WIC Policy Exception Guidance during COVID-19 Response
8/13/2020

Note: This guidance changes as new information is received. Updated versions include dates information was added. To jump to the desired section, click on the heading in the table of content + Control.

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Background
The State WIC Agency recognizes the unusual circumstances we are all facing due to COVID-19. Your safety and the safety of our participants is very important to us. Families across Oregon benefit from the services WIC provides. The Oregon State WIC program has developed the following based on federal guidance for providing WIC services during a pandemic. This guidance will be updated as we get more information and approval by the Western Region Food and Nutrition Services (FNS).

This document includes guidance for providing services during COVID-19 when your agency is closed, when clinics are closed to the public or is limiting access, when an individual requests services without coming into clinic during the outbreak, and as agencies determine how best to keep participants and staff safe during reopening.
- Inform participants that these changes to clinic operations and policy exceptions are temporary and service will return to normal when the COVID-19 pandemic resolves.
- For information on COVID-19 clinic safety measures view OHA’s [COVID-19 webpage](https://oha.org) or the [CDC COVID-19 webpage](https://www.cdc.gov).
- As additional guidance is developed by the Governor’s office, and in accordance to your organization’s policy, WIC services can be provided remotely.
- Access to TWIST through Citrix is secure and can be conducted remotely, including for those working from home.

**Alternatives for clinic access**
- Offer “off hours” access to the clinic to reduce the risk of contact.
- Delay recertification appointments up to 30 days and issue 1 month of benefits. The federal guidance remains in place that this option is available once in a certification period. Refer to [Policy 600](https://oha.org).
- Recommend families have a 2nd cardholder to conduct WIC business (e.g. appointments, shopping).

**Options for remote access (updated 3/24)**

Based on guidance outlined in [FNS Program Guidance on Human Pandemic Response](https://fns.usda.gov) (dated 3-6-2020) we are offering the following alternatives to participants physically coming in to the clinic.

- Utilize video technology such as Skype or Zoom, as allowed by your agency, as a replacement for the physical presence requirement.
- During this period, if video technology is not an option, the State WIC office approves phone contact for appointments requiring physical presence.
  - If WIC staff does not physically verify a new participant, issue up to 3 months of benefits at a time. Reassess participant’s ability to come into the clinic when they need benefits issued, and schedule a clinic visit as soon as possible.
- Accessing TWIST through Citrix is considered secure. App support can provide instructions on accessing Citrix.
- The state cannot get additional laptops quickly for local agency staff to use to work remotely. It would likely be faster for you to work with your agency to get laptops for staff. If your agency allows, staff could take their work computers home.
- Your agency will need to make decisions about providing work phones for staff to use remotely, forwarding phones to personal phones, and remote access to work email. The state does not provide those resources for local agencies.
• You may need to have your agency purchase rolls of stamps or pre-paid envelopes for the staff mailing out eWIC cards to use from home.

Issuing benefits when a participant has missed their appointment (updated 8/13)
Policy requires 2-way communication before issuing benefits when a participant has missed their appointment.
• Use the “No Benefits Issued” report to identify participants who have missed their appointments.
• You must have 2-way contact with individual participants to reschedule and issue benefits.
• Reschedule the missed appointment.
• If you can contact the participant and verify online nutrition education or provide individual nutrition education, you may issue 3 months of benefits as usual.

Collecting Proofs during the COVID-19 response (Updated 8/13)
If the participant can provide proofs electronically at the time of the certification appointment, then document them in TWIST as usual. Options that meet the requirements for reviewing proofs include:
• Verify adjunct eligibility on the OHP web portal as usual.
• Have the caregiver show the proofs during the video conferencing visit.
• Offer the participant a chance to mail, email, text, or upload digital images of proofs depending on your agency’s capability.
• Review the proofs in the clinic parking lot, removing the need to come inside the clinic.

If the participant planned to submit proofs electronically but proofs have not been received by the time of the certification appointment, talk with the participant to determine if you will be receiving the proofs in the next 2 days.
• If there are barriers to the participant submitting proofs electronically, follow the process outlined above to complete a No Proof form and issue benefits.
• If the proofs are in the process of being submitted but have just not been received, mark eligibility pending at the time of the appointment to allow tracking using the Missing proofs/eligibility pending report.
  o You do no need to complete the No Proof form in this situation because the expectation is that the proof is on its way.
Issue the initial months benefits and then issue the other 2 months as soon as proofs are received.
Marking eligibility pending prevents services being extended if the proofs do not show up as expected.
If proofs do not show up in the next 2 days, contact the participant, then complete the No proof form with the participants consent, remove eligibility pending, and issue benefits following the process above.

