eWIC Training: Roll-Out #1

For Local Agency Staff

December 14, 2017
9 – 11 am

Our Mission: To protect and improve the health and environment of all Kansans
Speakers:

Patrice Thomsen, MS, RD, LD
Nutrition Services Coordinator

Lisa Medrow, RDN, LD
WIC Training Coordinator
Agenda:

1 hour 45-minutes:
• Training plan overview
• eWIC overview
• Policy changes
• eWIC at the store
• Client education
• Step-by-step KWIC screen samples
• eWIC Enhancements for KWIC Release 3.3 April 2018

15-minutes:
• Q & A

Our Mission: To protect and improve the health and environment of all Kansans
Objectives:

• Name three or more policy changes related to eWIC.

• Name three or more things clients need to know about using eWIC at the grocery store.

• Successfully navigate the KWIC screens related to eWIC.
our mission: to protect and improve the health and environment of all kansans
Training Plan Progress

- eWIC Toolkit
- Opportunity to Observe
- Roll-Out Prep Call
- Live Webinar

Coming soon:
Weekly Calls
Close Office
Host an “Opportunity to Observe”

See Training Plan Details in the October eWIC News
Set the Expectation

Remember that eWIC is new to everyone:
Staff
Clients
Store Clerks
KWIC Help Desk

Be Patient. Be Kind.
About eWIC
What clients will like about eWIC:

• Household food benefits are combined in one account and use one card* (no more paper checks to keep track of)

• eWIC purchases are processed much like other shoppers – eliminates the paper handling of checks and helps to remove any stigma

• Easier shopping experience – each food item may be purchased individually – no need to buy everything at once

• No ID required at the grocery store

* Foster children will have their own eWIC Card
What YOU will like about eWIC:

• No more paper checks to print
• WICShopper App will now show exactly the benefits that are on the client’s assigned food package, and the amount available
• No more tracking if lost checks were redeemed
• Less regulating stores about allowed foods
• Don’t have to remember to ask clients to sign for card (auto-popup) and clients only have to sign for the card once, not every appointment for more benefits!
Kansas “eWIC Card”

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eWIC card and benefit issuance

• One card is issued per family (foster kids get their own)
• Client or caregiver must be present, provide ID, and sign for card
• Family will use same card for future benefits
• Staff will print Benefit Account Balance sheet (shopping list) by group and provide to client/caregiver
• Benefits are NOT on the card
Policy Changes: Highlights
Services Provided Over the Phone
eWIC ADM 07.02.02

Must answer 3 of the following security questions that match in KWIC:

• Caregiver name
• Caregiver date of birth (DOB)
• Client (child’s) name
• Client DOB
• Client ID number
• Zip code

Highlights include:
• Report lost or stolen cards
• Unlock PIN
• Change food package
Use of Secondary Nutrition Education “Trigger Topics”

- Move appropriate Trigger Topic when documenting required secondary nutrition education (for high or low risk). The two topics are:
  - #1 Secondary Nut. Ed. for PG, PP, or before Midcert for I, BF, C
  - #2 Secondary Nut. Ed. after Midcert for I, BF, C

- Refer to very detailed instructions, including policies in the Toolkit, Part 2.
Use of Secondary Nutrition Education “Trigger Topics” (Continued)

Why is this important?

• *Secondary Nut. Ed for PG, PP, or before Midcert for I, BF, C* – Moving this topic “triggers” KWIC to allow staff to issue benefits for that client to the family’s Electronic Benefit Account (EBA) until:
  • Approximate time for the mid-certification for I, BF, and children (Rule: Six months prior to Eligibility End Date)
  • Through the rest of the certification period for PG and PP.

• *Secondary Nut. Ed. after Midcert for I, BF, C* – Moving this topic will cause KWIC to allow staff to issue benefits through the rest of the certification period to the Eligibility End Date. (Rule: Date topic moved must be later than 6 months before the Eligibility End Date.)
Use of Secondary Nutrition Education “Trigger Topics” (Continued)

• See Toolkit for examples but here is one:

Clinic policy is to bring back all moms and babies at about one month of age – for both low risk (NEi) and high risk (RD) appointments. When completed, staff move the appropriate trigger topic. Staff can now issue food packages up to the expected Midcert appt. Client will not have to come back until Midcert unless it is LA policy or there are individual circumstances to see the client sooner.
Use of Secondary Nutrition Education “Trigger Topics” (Continued)

