As we all work toward the transition from checks to eWIC, I’d like to highlight the major benefits of eWIC for clients and staff:

- An eWIC card is convenient and easy to use.
- An eWIC card is safer and more secure than checks.
- All foods in a food package don’t have to be purchased all at once.
- Staff no longer have to issue, void and replace checks.

Desired outcomes for the transition to eWIC include:

- Clients like the new system and remain on WIC longer.
- Clients continue to receive appropriate services, including nutrition education.
- Clients, staff, and vendors have a positive experience with eWIC.

With warm regards,

David Thomason, Kansas WIC Director

Interactive Voice Response (IVR)

Interactive Voice Response (IVR) is the toll-free automated customer service phone line maintained by FIS where cardholders can set and change their PIN, and check benefit balance and transactions. It will be available 24-7! Here is some information about IVR. There will be more complete information in training.

Callers access IVR through a touch-tone telephone and choose between English and Spanish. There is a prompt to enter the eWIC card number. As with all automated systems, there are specific scripts the caller will hear, depending on the selected option, such as:

- Change PIN (this also requires entry of Date of Birth)
- Food Benefit Balances
- Transaction history
- Benefit Availability

Key Dates

- September 14, 2017: eWIC pilot begins in Shawnee Co.
- January 15, 2018: State-wide roll-out begins
- Summer of 2018: State-wide roll-out complete

In This Issue

- Major benefits and desired outcomes
- Integrated Voice Response
- Info to think about to answer equipment survey
- Reading cash register receipts

Terms

Interactive Voice Response (IVR) – The toll-free automated customer service phone line maintained by FIS where cardholders can set and change their PIN, and check benefit balance and transactions.

Personal Identification Number (PIN) – A 4-digit number set by the cardholder to maintain secure access to the food benefits via the eWIC card.
Change PIN also requires the cardholder to enter their date of birth. (Cardholder date of birth will be a new field to populate in the KWIC system.)

If Balances is selected, the script is “The following benefits are available until midnight on <Date>.” Then the amounts and types of foods are stated followed by “That’s the last one on the list. If you have any questions about your benefit, contact your WIC clinic. If you are done here, just hang up. To hear that again, press 1. For more options, press 2.”

Choosing Transaction History lets a cardholder hear a detailed transaction history. The IVR will retrieve and play the last 10 transactions from the last 60 days in descending order in groups of three. At the end of the transaction list, there are options “To listen again, press 1. For disputes, press 2. For more options, press 3.” If a cardholder has a dispute and presses 2, the message refers them back to their local WIC clinic.

The script for Benefit Availability simply provides the date current benefits expire.

If a client does not have the card and cannot enter a card number, the default message is to ask for the card number again, followed by “If your card has been lost, stolen, or damaged, or for further assistance, please contact your local WIC clinic.”

More Terms

Card Reader/Card Swipe - A device that can be connected to a computer via USB cable, which will allow a person to swipe an eWIC card and populate the card number automatically into the card number fields in KWIC (versus typing the card number manually.)

PIN Pad - Device a cardholder will use at the local clinic to create a PIN. (The PIN may be set or changed by the cardholder in other ways, such as using the IVR.)

New eWIC information added to kansaswic.org website.

In Issue 1, we announced that you can find eWIC related information for local agencies on the eWIC webpage located on the “Information for WIC Local Agencies” webpage.

A eWIC for Vendors page has also been created. It can be accessed on the “Information for WIC Vendors” webpage. The intended audience is WIC Vendors, but the local agency vendor contacts will also find the information helpful.
Watch for upcoming email with equipment survey and background information.

A survey will soon be sent to all staff identified in the KWIC system to receive I and P memos. The survey will ask about your current equipment and gather background information that will be useful in thinking about how eWIC might affect clinic flow and processes. Although only one person will complete the survey for each clinic, we are including the survey background information here, to be sure all have a chance to read it and contribute to the survey.

- One eWIC card will be issued per family at their first WIC appointment after eWIC is rolled out in your clinic.
  - The appointments may be for certifications (new, re-certs, mid-certs), nutrition education or benefits pick-up.
  - These appointments will take longer because staff will need to educate clients about the use of the card, so plan to schedule longer appointments.
  - Let clients know when making the appointment that it will take longer than what they are typically used to since they will be issued an eWIC card instead of checks.
  - Once a family has an eWIC card and has received education about how to use the card, future appointments will be shorter.

- Family benefits will be aggregated together. So instead of 36 ounces of cereal on each check for a family of 3, there will be 108 (36 x 3) ounces of cereal available.
- Food benefits are accessed by using the card, but are not actually on the card – the card enables the client to access their benefits from their account through the eWIC processor.
- Children in Foster care will receive their own eWIC card and food benefits account. Food benefits for children in foster care will not be aggregated with other family benefits.
- To ensure WIC benefits are purchased with WIC funds, clients MUST swipe their eWIC card first and provide their PIN at the checkout before swiping any other cards (like SNAP or credit cards).