If a participant is unable to provide you with proofs electronically (either because they aren’t able to or because your agency doesn’t have the ability) complete the No Proof form (57-633)

- Staff should complete the form and enter COVID-19 under “other” as the reason they are unable to provide proof.
- Since the participant is unable to sign the form, staff should indicate that it was done on behalf of the participant, and sign and date the form as normal.
- If proof of income (or adjunct income eligibility) is not available, the staff person is still required to collect self-reported income and record the amount on the Income Eligibility screen in TWIST.
- For missing proofs that you are using the No Proof form for, in the TWIST proof fields, scroll down and select “Special Situation – Complete Form 57-633” from the drop-down menu.
- In TWIST notes, put Special Situation form due to COVID-19.
- Do not mark eligibility pending. No further tracking or review of proofs is necessary in this situation. We do not want the participant to be termed in 30 days.
- Issue 3 months of benefits as usual.
- No further tracking or review of proofs is necessary for current participants being recertified.
- For newly enrolled participant, proofs must be shown at the next in-person appointment. Clinics must develop a system to track those who have not submitted proofs in this situation – see below for suggestions on tracking newly enrolled participant proofs.

Tracking newly enrolled participant proofs
- New participants are required to bring proofs with them to their next in-person appointment.
- Their next in-person appointment may occur in three months, could be at their mid-cert health assessment, or could be later depending on your agency.
• Continue to re-evaluate if proofs can be obtained from the participant until proofs are verified by a WIC staff.
• Consider using a log in place of individual No Proof forms for new participants. See instructions for doing so below.
• Do not mark Eligibility Pending as a way to track proofs as this will result in termination of the participant.

Optional use of a log in place of individual No Proof forms (updated 8/13)
If your agency staff are working from home or are unable to securely receive electronic proof documents, they are allowed to keep a log of participants being recertified or new enrollments who would have needed to sign a No Proof form. This takes the place of completing an individual “No Proof” form for each family. There are different requirements for recertifications versus new enrollments

Recertifications
• If you choose to keep a log instead of individual No Proof forms for recertifications, you must:
  o Have each staff person complete one of the attached “No Proof Tracking Forms Recertifications” – either in Word or Excel.
  o For each family needing a “No Proof” form, document the date, participant name, WIC ID #, and missing proof.
  o Staff must review the information from the No Proof form with the participant, so they know that we need them to provide accurate information, then inform the participant that we are temporarily waiving the need to verify proofs.
  o The staff person is still required to collect self-reported income and record the amount on the Income Eligibility screen in TWIST.
  o In the TWIST proof fields, scroll down and select “Special Situation – Complete Form 57-633” from the drop-down menu.
  o In TWIST Intake notes document Special Situation form due to COVID-19.
  o Staff members will sign each tracking form to verify that they followed the requirements and then submit them to their coordinators.
  o Coordinators will file these forms with other No Proof forms for auditing purposes at their next review.

New enrollments
• If you choose to keep a log instead individual No Proof forms for new enrollments, you must:
o Have each staff person complete one of the attached “No Proof Tracking Forms Recertifications” – either in Word or Excel.
o For each family needing a “No Proof” form, document the date, participant name, WIC ID #, the missing proof, and the date or month of their next in-person contact (likely their mid-cert health assessment.)
o Staff must review the information from the No Proof form with the participant, so they know that we need them to provide accurate information, then inform the participant that we are temporarily waiving the need to verify proofs until their next in-person appointment. Please make sure the participant clearly understands what needs to be brought to their first in-person appointment.
o The staff person is still required to collect self-reported income and record the amount on the Income Eligibility screen in TWIST.
o In the TWIST proof fields, scroll down and select “Special Situation – Complete Form 57-633” from the drop-down menu.
o In TWIST Intake notes document as COVID-19 No proofs – the following proofs need to be seen at next in-person appt: ___________)
o Staff members will sign each form to verify that they followed the requirements and then submit them to their coordinators.
o Coordinators will use these forms to track or audit participants who have not provided proofs.
o Coordinators will file these forms with other No Proof forms for auditing purposes at their next review.