• The Trigger Topic feature also relates to the new policy eWIC FCI 04.08.00 Issuing Food Benefits without Caregiver/Adult Client Present

• If your clinic will use wichealth.org and want to issue benefits without clients coming into clinic, read the policy carefully!!
  • Low risk children 1 – 5 yrs with no other family members on WIC who are pregnant, infants, or high risk requiring RD visit
  • Must complete at least one of the Children or Family topics
  • See policy for documentation, scheduling, etc.
Food & Formula

• Proration (see eWIC Hint)
• No more bananas for infants
• Separate issuance for some formula types
• Enter Special Authorization to tailor certain food substitutions
• Clients ordering formula through store/pharmacy
No bananas for infants

No longer offering bananas for infants

• Still offering fresh fruit and vegetable cash value benefit (FVB) at 9-12 months (no fresh fruit/veggie option at 6 months):
  • $8 breastfed infants
  • $4 formula fed infants

• Educate re: safe food preparation, storage, and feeding practices!

eWIC FCI 02.01.00 Food Packages for Infants
eWIC FCI 02.01.01 Infant Food Packages-BF Infant
eWIC FCI 02.01.02 Infant Food Packages-Primary Contract Infant Formula
Separate issuance for some formula types

• Must select one (ask Mom which one):

<table>
<thead>
<tr>
<th>Formula Type</th>
<th>Formula Type w/ Fiber</th>
<th>Formula Type w/ Probiotics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pediasure</td>
<td>Pediasure w/ fiber</td>
<td>Pediasure w/ Probiotics</td>
</tr>
<tr>
<td>Pediasure 1.5</td>
<td>Pediasure 1.5 w/ fiber</td>
<td></td>
</tr>
<tr>
<td>Nutren Junior</td>
<td>Nutren Junior w/Fiber</td>
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<tr>
<td>Peptamen Junior</td>
<td>Peptamen Jr w/Fiber</td>
<td>Peptamen Jr Prebio</td>
</tr>
<tr>
<td>Neocate Junior</td>
<td>Neocate Jr w/Prebiotics</td>
<td></td>
</tr>
</tbody>
</table>
Enter Special Authorization to tailor certain food substitutions

For Homeless food package (to get quarts of milk and small packages of juice), must enter information into the Special Authorization window even though a Special Issuance Authorization form is NOT needed.

- eWIC FCI 02.04.00 Tailoring a Food Package
- eWIC FCI 02.00.00 Food Packages
- eWIC FCI 02.02.02 Food Packages for Children
- eWIC FCI 02.03.00 Women Food Packages
Clients ordering formula through store/pharmacy

Clients will need to provide their shopping list to the store/pharmacy in order for them to order the formula.
Direct Ship

FCI 02.06.00 Direct Formula Shipments

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Additional explanation of key policy changes
Damaged, Lost, or Stolen Cards

• Deactivate the card within one business day

• Benefits purchased from the eWIC account cannot be replaced

• Document in KWIC Notes: date of the report & date card was replaced

• Replace the card within seven business days of client contact

• Damaged, lost, or stolen cards returned to the clinic should be destroyed

FCI 04.05.00 Damaged, Lost or Stolen eWIC Cards
Mailing eWIC Cards

• Document reason: computer failure, access to clinic is limited, or illness, disability, or imminent childbirth
• Issue card (write “Mailed” as signature)
• Note to obtain signature later
• Issue benefits
• Print “Mailed Card Letter” and Benefit Account Balance (shopping list)
• Mail card, letter, and shopping list
• Stamp “Do not forward” and “address correction requested” on envelope
eWIC at the Store
How Does it Work?

Client Shopping

How does a client know what they can get?

