# TWIST Updates for 3/20/2017
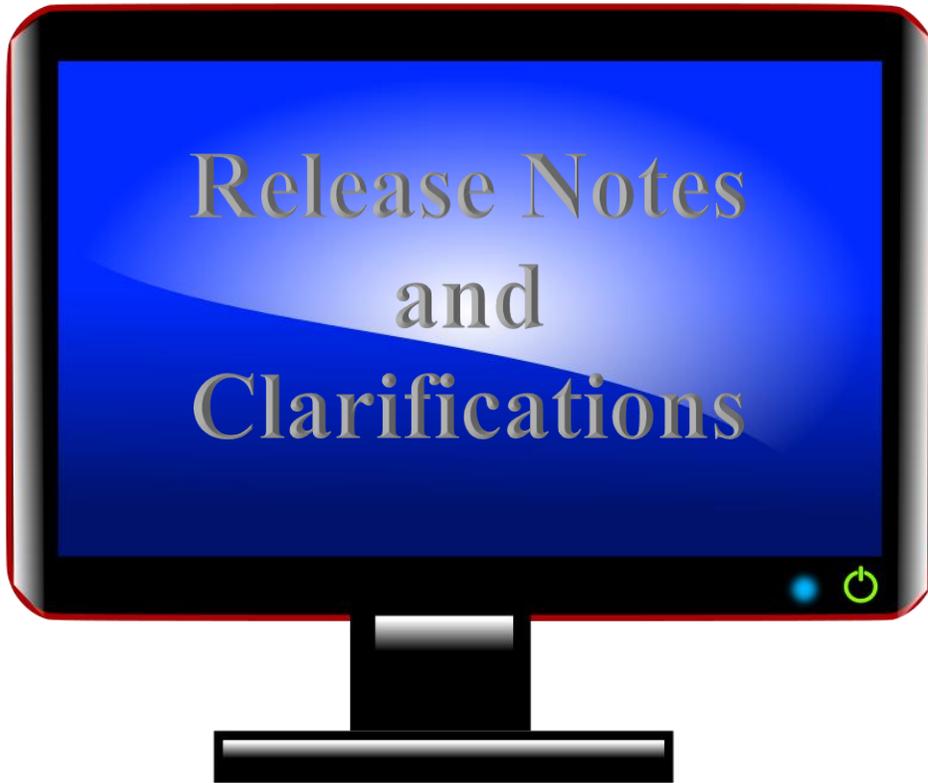


## Table of Contents

# TWIST Clarifications

## Make sure your MC (mid-cert health assessment for children) appointments get scheduled

In order for the Autoscheduler to schedule the appointment type "MC", agencies must either connect the MC appointment type to the generic appointment type used in your scheduling templates or add adequate MC appointments to your templates. We are seeing lots of "unable to schedule" MC appointments. Call app support if you need help with this.

## Problems with printing

Upgrades to Citrix may have caused problems with your ability to print TWIST reports, the daily clinic schedule, or appointment postcards. We are working to find a version of Citrix that resolves those problems. In the meantime, please call App Support if you experience problems with printing documents from TWIST.

## What do I do if a former WIC child returns as a pregnant woman?

1. In the child's record, go to Client Master, and enter "Duplicate" after the child's first name (e.g. Kim Duplicate).
2. Enter an entire new record for the participant as a Woman with a new WIC ID number.
3. Do not use the child record for a woman's information (e.g. do not change the child's category or use reinstate).
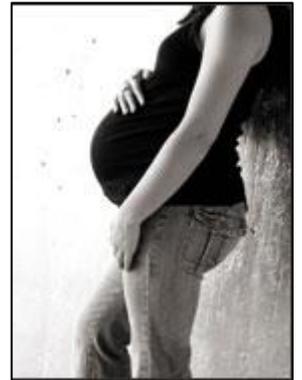
It is okay to have 2 records for one participant in this situation. You can make a note in the woman's record describing the situation if there is any relevant information in the child record, but it is usually not relevant to the current situation.

## How to change to a Z/ZN food package after benefits were issued

When you are changing a food package from a previously issued package to a Z/ZN food package, there is no checkbox to "issue" that food package. That means that the bank still thinks the old food package is issued (the old foods still show on the Benefits List).

1. If there are other family members to be issued benefits for the same month, you can issue their benefits and that will trigger the removal of the old foods from the account and issue the new Z/ZN package.
2. If there are no other family members to be issued benefits, you must go to the modify screen and reduce the quantities of all foods to zero, then reissue benefits.
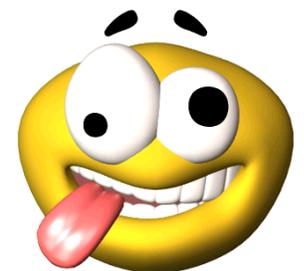
## TWIST can be weird!

# New with this TWIST release

## Fixed problems

1. Fixed problems causing errors with woman/baby category changes.
2. Fixed a problem with adding more formula to a formula warehouse order.
3. Fixed a problem where a removed second cardholder was still showing on the Family Summary Screen and the Benefits List.
4. Improved the process for changing to a Z/ZN food package (although some issues still occur – see clarifications.)

## Appointment Reports

The appointment type "MC", the mid-cert health assessment for children, now shows in the *Unfilled Appointment Report by Date and Clinic* and in the *Appointment Needed Waiting List Summary* reports.

## Separation of Duties Report

This report has been updated to meet the new audit requirements in Policy 595 that was released in January. You can now select a date range to run the report so it can be run for the two week period required for audits. The report now shows any participant that had the same WIC staff person entering the income and assigning risk. These two columns are shown as *Income Elig.* and *Risk Assigned* in the report.

**Note:** If you run the report and get a "No Data Found" message, print a screen print that shows the message and the dates to keep in your audit records.