Participant signature forms (Updated 7/23)
**For current participants** who have a signed form on file already, you may refer them to the electronic versions of the form or review the Rights and Responsibilities, signature form, and voting status over the phone or computer with them.
- Have staff complete the Participant Signature Form (57-629) and sign it, stating due to COVID-19, participants has been read the form and agrees.

**For new participants,** you may refer them to the electronic versions of the form or read the Rights and Responsibilities and signature form to them.
- We need a signature or written acknowledgement. That written acknowledgement could be sent electronically (via text or email) or by sending a hard copy or electronic fillable form to the participant for them to mail or email back to the
clinic. This form should be collected as soon as possible but does not need to be collected before issuing benefits.

- If a participant provides permission for text or email but doesn’t have the ability to print or electronically sign, they can reply via text or email stating they have read and understand the Participant Rights and Responsibility Form. This is the written acknowledgement.
- Email or text responses should be kept on file with a signature form with the participant’s name and WIC ID#.
  - The form- either electronic or hard copy- completed by the staff person and the written acknowledgment together can be counted as the signed participant signature form.
  - Written acknowledgement texts or emails can be saved electronically with electronic forms or printed out and stapled to hard copy signature forms.)
- Missing participant signature forms cannot be excused during COVID-19.
- Signature forms complete by staff with the written acknowledgement will not be considered missing.

- Fillable forms are available. It works best to download the forms to your computer before completing them.
- Participant Signature forms can be collected up to 30 days prior to the recertification appointment when providing remote services during COVID-19.
  - Make sure the form is dated and you can connect it to the correct certification appointment.
  - For example, a participant may come to the office to pick up Farm Direct checks 2 weeks before their cert appointment. They could sign and date the form and you would note on the form the date of the certification appointment.

Documentation is extremely important (3/19)
- Staff should document all contacts with participants more thoroughly than normal, including any follow-up action that needs to take place at the next appointment.

Saving electronic forms (moved 8/13)
Fillable forms are available on the WIC website.
- It works best to download the forms to your computer before completing them.
- Completed No Proof and Signature forms must be kept secure as they contain participant information (e.g. on a password protected flash drive or a flash drive stored in a secure location when not in use.)
• Translated fillable forms are available on the website.

Voter Registration
Participants can be offered the opportunity to register to vote when providing services remotely.

• Participants who would like to register to vote can be sent this link by text or email: https://sos.oregon.gov/elections/Documents/SEL500.pdf
• Staff can mark the declination on the Participant Signature Form and indicate if they sent them the voter registration link or if they declined.

Income guidance (Updated 8/13)

Laid off workers
Your agency may get increased requests for services due to COVID related layoffs. **Policy 611**, 10.1 allows you to consider future income if a person can show proof that they have been laid off, even if the layoff is only temporary.

• Future income means we don’t have to look at the last month’s wages but can consider that they will not have income in the future instead.
• Proof of layoff could include a “pink slip” but could also include any notification that the person received (e.g. an email, or letter).

Quarantine and income eligibility (added 8/13)
If an employed participant is over income but is unable to work because they have been tested positive for COVID-19 and are quarantined, you may consider that a temporary layoff as outlined in Policy 611, Section 10.0.

• They need to show something that says they are in quarantine for 14 days (or possibly longer depending on symptoms) and cannot work (for example they can’t work from home).
• With temporary layoffs you can look at future income rather than the past 30 days and document zero as the amount in TWIST.
• With zero income, you must complete a No Proof form and indicate why it is zero. Put COVID-19 Quarantine as the reason.
• The family also needs to know that they must let WIC know if there is a change in income when they return to work and that they will likely be terminated at that time.
• Set benefit issuance to 1 month of benefits at a time.
Income related to Coronavirus federal stimulus package (Updated 4/28)

You may be hearing about two new sources of income based on the Coronavirus federal stimulus package. We have not received guidance from FNS about whether those count as income for the WIC program. Until we do, here is how to handle it.