- List printed at WIC clinic
- WICShopper App
- Interactive Voice Response (IVR)
- Receipt from last trip to the grocery store
- www.ebtedge.com
- www.kswic.com (Client Portal)
- Print balance inquiry at the grocery store (fee for vendor applies)
### Current Benefits for

#### Balance for 8/17/2017 to 9/17/2017
- 4.00 CAN  Canned Beans
- 36.00 OZ  Cereal
- 1.00 DOZ  Eggs
- 8.00 USD  Fresh Fruits and Vegetables
- 2.00 CNT  Juice - 64oz
- 4.00 GAL  Whole Milk- Gallon
- 32.00 OZ  Whole Wheat Bread or Whole Grains

#### Balance for 9/17/2017 to 10/17/2017
- 4.00 CAN  Canned Beans
- 36.00 OZ  Cereal
- 1.00 DOZ  Eggs
- 8.00 USD  Fresh Fruits and Vegetables
- 2.00 CNT  Juice - 64oz
- 4.00 GAL  Whole Milk- Gallon
- 32.00 OZ  Whole Wheat Bread or Whole Grains

#### Balance for 10/17/2017 to 11/17/2017
- 4.00 CAN  Canned Beans
- 36.00 OZ  Cereal
- 1.00 DOZ  Eggs
- 8.00 USD  Fresh Fruits and Vegetables
- 2.00 CNT  Juice - 64oz
- 4.00 GAL  Whole Milk- Gallon
- 32.00 OZ  Whole Wheat Bread or Whole Grains
WICShopper App

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IF app is already downloaded:

• Select **Menu** (little bars on the top right-hand corner)

• Select **Kansas**

• Then it will take you to the **Registration** screen (Register your eWIC Card)
Interactive Voice Response System
(IVR)

1-844-892-2934

Clients can:
• Set and change their PIN
• Check benefit balance and transactions

English & Spanish!
Receipt from last trip to grocery store
### August 2017 Balance Remaining...

<table>
<thead>
<tr>
<th>Food Type</th>
<th>Total Benefit</th>
<th>Used</th>
<th>Remaining</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eggs</td>
<td>4.00 DOZ</td>
<td>0.00 DOZ</td>
<td>4.00 DOZ</td>
</tr>
<tr>
<td>Cereal</td>
<td>144.00 OZ</td>
<td>0.00 OZ</td>
<td>144.00 OZ</td>
</tr>
<tr>
<td>Peanut butter</td>
<td>1.00 CNT</td>
<td>0.00 CNT</td>
<td>1.00 CNT</td>
</tr>
<tr>
<td>Cannned Beans</td>
<td>16.00 CAN</td>
<td>0.00 CAN</td>
<td>16.00 CAN</td>
</tr>
<tr>
<td>Infant Cereals</td>
<td>24.00 OZ</td>
<td>0.00 OZ</td>
<td>24.00 OZ</td>
</tr>
<tr>
<td>Baby Food Fruit/Veg</td>
<td>32.00 CNT</td>
<td>0.00 CNT</td>
<td>32.00 CNT</td>
</tr>
<tr>
<td>WW Bread/Whole Grains</td>
<td>112.00 OZ</td>
<td>0.00 OZ</td>
<td>112.00 OZ</td>
</tr>
<tr>
<td>Fresh Fruit/Vegetables</td>
<td>36.00 USD</td>
<td>0.00 USD</td>
<td>36.00 USD</td>
</tr>
<tr>
<td>Whole Milk- Gallon</td>
<td>4.00 GAL</td>
<td>0.00 GAL</td>
<td>4.00 GAL</td>
</tr>
<tr>
<td>1% Fat Free Milk- Gallon</td>
<td>13.00 GAL</td>
<td>0.00 GAL</td>
<td>13.00 GAL</td>
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<tr>
<td>1% Fat Free Milk-HalfGal</td>
<td>1.00 1/2GL</td>
<td>0.00 1/2GL</td>
<td>1.00 1/2GL</td>
</tr>
<tr>
<td>Juice - 48 oz</td>
<td>3.00 CNT</td>
<td>0.00 CNT</td>
<td>3.00 CNT</td>
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<tr>
<td>Juice - 64oz</td>
<td>6.00 CNT</td>
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#### Activity Date: August 8, 2017

**Expiration Date:**
September 8, 2017

### September 2017 Balance Pending...

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<thead>
<tr>
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<th>Total Benefit</th>
<th>Used</th>
<th>Remaining</th>
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<tbody>
<tr>
<td>Eggs</td>
<td>0.00 DOZ</td>
<td>0.00 DOZ</td>
<td>0.00 DOZ</td>
</tr>
<tr>
<td>Cereal</td>
<td>0.00 OZ</td>
<td>0.00 OZ</td>
<td>0.00 OZ</td>
</tr>
<tr>
<td>Peanut butter</td>
<td>0.00 CNT</td>
<td>0.00 CNT</td>
<td>0.00 CNT</td>
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</tbody>
</table>

