

Oregon eWIC



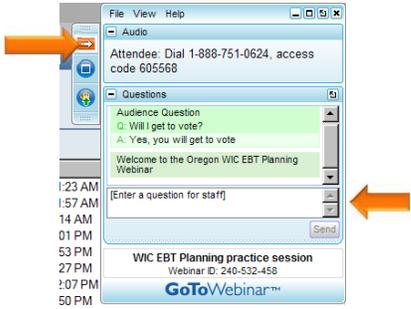
eWIC Webinar 5: Policy Changes that Affect Clinic Flow

September 26, 2013 at 10:30
Log into the webinar using the link sent with registration.



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How to use "Go To Meeting"



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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 to be answered at the end of the webinar.



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eWIC Policy Changes that Affect Clinic Flow

Vernita Reyna, RD
Oregon WIC Nutrition Consultant
vernita.d.reyna@state.or.us



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During this webinar we will...

- Review policy changes that impact clinic operations
- Identify changes in staff responsibilities
- Consider clinic flow as we move into the future with eWIC



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Clinic Flow

- Refers to the process of moving through the clinic
- Examples of clinic flows:
 - Certification
 - Second nutrition education
 - Individual follow up (breastfeeding, high risk, etc)
 - Unscheduled drop ins



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Decisions

- Many steps in clinic flow will not change
- Steps associated with benefit issuance will change with eWIC
- Decisions on how to navigate changes are guided by policy



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Draft Policies

- Posted on website in October 2013
- Waiting for approval from USDA
- Several require local agency procedure
- Simultaneous use of old and new policies



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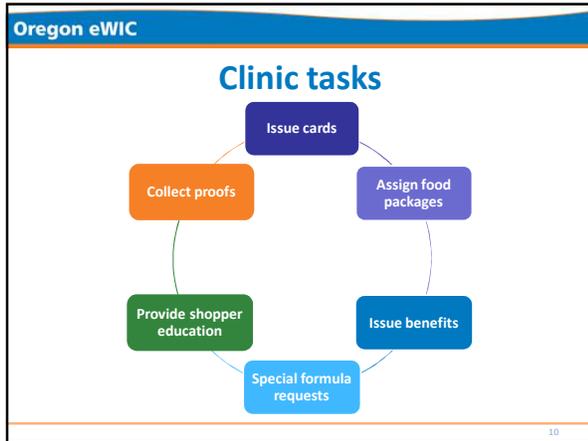
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eWIC Policies

- 501e Ordering and Security of eWIC cards *
- 510e Cardholder Requirements*
- 511e Food Benefit Issuance *
- 561e Replacing Benefits
- 595e Program Integrity: Separation of Duties *
- 610e Required Proofs
- 621e Providing WIC Services During Home Visits*
- 823e Second NE Using Online Classes*
- 835e Nutrition Education attendance or refusal*

Local agency procedure needed

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Collect proofs

Separation of Duties

- Refer to **Policy 595e** Separation of Duties
- Two staff still need to be involved when benefits are issued with eligibility determination
- Eligibility determination includes
 - Checking proofs
 - Completing health and diet assessment for risk assignment

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Separation of Duties

- The staff ID of the person who checks proofs will now display on the income screen to help track staff involvement

Income Provider	Interval	Amount	Source	Proof of Income	Monthly	Annual
PTD	MONTHLY	675.00	WAGES	PAY STUB	576.00	6,900.00
				Totals:	576.00	6,900.00

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Separation of Duties

- Two examples:
 - A **clerk** checks proofs then the **certifier** completes the certification, assigns a food package and issues benefits.
 - A **certifier** checks proofs, completes the certification, assigns a food package then the **clerk** issues benefits and prints the benefit list.

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Proof of ID

- Refer to **Policy 610e** Required Proofs
- eWIC card is not proof of identity
- WIC ID card can be offered
 - optional

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Issue Cards **Assigning Cardholders**

- Refer to **Policy 510e** WIC Cardholder Requirements
- First cardholder is required for every family
 - Woman participant
 - Parent or caretaker of child participant from the participant's household
- Second cardholder is optional



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Cardholder Information

- Document cardholder data in TWIST
 - name,
 - date of birth
 - address,
 - zip code



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First Cardholder

- Schedule and reschedule appointments
- Bring child to appointments
- Purchase WIC foods
- Request transfers
- Choose or remove second cardholder
- Discontinue WIC services



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Second Cardholder

- Schedule and reschedule appointments
- Bring child to appointments
 - Certification
 - Second NE
- Purchase WIC foods



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Special Cardholder Situations

- Refer to **Policy 510e** WIC Cardholder Requirements
- No Proxies
- Cardholders for special situations
 - Foster care
 - Homeless



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Replacing Cards

- eWIC cards can be replaced if lost, stolen or damaged
- Replacement cards can be issued at the WIC clinic or through the mail from the eWIC contractor



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Setting the PIN

- On website
- By phone
- Keep PIN secure



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Assign food packages

Food Packages

- Refer to **Policy 769** Assigning WIC Food Packages
- All food package assignment and changes must be approved by a CPA
- Example of food package changes:
 - formula for a temporary newborn
 - change in the type of formula
 - change in breastfeeding status



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Issue Benefits

Benefit Issuance

- Refer to **Policy 511e** Food Benefit Issuance
- In the Main Clinic
 - Individual appointments
 - Certification, follow up , mid cert health assessment
 - Group education
 - Small group sessions, health fairs
- At Satellite Clinics
- After Home visits
- By Phone



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Benefit Issuance at Certification

- New enrollment
- Recertification
- Home visit
 - Refer to **Policy 621e**



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Benefit Issuance for Second NE

- Individual education
- High risk follow up appointments
- Self paced lessons
- Group sessions



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Benefit Issuance for Online NE

- Refer to **Policy 823e** Online Nutrition Ed
 - Over the phone
 - In person



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Benefit Issuance for Missed 2nd NE

- Refer to **Policy 835e** Nutrition Education: Attendance and Refusal
- Attempt to reschedule for the same month
- If rescheduled for the following month, issue benefits for one month



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Benefit Issuance Over the Phone

- Refer to **Policy 511e** Food Benefit Issuance – Verify cardholder ID
- Mid cert food package changes
- Extended certification period
- Removal of eligibility pending
- Adding temp newborn
- Completion of online nutrition education



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Special formula requests

Formula Warehouse

- Providence continues to be our special formula provider
- Orders placed via TWIST...no more forms to mail!



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Clinic Flow Planning



A woman is shown from the chest up, wearing glasses and a white top. She is holding a black marker and drawing a flowchart on a whiteboard. The flowchart consists of several rectangular boxes connected by arrows, with some boxes containing text and others being empty. There are also some oval shapes drawn on the board.

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Questions

- We will pause to give you a minute to type in any questions you may have...



A close-up photograph of a red keyboard key with a white question mark on it. The key is surrounded by other white keys, including one with the letter 'G' and another with the letter 'N'.

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✓ Resources

- If you have additional questions please contact your agency's state nutrition consultant or Vernita Reyna at vernita.d.reyna@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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