- **One-time stimulus checks** – **do not count as part of income**
  - Federal guidelines say that this one-time payment will not be taxed and it will not count against income eligibility for SNAP or for WIC.
- **Enhanced unemployment** (extra weekly money and additional 13 weeks of eligibility for unemployment from the CARES Act stimulus package) – **does count as income**
  - Unemployment normally counts as income. It may be difficult to tell the difference between “normal” state unemployment and federal CARES Act unemployment on proofs. Federal guidelines say this extra money does not count against income eligibility for SNAP, but it will be taxed.

Options to obtain anthropometric and biochemical data (updated 4/21)

When possible, obtain most current length/height, weight, and hemoglobin values from health care provider. Document source of data and measurement collection date on the medical data screen.

- **Per Policies** [625](#) and [626](#) height and weight information can be used if it was taken in the last 60 days. Hemoglobin can be taken within 90 days of certification. For new infants, birth measurements can be used.
  - If participant does not have length/height and weight measurements from their healthcare provider, the caregiver can take weight and height measurements at home. If measurements are collected this way, clear documentation needs to be recorded in the participant’s record.
- **Priority would be to put accurate measurements in TWIST. Here are options in order of preference:**
  1. Enter measurements from the doctor (taken within last 90 days) reported by the caregiver. Be sure to put in date of collection (caregiver best guess) and document the source and that it was reported by the caregiver. There is no need to verify from the doctor.
  2. Enter measurements taken by the parent. Be sure to document that these measurements were taken and reported by the caregiver.
  3. If the appointment does not require measurements (e.g. fields are not yellow for mid-cert health assessments) leave it blank. Document the reason.
  4. If the appointment requires a measurement and you are unable to get any measurements, fill the field completely with 9’s. For example – put 999 in
the weight and 99 in the ounces field. This prevents the measurement from calculating risk or showing on the growth charts.

- When unable to collect measurements or bloodwork when completing a certification or mid-certification health assessment, the values must be collected the next time the participant is in the clinic.
  - These can be collected at the next mid-certification health assessment or the recertification appointment.
  - You do not need to schedule a special appointment just to have them come to the clinic to get measurements or complete bloodwork.
  - It would be best practice to schedule new participants for an earlier appointment to collect measurements and bloodwork, if appointments are available in your agency. This would be especially true of new pregnant participants, as they will not be scheduled to come into the office for a mid-certification appointment.

Mailing eWIC cards (3/17)
When agencies have closed clinics and all services are provided remotely getting an eWIC card is impossible. We are waiving the requirement to provide eWIC cards only in person.

1. Replacement cards should continue to be ordered through the eWIC banking system.
2. eWIC cards for new participants can be mailed after enrollment is complete.
3. If a first cardholder requests a second cardholder, you may mail the new second cardholder’s eWIC card to the first cardholder.
4. eWIC cards must be mailed in agency envelopes marked “Do Not Forward.”
5. To limit liability, if your agency is closed and staff are working from their homes, the WIC coordinator must designate one staff person to mail the cards. They are the only person who can take eWIC cards off-site.
6. Track the numbers of the cards to be taken home and inventory the cards issued in this way.
7. Offer to mail the WIC Card or have the participant pick the card up at the clinic.
8. Let the participant know the card may take 5 – 7 days to arrive by mail.
9. If the participant prefers staff mail the card:
   a. Confirm the address in the participant’s file is correct.
   b. Tape the eWIC card to a copy of the letter below (English or Spanish).
      i. Agencies may modify this letter as needed for local needs as long as the identified elements are included.
   c. Include a benefit list, a Food List, a How to Shop brochure, with the card.
10. Make sure the participant understands how to PIN the card and shop.
11. Make sure the envelope is well sealed or taped shut and has adequate postage.
12. Ask the participant to notify you if they have not received the card in 7 days.
   a. If the card is not received, you may deactivate that card and reissue a new card.

Completing Certifications and Mid-certifications remotely

- A full assessment and nutrition education must be completed, regardless of how
  the certification/mid-certification/recertification was conducted.
  
  o In progress notes, you need to document how the visit was completed and
    why. See policy 840, section 3.2, For example: Video certification
    completed due to concerns of COVID-19.