#### Activity Date: September 8, 2017

**Expiration Date:**
October 8, 2017

### Past Benefits

**July 2017**

<table>
<thead>
<tr>
<th>Food Type</th>
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<tbody>
<tr>
<td>Eggs</td>
<td>1.00 DOZ</td>
<td>1.00 DOZ</td>
</tr>
<tr>
<td>Cereal</td>
<td>36.00 OZ</td>
<td>36.00 OZ</td>
</tr>
<tr>
<td>Peanut butter</td>
<td>1.00 CNT</td>
<td>1.00 CNT</td>
</tr>
<tr>
<td>Cannned Beans</td>
<td>0.00 CAN</td>
<td>0.00 CAN</td>
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<tr>
<td>Infant Cereals</td>
<td>0.00 OZ</td>
<td>0.00 OZ</td>
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<tr>
<td>Baby Food Fruit/Veg</td>
<td>0.00 CNT</td>
<td>0.00 CNT</td>
</tr>
<tr>
<td>WW Bread/Whole Grains</td>
<td>0.00 OZ</td>
<td>0.00 OZ</td>
</tr>
<tr>
<td>Fresh Fruit/Vegetables</td>
<td>0.00 USD</td>
<td>0.00 USD</td>
</tr>
<tr>
<td>Whole Milk- Gallon</td>
<td>0.00 GAL</td>
<td>0.00 GAL</td>
</tr>
<tr>
<td>1% Fat Free Milk- Gallon</td>
<td>1.00 GAL</td>
<td>1.00 GAL</td>
</tr>
<tr>
<td>1% Fat Free Milk-HalfGal</td>
<td>0.00 1/2GL</td>
<td>0.00 1/2GL</td>
</tr>
<tr>
<td>Juice - 48 oz</td>
<td>0.00 CNT</td>
<td>0.00 CNT</td>
</tr>
<tr>
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<td>0.00 CNT</td>
<td>0.00 CNT</td>
</tr>
<tr>
<td>Similac Sensitive F &amp; G PWD</td>
<td>0.00 CNT</td>
<td>0.00 CNT</td>
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<tr>
<td>Similac Advanced PWD</td>
<td>0.00 CNT</td>
<td>0.00 CNT</td>
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Print balance inquiry at grocery store

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<th>UNITS</th>
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<td>Cereal</td>
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<td>4.00</td>
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<td>32.00</td>
<td>OZ</td>
<td>WW Bread/Whole Grains</td>
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<tr>
<td>4.00</td>
<td>GAL</td>
<td>Whole Milk- Gallon</td>
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<tr>
<td>2.00</td>
<td>CTR</td>
<td>Juice - 64oz</td>
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<tr>
<td>8.00</td>
<td>$$$</td>
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**** CARDHOLDER COPY ****

****PLEASE SAVE THIS RECEIPT****
<table>
<thead>
<tr>
<th>Resource</th>
<th>Check account balance</th>
<th>Check Redeemed benefits</th>
<th>View future benefits</th>
<th>Print shopping list</th>
<th>Change PIN</th>
<th>Scan food items</th>
<th>Spanish</th>
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<td>Interactive Voice Response (IVR)</td>
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</tbody>
</table>

September eWIC News
How Does it Work?

Checking Out

What type of system is the grocery store using?

- Integrated
- Stand-beside
Two Types of Store Systems

• Integrated

• Stand-beside

Our Mission: To protect and improve the health and environment of all Kansans
Integrated Systems
(most stores)

- Mixed Basket - “Everything on the belt!”
- All items (WIC & Non-WIC) may be processed in one transaction
- Client needs to wait until instructed to swipe their eWIC Card
- Sequence of transaction:
  - Pay with eWIC Card first
  - Then with SNAP EBT
  - Cash, Debit/Credit

**Important!**
Otherwise, the foods will be purchased with 1st form of payment instead of WIC. The transaction will need to be voided and started over.
Stand Beside Devices
(fewer, small stores)

At the register participants must:

- Let the cashier know that an eWIC card is being used
- Separate the WIC foods from Non-WIC foods
- Swipe the card before the foods are scanned
How Does it Work?

