are issued, including additional benefits such as more formula or Formula Warehouse orders, those have to happen on the eWIC food package assignment tab, so you will need to call App Support. If the food package change requires a CPA, please get the new food package approved by the CPA before you call App support. The status column at the end of the food package row will tell you if the benefits have been issued or spent. BI means benefits have been issued for that month. A dollar sign means that at least some of them have been spent. That doesn't mean we can't fix the remainder of the food package (unlike vouchers), but you will want App Support to help with that process.

Call App Support if you have questions about issuing benefits from the eWIC FSS.

Family Information
First Cardholder: Second Cardholder:

Family ID: Current Certification

ID	Name	DOB	Clinic	Cat	Status	Start Date	End Date	Risk	Wait	Last Benefit	Reason	Select
01	Child Baker Transfer	01/01/2014	01	C1	EN	07/17/2015	12/31/2015	M	N	07/17/2015		<input type="checkbox"/>

Appointment/Food Benefit Schedule

ID	Name	E B T	Jul-2015			Aug-2015			Sep-2015			Oct-2015			Nov-2015		
			Appt	Fd Pkg	FB	Appt	Fd Pkg	FB	Appt	Fd Pkg	FB	Appt	Fd Pkg	FB	Appt	Fd Pkg	
01	Child			MW-C C	BI		MW-C C	<input checked="" type="checkbox"/>		MW-C C	<input checked="" type="checkbox"/>		MW-C C			MW-C C	

The eWIC Family Summary Screen will probably seem very familiar. If you have any questions – again, call App Support.

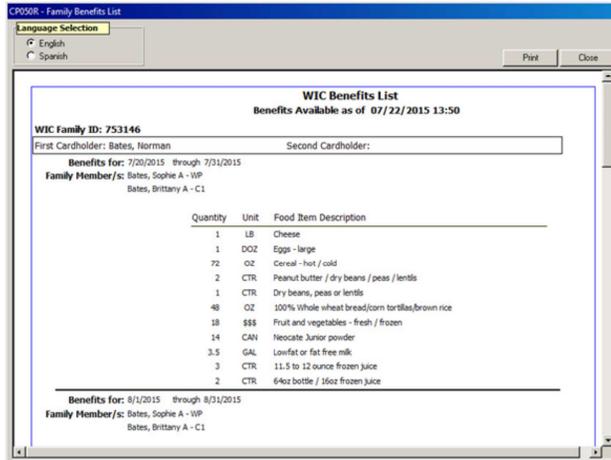
1) Check boxes still work, 2) Issue benefits button works, 3) Benefits List button works.

The screenshot displays the Oregon eWIC software interface. The top section is titled "Family Information" and includes fields for "First Cardholder" (Transfer, Mother) and "Second Cardholder" (No Second Cardholder). Below this is a table with columns for ID, Name, DOB, Clinic, Cat, Status, Start Date, End Date, Risk, Wait, Benefit, Reason, and Select. A single row is visible for ID 01, Name Child Baker Transfer, DOB 01/01/2014, Clinic 01, Cat C1, Status EN, Start Date 07/17/2015, End Date 12/31/2015, Risk M, Wait N, Benefit 07/17/2015, and a checked box in the Select column. To the right of this 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.

The bottom section is titled "Appointment/Food Benefit Schedule" and features a table with columns for ID, Name, EBT, and monthly columns for Jul-2015, Aug-2015, Sep-2015, Oct-2015, and Nov-2015. Each monthly column contains sub-columns for Appt, Fd Pkg, and FB. A red number "1" is placed above the "FB" column for August 2015, which contains a checked box. Below the table, a red number "2" is placed above the "Issue Benefits" button, and a red number "3" is placed above the "Benefit List" button. Other buttons include "Remove Benefits" and "Old FSS".

You may find that you are comfortable issuing benefits if no changes are needed to the food package. You will likely be able to issue additional benefits with no problem. You still look for check marks, then you just use the issue benefits button rather than print vouchers button. We encourage you click the Benefits List button to open and print a benefits list so they can see what has been issued.

Print the Benefits List from the pop-up if needed.