Guidance for follow-up appointments, quarterly nutrition education contacts

- During COVID-19, it is recommended that agencies offer remote alternatives to
  nutrition education instead of face-to-face individual or group contacts.
- Encourage online nutrition education and issue 3 month of benefits.
- Offer telephone quarterly contact or high-risk nutrition education visits when it
  best meets the needs of the situation per Policy 820 Quarterly Nutrition Education.
- Document in progress notes how the visit was conducted. Example: Telephone
  follow-up due to COVID-19 concerns

Information on WICHealth.org access

- Resources for both participants and staff are posted on our website:
  https://www.oregon.gov/oha/ph/HealthyPeopleFamilies/wic/OnlineNutritionEducation/Pages/index.aspx
- Encourage staff to look at these resources first if help is needed for WICHealth issues.
- For problems that cannot be resolved with this information, contact Bonnie Ranno and
  provide details of the problem: 971-673-0048   bonnie.ranno@dhsoha.state.or.us

Medical Documentation forms (MDF) (updated 8/13)
The waiver allowing us to extend medical documentation expiration dates has been
renewed through 9/30/2020.

Existing Medical Documentation Forms
The waiver from USDA goes through 9/30/2020. Any medical documentation currently
on file that expires before 7/31/2020 can be extended for 2 months. For example, if a
MDF has an expiration date of 7/31/2020, it can be extended to 9/30/2020.

When applicable, the WIC CPA will perform a nutrition assessment to ensure the correct
formula and amounts are issued to the participant and documented. This applies to
medical documentation forms that have been received as an original document, electronically, by fax or by telephone.

*Updated guidance for New Medical Documentation Forms (Replaces 3/24 guidance)*

New medical documentation forms may be obtained as the original document, electronically, by fax, or by telephone (verbal orders).

- Any WIC staff can accept medical documentation information if a health care provider calls the WIC office with verbal orders. As with all medical documentation forms, regardless of how they are received, the WIC Nutritionist will need to approve the form (in the absence of the WIC RD, a health care professional can review and approve).
- Remember that one month of formula can be issued without a Med Doc.
- During this time, your local nutritionist can call the health care providers (HCP) office and request verbal orders for medical documentation. If your agency currently uses another health professional to review Med Doc forms, that health professional may contact the HCP for verbal orders.
  - The RD would complete the Med Doc form and note that it was taken verbally. The RD should sign and date the form.
  - If the information is obtained by verbal order all of the requirements on the MDF need to be captured including:
    - Date information was obtained.
    - Patient information (name, date of birth, etc.)
    - Diagnosis which supports the issuance of the formula/food requested (or in the case of 19 calorie formulas, description of formula intolerance).
    - Length of issuance, not to exceed 1 year
    - Prescribed amount
    - Supplemental foods: indicate which foods need to be eliminated/changed
    - Name, title, contact information of the health care provider
  - The RD would document in TWIST Med Doc notes that the info was taken verbally due to COVID-19.
  - These Med docs should be tracked and filed for follow-up.

USDA requires the use of medical documentation forms for 19Kcal formulas (currently Similac Sensitive, Similac Total Comfort and Similac for Spit Up). We have asked for an exception to be made and we will keep you posted on the status as soon as we learn more.
Providing breast pumps when clinics are not open (3/24)

Clinic closures can make it difficult to provide a pump to a breastfeeding woman in a timely manner. Clinics that are not open to the public may choose an alternate method for getting a pump to a participant.

- Pump education can be provided by phone, but a designated staff member is needed onsite to do pump hand-off. One agency reported giving the participant the pump in the parking lot.
- Direct shipping to the participant is also a possibility if the local agency is willing to absorb the shipping costs. The state agency is unable to pay for shipping.

Providing personal pumps instead of a multi-user pump (3/24)

There are concerns about sharing and cleaning multi-user pumps due to the virus.

- Clinics may choose to provide a personal pump in lieu of loaning a Lactina or EnDeare. This simplifies clinic procedures since a multi-user pump will not have to be tracked, returned and sanitized.
  - A personal pump may be issued to a breastfeeding mother who has a medical need for a pump. This includes mothers with a partial formula food package who are working to build up milk production.
  - Document that a personal pump was issued instead of a multi-user pump due to COVID-19 situation.