Checking Out: Part 1
(integrated system example)

• Food item(s) are scanned, capturing UPC
• Client swipes eWIC Card and enters PIN
• System determines:
  • Valid use dates of benefits (FUD/LUD)
  • If food item is approved
  • If food item is available in benefit package
  • Price of each item
How Does it Work?
Checking Out: Part 2
(integrated system example)

• Store prints mid-receipt showing WIC-approved purchases
• Client approves transaction
• System prints receipt with what will be applied to balance and updated account balance
• Foods not assigned on the food package and/or non-WIC foods will require other forms of payment
You might want to print an extra page 24 of the toolkit to show clients what a “mid-receipt” looks like.

OR, copy your own mid-receipts and final receipts from the Educational Buy you will be doing the day of roll-out.
Receipt & Account Balance

- Receipt shows WIC purchases and benefit balance & expiration date.
ALL stores will no longer be able to override

• The APL is an electronic file containing all UPC (universal product code) and PLU (price look up) codes approved by Kansas WIC

• Identifies scanned items as WIC or non WIC foods

• Stores will no longer be able to use the override feature when an item is not on the APL
Request to Add a UPC

A UPC can be submitted to the state WIC agency:

• WICShopper app (clients, too!)
• Request to Add a UPC form
  http://www.kansaswic.org/manual/forms/Request_to_Add_a_UPC_form.pdf
Resources for Vendors:

http://www.kansaswic.org/vendors/eWIC.htm

Welcome to eWIC!

**eWIC Quick Tips for Cashiers**

- Both WIC checks and eWIC cards must be accepted through eWIC rollout. Process checks as usual.
- With eWIC, WIC items and non WIC items do not need to be separated during the purchase.
- No ID is required if a WIC customer is using an eWIC card.
- **Swipe the eWIC card first before other payment types (SNAP, credit/debit, etc.).**
- The WIC customer will enter their PIN to authorize the transaction (card will lock after 3 attempts).
- Overrides are not allowed if an item does not scan as WIC approved.
- Give the WIC customer a paper copy of their purchase receipt (this provides WIC balances).
- WIC customers can request a “balance inquiry”, give the balance receipt to the customer.
- Refer the WIC customer to their local WIC clinic if their card is not working (PIN locked, PIN not set up, etc.).

**eWIC Quick Reference Sheet**

eWIC is coming to your store! This quick reference sheet highlights many of the expected changes resulting from implementing electronic WIC benefits (eWIC). This quick reference sheet should be used to provide an overview of eWIC for employees and is not intended to be inclusive of all program policies and procedures.

**WIC checks & eWIC cards:** eWIC implementation occurs in phases across the state. Checks will still be in circulation after your store has implemented eWIC. It is required for stores to accommodate both customers with WIC checks and customers with eWIC cards.

**Authorized Program Booklet:** An Authorized Program Booklet should be kept by each register for reference.

**Separating WIC items:** The WIC customer no longer has to separate WIC items from other purchases. They can have a “mixed basket” of WIC and non WIC items. The WIC customer will swipe their eWIC card first, which will deduct any WIC items from their WIC balance. The remaining groceries can be paid with another form of payment.

**No ID required:** WIC customers will no longer need their ID if they are using an eWIC card. No other identification is required to complete an eWIC transaction.

**Swipe eWIC card before other payment types:** The eWIC card must be the first card to be swiped at the register, before any other form of payment (SNAP, credit/debit, etc.).

**PIN entry:** The WIC customer will enter a Personal Identification Number (PIN) to authorize the transaction. The cashier cannot enter the PIN for the WIC customer.

**PIN attempts:** The WIC customer will have a maximum of 3 attempts to enter the correct PIN. On the third attempt, the eWIC card will be locked resulting in a transaction error. If this occurs, direct the customer to contact their local WIC clinic.

**No overrides:** During an eWIC transaction, some items may not scan as approved for WIC. No overrides are allowed. These non WIC items must be purchased with another form of payment or be removed from the transaction.

**Reporting UPCs:** If a food does not scan as authorized but appears to meet the WIC criteria, it should be reported to the Kansas WIC Program. If the item is approved, the Kansas WIC Program will add it to the Approved Product List (APL). Inform the state WIC agency if foods are missing from the APL, if there are UPC changes, and/or if new products become available in the store that might be WIC approved. A UPC can be submitted to the state WIC agency by using the WICShopper app or using the form “Request to Add a UPC” available on our website http://www.kansaswic.org/vendors/forms_and_newsletters.html.

**Purchase Receipt:** WIC customers must be given a purchase receipt showing the items purchased and the remaining benefit balance (foods left in their account for future purchase).

