Oregon eWIC

Section 9: Summary of Policy Changes

Overview

A number of policies in the Oregon WIC Program Policy and Procedure Manual have been updated for eWIC conversion. Policies which are specific to eWIC will be designated with an "e" after the number (e.g. 501e). During rollout and through the final stages of implementation, there will be a need for both policies to be in place (e.g. Policy 595 and 595e), until approximately the end of June 2016. Once eWIC is fully implemented statewide, the voucher only policies will be deleted, the eWIC policies will become the final policies and the 'e' designation will be dropped from the policy name.

eWIC policies

Several eWIC policies contain information that will be useful in completing the planning process for eWIC implementation. Drafts of the new state eWIC policies are available on the eWIC website. Local agencies will receive the final versions of these policies once they have been approved by USDA. Policies which will require a local agency policy/procedure to be developed are identified in **bold** in the summary of changes column.

Policies pertaining to vouchers

The following policies pertain to vouchers and will be removed after eWIC is fully implemented:

◆500 Ordering and Securing FI Stock and MICR Toner

◆505 FI Issuance and Printing

◆530 FI Register and FI Stub

◆506 Exceptions for Mailing FIs

NOTE: These policies will remain in effect until the conversion to eWIC has been fully implemented and vouchers are no longer in use across the state.

After reviewing the state eWIC policies, the next step will be to draft your local agency eWIC policies or procedures and submit the drafts for review and input by your assigned Nutrition Consultant.

✓ Task Checklist:

- ✓ Review the draft eWIC policies with staff.
- ✓ Develop a timeline for writing new or modifying existing local agency procedures and policies.
- ✓ Draft and submit your local agency eWIC procedures to your assigned Nutrition Consultant for review and input 2 months prior to your agency's eWIC conversion date.

Summary of policy changes

The following table summarizes the major policy changes for eWIC.

The eWIC policies are on the Oregon WIC website. It is important to note that even though some of these policies are still in draft form as indicated by a "Draft" watermark, they may still be used for planning purposes. We will notify you once they are finalized and approved by USDA.

POLICY	SUMMARY OF CHANGES
501e-Ordering and Securing eWIC cards *(NEW)* **[Replaces Policy 500-Ordering and securing FI stock and MICR toner**	Policy addresses: • How to order eWIC cards • eWIC card inventory • Security of cards • Disposing of damaged, missing and/or deactivated cards
510e-Cardholder *(NEW)*	Policy addresses: • Role of first and second cardholder • PIN security • Card issuance process • Replacing cards, including lost or stolen • **Local agency policy/procedure is required** IF applicable for tracking and auditing activated eWIC cards that are delivered to cardholders outside of the clinic
511e-Food Benefit Issuance *(NEW)* **[Replaces Policy 505- Food Instrument Issuance and Printing]**	Policy addresses: • When to do partial/single/double issuance • Defines allowable instances of issuing benefits over the phone • Does NOT cover adding foods or changing food packages (this information can be found in policy 769)
561e-Program Integrity: Replacing Benefits *(NEW)* **[Replaces Policy 560- Program Integrity: Replacing Food Instruments]**	Policy addresses: • Redeemed formula benefits can be replaced under limited circumstances • Replacement of redeemed food benefits (milk, food, infant cereal, baby foods or cash value benefit) is not allowed • Form for unavailable/stolen formula will be available on the website and no longer printed from TWIST.

POLICY	SUMMARY OF CHANGES
595-Program Integrity: Separation of Duties **595e-Program Integrity: Separation of Duties**	Policy addresses: • The need for separation of staff duties to avoid a single staff person determining program eligibility and food benefit issuance
610-Required Proofs-Identify, Residency, Income **610e- Required Proofs-Identify, Residency, Income**	Policy addresses: • WIC ID card becomes an optional form of identification and is no longer a required proof of identification. • eWIC card does not act as proof of identity. • Participant identification can be verified over the phone by asking for the cardholder's name, date of birth and zip code and comparing it to the Family Cardholder Screen.
621-Providing WIC Services During Home Visits *(NEW)* **621e- Providing WIC Services During Home Visits** *(NEW)*	Policy addresses: • Benefit issuance may not be provided until the certification or second nutrition education has been completed and entered into TWIST • A staff member other than the home visitor needs to issue the benefits to assure separation of duties • **Local agency policy/procedure is required IF** your agency provides WIC services in the home to address specifics regarding scheduling, documentation, benefit issuance, appropriate referrals as well as staff roles and training

POLICY	SUMMARY OF CHANGES
823-Nutrition Education: Second Nutrition Education using Online Classes **823e- Nutrition Education: Second Nutrition Education using Online Classes**	Policy addresses: • How to verify class completion and issue the appropriate benefits over the phone • **Local agency policy/procedure is required IF** you are using online nutrition education contacts and include how the participant will be instructed on showing proof of class completion and issuance of food benefits
835-Nutrition Education: Attendance or Refusal **835e-Nutrition Education: Attendance or Refusal**	Policy addresses: • One month issuance of benefits that can be handled in person or over the phone when nutrition education is missed • References cardholder verification of identification over the phone before issuing benefits (this information can be found in policy 610, 4.1)