Sanitation of breast pumps (3/24)

- Cleaning pumps well is critical. It is not known exactly how long the airborne coronavirus droplets stay on surfaces such as pumps, so it is important to clean breast pumps well before and after use. We are recommending that agencies use CDC’s guidance called How to Keep Your Breast Pump Kit Clean, available at this CDC link: [https://www.cdc.gov/healthywater/hygiene/healthychildcare/infantfeeding/breastpump.html](https://www.cdc.gov/healthywater/hygiene/healthychildcare/infantfeeding/breastpump.html)
- Current understanding is that Cavicide sprays and wipes or other disinfectants are adequate for killing the coronavirus. After pumps have been wiped clean, it is important to let them air dry for at least 15 minutes, as this is part of the “kill time” for virus’.
- There are reports that supplies to clean pumps are in short supply, like many other hospital products.
Extending breast pump loans (3/26)
Clinic closures can make it difficult for participants to return Lactina or EnDeare pumps as scheduled. One option is to extend the duration of the loan. Offer this option to the participant during a regular follow-up call.
- Update the breast pump issuance screen in TWIST with the extended due date. Pump return is expected by the new due date or within 2 weeks of the clinic re-opening, whichever is more applicable to the participant’s situation.

Formula Exchange (Updated 7/23)
Here are some options for completing a formula exchange, if your clinic closure makes it difficult for participants to bring in the unopened cans for exchange.
- If the participant has unspent formula benefits showing in TWIST, you can use the Modify screen to change the unspent formula to the new formula they need. Don’t forget to reissue benefits so they are available in their benefit balance.
- Previously purchased unopened containers can be exchanged if any staff members are working in your clinic and the participant can drop off cans at the clinic.
- Then the authorized staff can do a formula exchange in TWIST.
- If there is not a drop off option available for your clinic, there are two other options:
  - **Option 1**
    1. The participant may take a picture of the unopened cans of formula.
    2. Dump the unused formula and take another picture of the empty cans.
    3. Once the participant sends the two photos to your agency, then staff can complete the formula exchange in TWIST.
    4. Document in TWIST intake notes that formula exchange was done without cans due to COVID-19 and that photos were viewed to verify disposal.
  - **Option 2**
    1. Cut and paste the formula exchange message (below) into a text or email and send it to the participant.
    2. Instruct the participant to reply by text or email with:
      a. Their agreement with the conditions of the letter; and,
      b. The number of unopened cans to exchange.
    3. Unopened cans must be returned your clinic within 30 days of re-opening after social distancing guidelines have been removed.
    4. Upon receipt of the text or email response to the message, the certifier can complete the formula exchange in TWIST.
      a. Save and file the participant’s response.
5. Document in TWIST intake notes that the formula exchange was completed without the cans due to COVID-19, the number of cans that need to be returned to the clinic, and when the formula exchange was completed.
6. Filed forms are to be kept on file to track who still needs to return formula.
7. Document when the formula containers have been brought to the clinic. Once the formula is returned, their saved and filed reply doesn’t need to be archived and can be destroyed.

Please cut and paste the following into the body of the e-mail or text message:

The Oregon WIC program has received your request to replace your current formula with a different one. We show that you have already purchased ___ containers of your current formula benefit for this month. We can issue you benefits for your new formula immediately, as long as you agree to bring your unopened containers of formula to the WIC clinic once physical distancing recommendations are lifted.

To change your formula, here is what you need to do:

1. Reply to this email/text message with the number of unopened formula containers that you currently have and want replaced with a new formula. Please note that this number cannot be more than the number listed above, stating the amount purchased for this month.
2. Return the number of unopened formula containers that you reported above to your WIC clinic within 30-days of the clinic’s re-opening, when physical distancing is no longer required.

By replying to this email/text message with the number of unopened formula containers, you agree to return the unopened formula to your local WIC clinic within 30-days of the clinic’s re-opening. If you do not return all of the unopened formula containers you report, you may be required to refund the WIC program for the formula.

As a reminder it is against state and federal law to sell or give your WIC benefits away. You can view the Participant Signature Form and Participant Rights and Responsibilities Form on the WIC webpage.

Food List expanded (Updated 6/26)
Participants may contact you when they are unable to find the foods they need.
To make it easier for participants to buy food with WIC, we have made the following changes. We will update the banners on the WIC Shopper App to let participants know about these options. A message has been added Food List page of the WIC website.