**Balance Inquiry:** WIC customers will be allowed to run a benefit balance inquiry free of charge to the WIC customer. WIC customers must be given a paper copy showing the benefit balance.
Client eWIC Education
Topics to discuss with client

Securing Your Card
✓ Card PIN security
✓ How to change your eWIC PIN
✓ What if you forget your eWIC PIN, unlocking your card
✓ Reporting lost or stolen cards

Your Benefits
✓ The whole family’s benefits are on one card
✓ How to check your benefit balance
✓ Benefit expiration

Shopping with eWIC
✓ WICShopper app
✓ Step-by-step
✓ Mixed basket
✓ Cashiers can’t override the system
FREQUENTLY ASKED QUESTIONS

Q. What is a PIN (Personal Identification Number)?
   A. A PIN is a four digit secret code that allows you to use your eWIC card.

Q. How do I get my PIN?
   A. You will select your PIN the first time you use your eWIC card. When choosing a PIN, you will need to remember a combination of numbers that is easy for you to remember but hard for someone else to figure out.
   - Do not write your PIN on your card
   - Do not share your PIN or anyone else's
   - Do not write your PIN in any place where others may read it

Q. When should I change my PIN?
   A. You must change your PIN if the current PIN on your card is not working.

Q. What if I enter the wrong PIN?
   A. If you make a mistake and enter the wrong PIN, the correct PIN will appear on your screen. You have two attempts to enter the correct PIN.

Q. When should I use my eWIC card after my benefits are used?
   A. You can use your eWIC card until the remaining balance is zero.

Q. How do I change my eWIC card?
   A. You can change your eWIC card by calling your local WIC agency.

USING YOUR Kansas eWIC Card

The Kansas WIC Program
5078 6300 0000 0000
0378 6300 0000 0000
0778 6300 0000 0000
0578 6300 0000 0000

Spanish also available!

Order through BrushArt!
WIC Shopper app instructions and registering eWIC Card

Step 1 - Get the App
Download WIC Shopper from your app store

*Note – if you have already downloaded the app:
Select Menu (little bars on the top right-hand corner)
Select Kansas
Then it will take you to the Registration screen (see Step 3: Register your eWIC Card)

Step 2 – Select your WIC Provider (Kansas)

Step 3 – Register your eWIC Card
Register using the 16 digit number on the front of your eWIC card.

Spanish also available!
<table>
<thead>
<tr>
<th>County Stores Accepting eWIC Cards</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

[http://www.kansaswic.org/local_agencies/eWIC.htm](http://www.kansaswic.org/local_agencies/eWIC.htm)

**eWIC Staff Training & Support Plan**

- eWIC Toolkit Part 1: Preparing for eWIC
- eWIC Toolkit Part 2: Ready to Roll
- Description of components
- Chart by Roll-Out Region
- Template to create a Stores Accepting eWIC handout for clients

If you are relocating to another county, contact _____ Co WIC staff as soon as possible. Self-Check Outs cannot be used for WIC transactions.

This institution is an equal opportunity provider.
Pilot Date: (Shawnee) Rollout Go Live Dates:

- Phase 1 Northeast: 1/10/18
- Phase 2 Southeast: 2/7/18
- Phase 3 Southcentral: 3/7/18
- Phase 4 Northcentral: 4/4/18
- Phase 5 Southwest: 5/2/18
- Phase 6 Northwest: 5/30/18
What question will clients probably ask most often?

“Why don’t I have any benefits available?”

- Provide adequate support for appointment reminders, and explain when benefits expire every time you see clients
- Print the Benefit Account Balance (shopping list)
- Encourage client to call IVR or check WICShopper app before going to the store (prevents embarrassment at the register)
eWIC Hints
Get Familiar with using the “eWIC Issuance” Tab
Issue an eWIC Card

Toolkit Part 2, page 40-41
Issue an eWIC Card: Review

• Notices > Family – Card Not Issued
• Select Issue Card (blue link on right)
• Swipe eWIC card or enter number
• Click the Enter PIN button
• (Client will enter PIN twice)
• On the PIN Captured message, click OK, then OK again (Tip: Do not click “close”)
• Click Save (Tip: bottom right corner—really important!)
• Caregiver Signature
Change or Unlock a PIN in KWIC

Toolkit Part 2, page 42-43
Change a PIN

- Notices – Family Card Active
- Select appropriate card
- **Change PIN** link (bottom right)
- Select **Enter PIN**
- (Client will enter PIN twice)
- Message: “PIN captured”
- **Save** (bottom right-hand corner)

Unlock a PIN

- Notices – Family Card Active
- Select appropriate card
- **Unlock PIN** link (bottom right)
- Very quick message: “Card PIN Unlocked” (Tip: It might look like nothing happened, but it did unlock!)
- **Save** (bottom right-hand corner)
Deactivate a Card

Toolkit Part 2, page 44
Deactivate a Card

• Tip: A deactivated eWIC Card cannot be re-activated!