Clicking on the print button will print the list to whichever laser printer you use to print any report (such as a transfer card or termination notice) from TWIST. You can print the Benefits List in either English or Spanish from this pop-up. This list will always show you the most current benefit balance that is available to the participant and will display for as many months as are issued.

Call App Support to make eWIC card changes.

Selection
Search for eWIC Card #: Retrieve Family Number: 1043882

First Cardholder (Required)
Last Name: Transfer Address Line 1: 123 STREET
First Name: Mother MI: Address Line 2:
Date of Birth: 01/01/1991 City: PORTLAND
Relationship: State: OR Zip Code: 97232 Zip++:
eWIC Card #: 6102879000034729 Card Status: ACTIVE
Replace First Cardholder First Card Actions

Second Cardholder
Add Second Cardholder

Fastpath Family Members

Name	WIC ID	Select
Transfer, Child Baker	01043882-01	<input type="checkbox"/>

Cardholder/Card History

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Hopefully families will come to your agency with their eWIC card, and when you update their address in TWIST it automatically updates the address for the first cardholder. If there are any problems with their card, such as losing one and needing a replacement, it will be best to call App Support.

You will have your supply of eWIC cards if one needs to be issued.



Your agency will already have a supply of eWIC cards in case one does need to be issued.

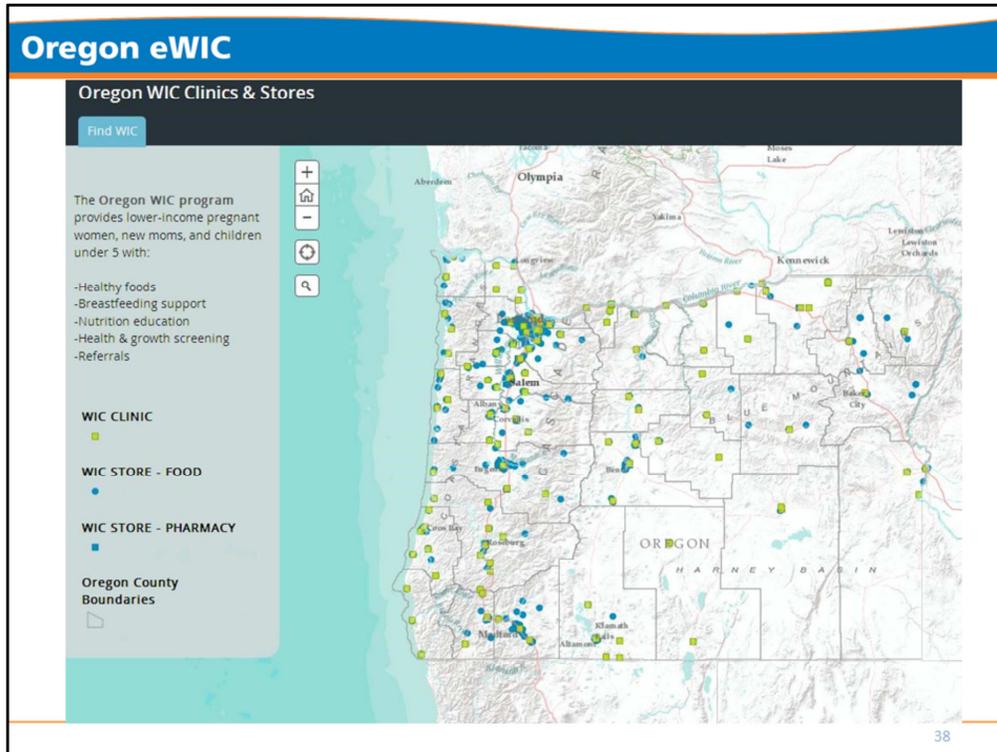
Not every store in your area will accept eWIC yet.

- Help participants find a store that accepts eWIC by using the interactive web page.
- Link to the page from the Find a WIC Clinic page on the state website.

<https://public.health.oregon.gov/HealthyPeopleFamilies/wic/Pages/countyinfo.aspx>



The other thing that you might need to help a transferred family with is finding a place to shop that accepts eWIC. When we convert in the pilot area, a couple major grocery store chains may be ready to accept eWIC in their stores around the rest of the state. Just in case though, we would encourage you to help participants find a store using the interactive web page that launches from the Find a WIC Clinic page on the state website.