Reading the receipt

One of the ways for clients to know their remaining benefits is to keep and use their previous receipt. Here is a sample receipt from Wisconsin. Kansas receipts will be similar, but food items will display somewhat differently.

![Sample receipt]

- The first section of the receipt lists the foods you just bought.
- The bottom section of the receipt lists your remaining balance.
- The date this receipt was printed is 02/18/2015.
- This is the last day you can buy the rest of your WIC foods for this month. The benefits will expire at midnight of this day.
- This is the amount of each WIC food you have left to buy this month. Only fruits and vegetables are shown as a dollar amount.
- These are the WIC foods you have left to buy this month.
• The PIN is a 4 digit number which the client chooses for the most part in the WIC clinic using a PIN pad. PIN numbers can also be selected through the Interactive Voice Response (IVR) phone line and at ebtEdge.com (the eWIC processor's client portal).
• The client should not write their PIN on their card.
• The PIN will only need to be selected initially when the client receives the card.
• If a client forgets their PIN, they can reset it using the IVR, ebtEdge.com, or go back into the WIC clinic.
• Card readers at each WIC desk will allow staff to swipe the eWIC card, which will automatically bring up the family WIC record to the Notices screen in KWIC.
• Staff will still need signature pads for clients to sign rights and responsibilities, for breastpumps, to sign for receipt of eWIC Cards, etc.

Your clinic may need to rethink clinic flow. Below are a few scenarios to get you thinking.

• Consider which staff person will issue the card to the family caregiver.
• Consider how and where the client will type in their PIN on the PIN pad. There will need to be a PIN pad at only those work stations designated for clients to assign their PIN. However, after initial implementation PIN numbers will only have to be assigned to new clients or clients who lose their card and need a new one.
• Consider who will provide and where the client will receive detailed, accurate education about eWIC and how to use their card at the grocery store. How to access foods available using the card and what to do if they lose their card.
• PIN pads and card readers will need to be attached to computers through a USB port. Consider how many USB ports your computer has and how many you are already using for example, a mouse, keyboard, signature pad etc. If you need more USB ports to attach equipment to your computer you will need a USB hub (a device that you will connect into one USB port to provide more USB ports.)
• After initial implementation clinics may find that they do not need so many PIN pads. The SA will ask that some be returned for reissuance as they wear out.
• A PIN pad is about 3 inches by 5 1/2 inches. A card reader is about 1 inch by 4 inches.

Here are some potential scenarios to help you think about your clinic’s flow. These are not all inclusive, so your clinic may or may not fit into one of the scenarios below, which is acceptable.

Scenario 1

• Clerk checks in client, calculates income, mandatory referrals etc. Clerk will now need to collect caregiver’s date of birth if not already in KWIC, as well as alternate caregiver’s date of birth if applicable.
• Client returns to clerk, swipes card and creates a PIN. Client leaves.
• A 2 person clinic – one clerk and one CPA will need one PIN pad and two card readers. A clinic with 3 clerks and 4 CPAs would need 3 PIN pads and 7 card readers.
Scenario 2

- Clerk checks in client, calculates income, mandatory referrals etc. Clerk will now need to collect caregiver’s date of birth if not already in KWIC, as well as alternate caregiver’s date of birth if applicable.
- Client returns to clerk, swipes card and creates a PIN. Clerk explains how to use the card. Client leaves.
- A 2 person clinic – one clerk and one CPA will need one PIN pad and two card readers. A clinic with 3 clerks and 4 CPAs would need 3 PIN pads and 7 card readers.

Scenario 3

- Clerk checks in client, calculates income, mandatory referrals etc. Clerk will now need to collect caregiver’s date of birth if not already in KWIC, as well as alternate caregiver’s date of birth if applicable.
- CPA completes certification. Assigns food package. Gives client eWIC card. CPA has PIN pad and client creates their PIN. CPA explains how to use eWIC card.
- Client leaves.
- A 2 person clinic – one clerk and one CPA will need one PIN pad and two card readers. A clinic with 3 clerks and 4 CPAs would need 4 PIN pads and 7 card readers.

Scenario 4

- Clerk checks in client, calculates income, mandatory referrals etc. Clerk will now need to collect caregiver’s date of birth if not already in KWIC, as well as alternate caregiver’s date of birth if applicable.
- CPA completes certification. Assigns food package. Gives client eWIC card. CPA has PIN pad and client creates their PIN.
- Client returns to clerk and clerk provides education about how to use eWIC.
- A 2 person clinic – one clerk and one CPA will need one PIN pad and two card readers. A clinic with 3 clerks and 4 CPAs would need 4 PIN pads and 7 card readers.

Scenario 5

- The same as scenario 3 above but the clerk area also has a PIN pad.
- A 2 person clinic – one clerk and one CPA will need two PIN pads and two card readers. A clinic with 3 clerks and 4 CPAs would need 5 PIN pads and 7 card readers.

We’re on an exciting journey together.
Keep watching for more information.