• Notices – Family Card Active

• Select appropriate card

• Inactivate Card check box

• Select the Reason; Save

• Destroy the deactivated eWIC Card if available

Issue a Replacement eWIC Card

Follow the steps to issue a new eWIC Card
Issue Benefits

Toolkit Part 2, page 45-46
Issue Benefits to Account (EBA)

- eWIC Issuance < Assign Food Package
- eWIC Issuance < Issue Benefits
- Select appropriate months for appropriate clients
- TIP: If benefits are prorated, you will see the percentage listed under the title of the food package
- Issue Benefits
- Print Benefit Account Balance “by Group”
- TIP: You can view current benefits in KWIC via eWIC Issuance < Account < Balance
Modify Benefit Issuance:
- Any Food Package
- Formula

Toolkit Part 2, page 47+
Modify Benefit Issuance - Void Benefits

- Be sure there aren’t any redeemed benefits in current month’s issuance (eWIC Issuance > Account > Activity)
- eWIC Issuance > Modify Benefit Issuance
- Select “Void issuances …..” then Next
- Select reason to void and months to void, then Save
- Answer “Yes” to “Would you like to go to the Assign Food Package…..” then Save
- Assign Food Package
- eWIC Issuance > Issue Benefits. Click months desired and then Issue Benefits button
- Print Benefit Account Balance by Group
Modify Benefit Issuance-Formula

- Collect returned formula (if applicable), and check to see if any formula cans have been redeemed in current month’s issuance (eWIC Issuance > Account > Activity)

- eWIC Issuance > Modify Benefit Issuance

- Select “Reissue formula in exchange....” and if more than one month of benefits was issued, also select “Void issuances .....” then Next

- Click the Assign Food Package link (upper right), enter Special Formula Authorization if needed

- Enter number of cans formula voided and or returned, if applicable

- Enter a Note

- Select a new formula to reissue, then Save

- The next screen will be to Void Benefits (if future months issued)

- Select the reason and months to void

- Answer “Yes” to, “Would you like to go to the Assign Food Package ....” then Save

- Assign Food Package (and enter special formula authorization if needed)

- eWIC Issuance > Issue Benefits. Click the months desired to issue benefits, then Issue Benefits button

- Print Benefit Account Balance by Group
Proration

Toolkit Part 2, page 53+
## Proration

<table>
<thead>
<tr>
<th>Days remaining</th>
<th>Percent of package issued</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-5</td>
<td>25%</td>
</tr>
<tr>
<td>6-17</td>
<td>50%</td>
</tr>
<tr>
<td>18-23</td>
<td>75%</td>
</tr>
<tr>
<td>24-31</td>
<td>100%</td>
</tr>
</tbody>
</table>
View Benefit Transaction Details

Toolkit Part 2, page 59
View Benefit Transaction Details

Click to open and close views for more info. Scroll – up and down – left and right!! Type of activity is on the left (e.g. Issuance) Scroll to right to see all foods.
Foster Children:
- Primary to Foster
- Foster to Primary
- Foster to Foster

Toolkit Part 2, page 60+
Primary to Foster

- **Client < Switch Groups** (move child into new group)
- **Demographics** tab, **select the Foster Child checkbox**
- Assign a card to the Foster child (see eWIC Hint: Issue an eWIC Card)
- **eWIC Issuance < Assign Food Package**
- Go to the **Issue Benefits** tab
- Print **Benefit Account Balance by Group**
Foster to Primary