When you click on the link on the WIC web page, you will go to this interactive map. WIC clinics and WIC authorized stores and pharmacies are all shown on the map with little icons. You can see the green squares for clinics, the blue dots for stores, and blue squares for pharmacies.

Oregon eWIC

Oregon WIC Clinics & Stores

Find WIC

The Oregon WIC program provides lower-income pregnant women, new moms, and children under 5 with:

- Healthy foods
- Breastfeeding support
- Nutrition education
- Health & growth screening
- Referrals

WIC CLINIC
■

WIC STORE - FOOD
●

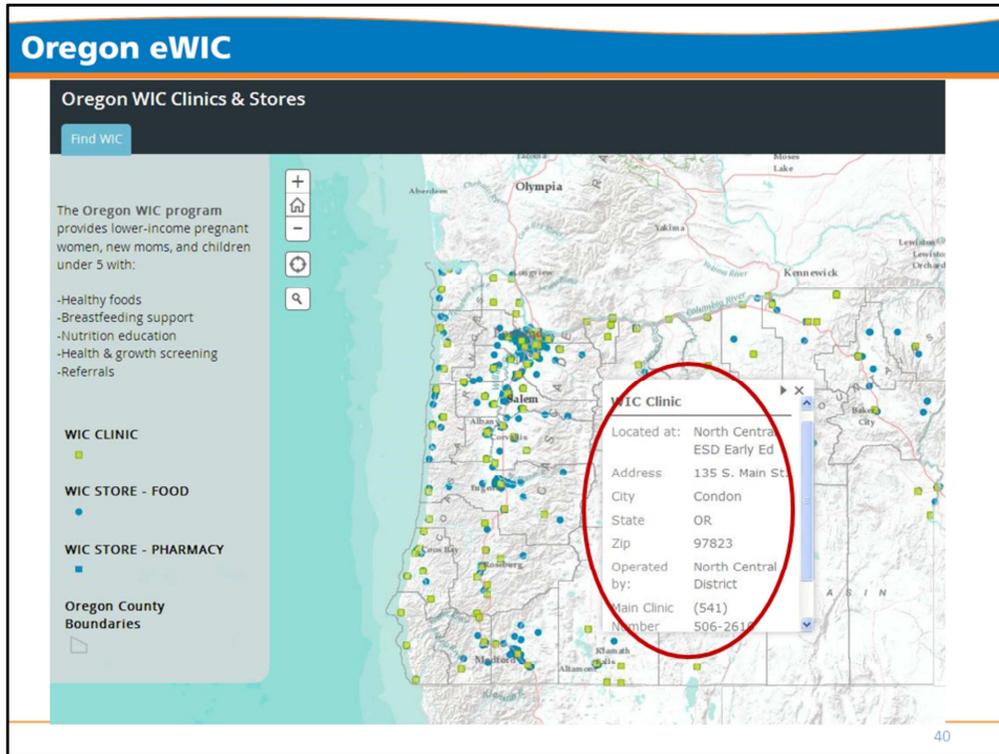
WIC STORE - PHARMACY
■

Oregon County Boundaries
□

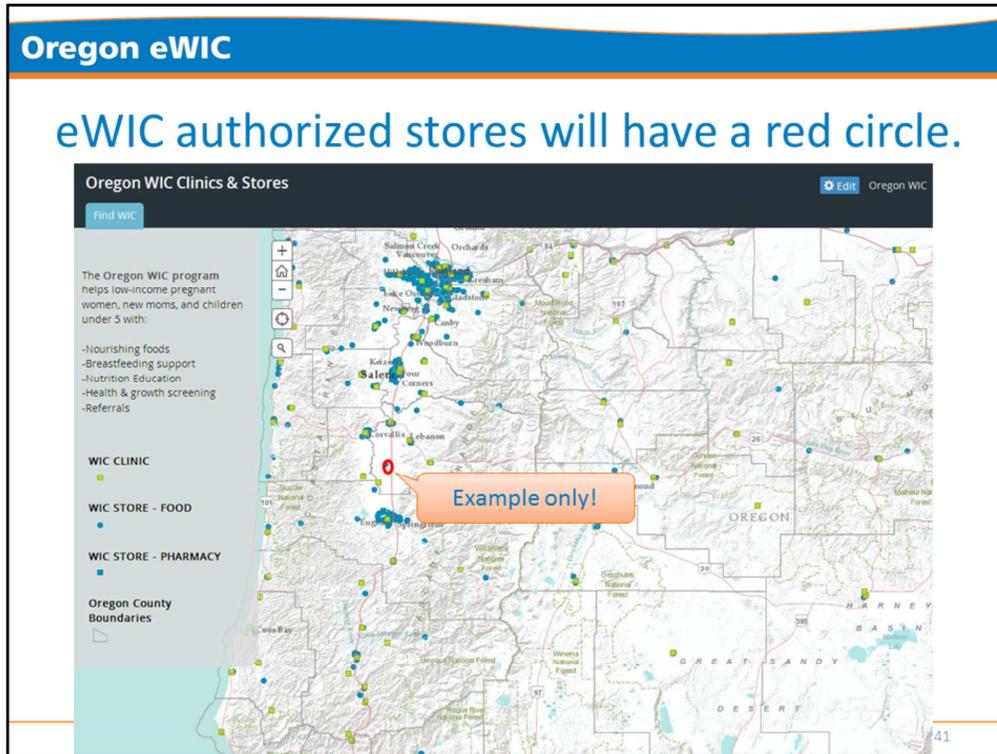
WIC Store	
Name	RAY'S 50 FOOD PLACE
Address	48067 HWY 58
City	OAKRIDGE
Zip	97463

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You can zoom into an area to find a store or clinic. When you click on the icon, you get a pop-up that gives you the address and other details about the store.



When you click on the clinic icon, you get a pop-up that gives you the address, phone number and other details about the clinic.



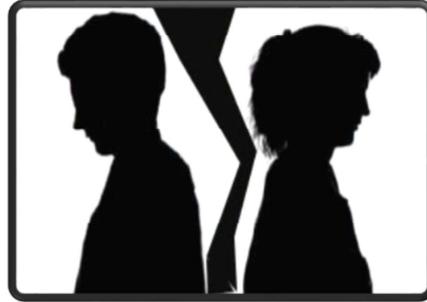
Once stores are ready to accept eWIC cards, they will have a red circle around their icon. That will help you find which stores are accepting eWIC in your area. Of course, my red circle is only an example and I am sure the real red circle will look much better. Once all WIC stores are eWIC stores, the red circles will go away.

The vendor team is working with several of the large chains in Oregon, like Walmart, Safeway, and Albertsons to make sure that all of their Oregon stores will be ready to take eWIC soon after the pilot starts. This will make it easier for eWIC converted participants to shop, no matter where they go. If you have a eWIC participant move into your clinic area and there are no eWIC ready stores, please call the state office and our vendor team will work to get a store ready to go in your area as soon as possible.