Available for purchase now:
- White eggs that are medium, jumbo and extra-large (no organic or cage-free).
- Cheese in 8 oz. blocks.
- Participants can use their fruit and veggie benefit to purchase canned fruits and vegetables. “Canned” has been added to the fruit and vegetable description on the Benefits List.

- Which canned fruit and vegetables can they buy with WIC?

<table>
<thead>
<tr>
<th>Canned Fruit</th>
<th>Don’t Buy</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Buy</strong></td>
<td><strong>Don’t Buy</strong></td>
</tr>
<tr>
<td>- Fruit packed in water or juice without added sugars</td>
<td></td>
</tr>
<tr>
<td>- Any type of container, including plastic multi-packs</td>
<td></td>
</tr>
<tr>
<td>- Natural or unsweetened applesauce OK</td>
<td></td>
</tr>
<tr>
<td>- Organic is OK</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Canned Vegetables</th>
<th>Don’t Buy</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Buy</strong></td>
<td><strong>Don’t Buy</strong></td>
</tr>
<tr>
<td>- Vegetables without added fats or oils</td>
<td></td>
</tr>
<tr>
<td>- Tomato or tomato products OK (like whole, strained, crushed, diced, paste or purees)</td>
<td></td>
</tr>
<tr>
<td>- Organic is OK</td>
<td></td>
</tr>
</tbody>
</table>

- Milk, Goat Milk and Yogurt milk fat changes ended 6/30/2020.

What to do if a shopper reports they can’t purchase one of the new foods (4/28)
If a recently added food is not on the APL, the best way to alert the State Office is with the “I couldn’t buy this” button on the WICShopper App or an email to wic.upc@state.or.us.

- There isn’t a way to tell if a store has downloaded the most recent APL other than the ability of someone to buy the food. Smaller, integrated stores might need to flag the new foods and the stand-beside stores might need to do a manual terminal update if something interrupted the nightly download.
- If a participant reports they are not able to buy the new items, report this to the state office by submitting a Vendor complaint, calling the VAL line at 971-673-2390 or contacting your Nutrition Consultant.

Ordering bid formula from the Formula warehouse (FW) in special circumstances (Added 4/17)
During the period of COVID-19, powdered forms of the Similac bid formulas will be available to be shipped by Formula Warehouse under limited special circumstances.

Powder forms of the Similac infant formulas are available from FW during COVID 19:
- Advance
- Sensitive
- Total Comfort
- Spit-Up
- Soy Isomil

Special circumstances include:
1. The cardholder reports shortages of the formula or they are unable to find the formula in local stores and they have already tried to work with the store to locate the formula (refer to guidance below).
2. The cardholder reports they have transportation issues that prevents them from getting to a store where the formula is available.
3. Health reasons or conditions, such as poor health or COVID-19 high risk status, that make it difficult or dangerous for the cardholder to get to the store to purchase the formula and they don’t have a second cardholder to shop for them.

The process:
If you have a participant that meets one of the criteria:
1. Document the reason for the FW order in progress notes.
2. Contact your assigned Nutrition Consultant (NC) and provide participant name, ID #, the situation, and the number of months to issue (1, 2 or 3 months).
3. Your NC will work with assigned State staff to complete the FW order and issue the benefits for you.

**Note:** This is a new process and we want to make sure we do not overwhelm the FW system. This ordering system will be re-evaluated with the goal to make this process as streamlined as possible.

**Before contacting the State office for FW ordering, make sure the cardholder has tried the following steps to find formula in the stores:**

- Ask at Customer Service if there is any formula kept behind the counter or if there is inventory showing in their data system. Store employees may not be keeping up with restocking shelves, if the stock is available. In addition, many stores are keeping formula behind the Customer Service desk due to theft.
- If a store is out of stock, ask a store manager what day and time new shipments of formula are expected to arrive.
- Whenever possible, shop early or call the store to inquire about formula inventory and whether customer service would be willing to hold the formula.