- **Client < Switch Groups** (change child into primary group)
- **eWIC Issuance < Account < Management**, click the box Inactivate Card
- Destroy the deactivated card
- **Demographics** tab, de-select the Foster Child checkbox
- Assign a food package as needed
- A message appears, choose **Yes** to keep the food packages that were previously assigned (TIP: This will make the child’s FUD line up with the group’s FUD. If appropriate, the system will prorate benefits)
- **Assign Food Package**, then **Save**
- **Issue Benefits**, then **Save**
- Print **Benefit Account Balance by Group**
Foster to Foster

- **Client < Switch Groups** (change child into new group)
- **eWIC Issuance < Account < Management**, click the box **Inactivate Card**
- Destroy the deactivated card
- Issue a new eWIC card as previously described (Note: the PIN will be set by the new foster caregiver)
Special Scenarios

Toolkit Part 2, page 68+
Special Scenarios

#1 Family w/ checks needs new formula at eWIC clinic – no checks redeemed for whole family.

#2 Family w/checks needs new formula and one of other family members checks has been used.
In-State Transfers: Checks to eWIC

Toolkit Part 2, page 70+
Checks to eWIC

- **Services < Transfer from In-State** (complete as usual)

- If client has **used all** their checks:
  - Issue eWIC card as instructed in the eHint, “Issue eWIC Card”

- If client has **used some** of their current month’s checks and do not have any future month’s checks:
  - Instruct client to use the rest of the current month’s checks
  - Issue eWIC card as instructed in the eHint, “Issue eWIC Card” and issue benefits for future months

- If client has **not used any** of their checks:
  - **Check Issuance < Void and Replace Checks**
  - Select **Void the check I select. I do not want to issue replacement Checks.** Select the **Reason** you are voiding checks (Transferred out of area). Select the **months** you want to void. **Next**.
    - Select the checks to be voided. Click **Void and Replace**.
  - **eWIC Issuance < Assign Food Package**, then **Save**.
  - Issue an eWIC card (see Issue an eWIC Card eWIC Hint)
  - **eWIC Issuance < Issue Benefits**. Click the months desired, then **Save**
**eWIC Hints—At Your Fingertips**

### Issue an eWIC Card
- Notices > Family – Card Not Issued
- Select Issue Card (blue link on right)
- Swipe eWIC card or enter number
- Click the Enter PIN button
  - (Client will enter PIN twice)
- On the PIN Captured message, click OK, then OK again (**Tip:** Do not click “close”)
  - Click Save (**Tip:** bottom right corner—really important!)  
  - Caregiver Signature

### Deactivate a Card
- **Tip:** A deactivated eWIC Card cannot be re-activated!
- Notices – Family Card Active
- Select appropriate card
- Inactivate Card check box
- Select the Reason: Save
- Destroy the deactivated eWIC Card if available

### Issue a Replacement eWIC Card
Follow the steps to issue a new eWIC Card

### Unlock a PIN in KWIC
- Notices – Family Card Active
- Select appropriate card
- Unlock PIN link (bottom right)
- Very quick message: “Card PIN Unlocked” (**Tip:** It might look like nothing happened, but it did unlock!)
  - Save (bottom right-hand corner)

### Change a PIN in KWIC
- Notices – Family Card Active
- Select appropriate card
- Change PIN link (bottom right)
- Select Enter PIN
  - (Client will enter PIN twice)
- Message: “PIN captured”
  - Save (bottom right-hand corner)
eWIC Enhancements:
April KWIC 3.3 Release
Overlapping Benefits

Unable to tell which benefits expire on 7-19 or started on 7-19. This is called overlapping benefits.
Changes to Proration Rules

Proration & 30-day Temps

Currently, proration is set at 25, 50, 75, and 100%. It’s possible one client with a 30-day temp may receive 100% of a package with 30 days to use it, and another client may receive 25% of a package with 5 days to use it.

CHANGE: For proration to 30-day temps only: If 16 days or more = 100%; if 15 or less = 50% (still may only have 5 days to use it, but at least they have a 50% package).

Another reason to encourage clients to bring all proofs!
Other Changes to KWIC in April/May

• Issue card and assigning PIN will be 2 separate steps
• Will validate zip codes against the city and state entered
• Rules will be set for which foods will be excluded from proration
• New Retailor Food window in the Modify Benefit Issuance screen (for current month with redemptions)
• The “Print by Client” button on the eWIC Balance screen will be removed
• There will be new buttons to print or email remaining balance on WIC Client Portal
Our vision is 'healthy Kansans living in safe and sustainable environments'.
The state belongs to all of us - "Kansas Don't Spoil It"
Questions?