This web page is already functional, so I would encourage you start telling participants about it now, so they will be ready when eWIC comes.

Custody/Family changes

- Can't mix paper and plastic.
- App Support and TWIST will help.
- May have to keep family members in separate families temporarily.



One last thing to mention about converted families. Sometimes the reason a participant transfers is because they have had a change in their family situation such as a custody change. When individuals move from family to family, the basic rule is that you can't mix paper and plastic within a single family. If that is the case with a transferred converted participant, TWIST will let you know if you are trying to mix an eWIC participant with a voucher family or vice versa. In those situations you may need to temporarily keep family members in separate families until both are converted. Again, App Support we will provide the help that you need.

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.



I know that is a lot to take in and we have encouraged you to use App Support, more than we have given you solid answers on how to handle all the things that might come up during this transition. I am sure you have many questions and concerns about this process. So now is your chance to think about what we have covered and how it might affect your clinic and type in any questions you have at this point. I will pause for a moment and then we will start answering questions.

So Diane, what questions have we received so far?

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/HealthyPeople/Families/wic/Pages/ewic-webinars.aspx>

Thanks for all your thoughtful questions. If you have additional questions please contact your agency's state nutrition consultant or you can email me. Recordings of these webinars, handouts of the slides, and the most current FAQ will be available on the website in the next few days.

For more information about eWIC, please check out all the eWIC pages on our website.

Thanks for listening. Good Luck on your eWIC journey!