**Considerations:**

- Some stores are limiting the number of cans of formula shoppers can purchase at one time. This is the decision of each store to try and best serve all shoppers. This is an allowable practice if all shoppers are treated the same.
- If the store is limiting stock and this becomes a hardship for the family, FW can be used to help provide some or all of the order.
- Make sure the participant understands that it will take 5-7 days for the formula to arrive if it is provided by the FW.
- Orders placed through the FW require a street address. Addresses which include a PO Box cannot be placed through the FW.
- The regular formula warehouse instructions have not changed and can be found on the Oregon WIC website: [https://www.oregon.gov/oha/PH/HEALTHYPEOPLEFAMILIES/WIC/Documents/fw-ordering-guidance.pdf](https://www.oregon.gov/oha/PH/HEALTHYPEOPLEFAMILIES/WIC/Documents/fw-ordering-guidance.pdf)

**Guardianship issues during COVID-19 (added 8/13)**

When a child moves from their household into the household of a new guardian, the change in guardianship needs to be verified before the child can be moved into the new household in TWIST. This is not a change in policy but rather a reminder to add a critical step before setting up appointments. This is covered in [policy 451: Proof of legal](#)
guardianship shall be required when guardianship is changed. During this time proof of guardianship will require documentation stating the change such as:

- Fax, email from DHS showing the new guardian’s name.
- Written note from the previous guardian regarding the change.

In the absence of legal documentation, WIC staff may need to contact the social worker, case manager, public health nurse or other appropriate individual to confirm guardianship.

Once the guardianship status has been established, WIC staff can proceed with the appointment and the process established during COVID 19 regarding obtaining proofs for income, residency, and identification for the participant.

Transfers (3/23)

- If you are having problems contacting other states for VOC cards, send a request to app support and they may be able to help.
- If that is not possible, it may be easier to enroll them as a new participant over the phone.

Temporary discontinuation of the ANSWR system (3/17)

If you would like to temporarily discontinue use of the ANSWR system, please notify Kim Word at KIMBERLY.M.WORD@dhsoha.state.or.us for guidance.

Separation of duties audit requirements (Updated 4/10)

Due to COVID-19 we are temporarily changing the separation of duties audit requirements. Replace the normal procedure with the following:

- Complete one audit a month.
- Select 10% of all participants showing up on the Separation of Duties report as a random sample to audit.
- Auditing can be as simple as reviewing a participants TWIST record to see they have interacted with a WIC staff person other than the one completing the certification.

Please continue to contact your state nutrition consultant

- If you have questions or concerns.
- If your program is being affected by or if WIC is being asked to support the local COVID-19 response.
• To develop a plan for completing required tasks if you are unable to meet a WIC deadline due to COVID-19.
• If you need to implement clinic operation procedures outside of policy or what is allowed in the guidance above.
Mailed eWIC Card Letter English

Date:

To:

Dear

Because of special circumstances related to Coronavirus, we’re mailing your eWIC Card to you.

Tape card here

Please remember these steps to use your WIC Card:

1. PIN the card before using it.
2. Check your WIC benefit balance.
   a. Use the WICShopper App.
   b. Look at the enclosed Benefit List.
   c. Ask at the store customer services.
   d. Call EBT
3. Make sure you know how to shop.

Please call the WIC clinic at the number below for any of the following reasons:
• Questions about your WIC Card or the foods available.
• Problems using the WIC Card at the store.
• You need to make or change your next WIC appointment.

Your WIC Clinic:
Tarjeta De eWIC Enviada Por Correo

Fecha:

Para:

Estimada(o):

Debido a las circunstacias especiales con relación al Coronavirus, le estamos enviando su tarjeta de eWIC por correo.

(Tape card here)

Por favor acuérdate de seguir estos pasos para usar su tarjeta de eWIC:

4. Establezca un número de PIN antes de usar su tarjeta.
5. Para revisar su saldo de beneficios de WIC:
   a. Use la aplicación WICShopper en su teléfono celular.
   b. Lea la Lista de Beneficios incluída con esta carta.
   c. Pida ayuda en la tienda en el area de servicio al cliente.
   d. Llame al número en la parte de atrás de su tarjeta.
6. Asegúrese de saber cómo hacer las comprar con su tarjeta de eWIC.

Por favor llame a la clínica de WIC al siguiente número que se muestra abajo por cualquiera de estos motivos:
- Preguntas acerca de su tarjeta de eWIC o de sus beneficios de comida.
- Problemas usando la tarjeta de eWIC en la tienda.
- Necesita hacer o cambiar su siguiente cita de WIC.

Su clínica de WIC: