

MOWINS Hot Topics - Q & A to Crystal Reports & Release 2.19 Issues

Crystal Reports Related

Question: When downloading a report why does it make you go back and find the report and export it a second time? Is there something wrong with the computer?

Answer: This may be related to security settings or possibly differences between Microsoft 2007 and Microsoft 2010 software or the version of Internet Explorer being used. Still, this usually only happens the first report you download.

Question: Does it matter which report type you select (Crystal or Excel)?

Answer: The report type selected is based on the user's preferences. (Excel is helpful if sorting information).

Question: Are the reports in Crystal going to be available in MOWINS?

Answer: At this time the reports in Crystal are not yet fully available in MOWINS.

Release 2.19 Reported Issues

Missing Proofs

Question: Is the No Proof selection available now in MOWINS?

Answer: As of Monday, February 3, 2014 this option is available.

Direct Shipment Issue

Question: So when a Direct Shipment formula is "issued" through the Add/Replace and it prints physical checks should we NOT void those checks in MOWINS?

Answer: When a Direct Shipment is "issued" through Add/Replace and physical checks are printed for the direct ship formula it is a defect. The Help Desk is advising Local WIC Providers (LWP) to write VOID on the check and shred it. The LWP **should NOT VOID** the check in the system. Although not required, it is helpful if the LWP enters a general note to indicate the printed check was destroyed. If the check is voided in the system, it will look as if the participant did not receive the direct ship formula, and if no other checks were issued, the LWP will not get the caseload count. A direct ship for formula that is issued through "Issue Benefits" will show up in the system but will not print a physical check. "Issue Benefits" is working as it should for a direct shipment. At this time the issue appears to be specific to Windows XP.

However, it is possible that this could also happen in Windows 7. Please continue to be vigilant in reviewing printed benefits to prevent incorrect issuance of benefits.

2-3 Year Old Child Food Package

Question: Will there be a time when this system generated food package will automatically populate with cheese instead of all milk since the previous food package contained cheese?

Answer: At this time the default food prescriptions are set to only include milk, which was done as a cost containment measure in April of 2012. When the 3 year old food package is added by the system it is only adding the default food package. If you intend to replace milk with cheese this must be done manually.

Appointment Scheduling

Question: If you no longer want to use a Resource in the Scheduler how can you remove it?

Answer: Resources cannot be completely removed from MOWINS as this information will still be required for historical purposes. However, you can essentially hide the resource by making it inactive. To make a Resource inactive follow these steps. A user with permission to the Central Administrative Site (CAS) will access it and go to Build Master Calendar. Then select the Calendar menu and click Resources. In the screen that opens you can then select the Resource that you want to make inactive and click the Edit button. The Edit Resources screen will open and you uncheck the Active checkbox and click OK.

Other Questions & Possible Issues

Question: When entering the Initial Contact information and then going in at a later date to complete the CGS the Initial Contact information is disappearing.

Answer: We were not able to recreate this issue in testing. Please notify us if you are seeing this issue so that we may research further.

Question: When completing a Prescreen for a new participant you are required to complete the Initial Contact to save it, but can't see the scheduler to know what the First Appointment Offered Date should be. How should we handle this situation?

Answer: On the Prescreening you will need to enter the Initial Contact screen and just select the Type (Phone or Walk-in) and click OK. This will allow you to save the Prescreen information.

Initial Contact

Participant
Name TEST CONTACT
State WIC ID

Date 02/13/2014 Type Phone First Appointment Offered Date

WIC Category Pregnant Migrant at Initial Contact

Comments

New Contact OK Cancel

Then go to the scheduler and review your schedule for possible appointment dates. Within the Scheduler screen you can then select the Initial Contact button and record the First Appointment Offered Date. However, the user will have to remember to add this information as MOWINS will not prompt you to complete this information.

Schedule Appointments for Household (00604223)

Schedule

February 2014
Sun Mon Tue Wed Thu Fri Sat
25 26 27 28 29 30 31
9 10 11 12 13 14 15
16 17 18 19 20 21 22
23 24 25 26 27 28

March 2014
Sun Mon Tue Wed Thu Fri Sat
1
2 3 4 5 6 7 8
9 10 11 12 13 14 15
16 17 18 19 20 21 22
23 24 25 26 27 28 29
30 31

April 2014
Sun Mon Tue Wed Thu Fri Sat
1 2 3 4 5
6 7 8 9 10 11 12
13 14 15 16 17 18 19
20 21 22 23 24 25 26
27 28 29 30

May 2014
Sun Mon Tue Wed Thu Fri Sat
1 2 3
4 5 6 7 8 9 10
11 12 13 14 15 16 17
18 19 20 21 22 23 24
25 26 27 28 29 30 31
1 2 3 4 5 6

View By 15 Minutes Notes

View Calendar By
 Day Week

Legend
Available Not Available Initial Certification Subsequent Cert Medical Update Other Overbooked

Schedule Appointments: FAMILY CARE HEALTH CENTERS (71001) - 5/9/2014

Time	CLERK	RD OFFICE 1	RD OFFICE 2
08:00 AM			
08:15 AM			
08:30 AM			
08:45 AM			
09:00 AM			
09:15 AM			
09:30 AM			
09:45 AM			
10:00 AM			
10:15 AM			
10:30 AM			
10:45 AM			
11:00 AM			
11:15 AM			
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01:45 PM			
02:00 PM			
02:15 PM			
02:30 PM			
02:45 PM			
03:00 PM			
03:15 PM			
03:30 PM			
03:45 PM			
04:00 PM			
04:15 PM			

Date February 2014

Clinic 01 - FAMILY CARE HEALTH CENTERS

Appointment Information
Member 00933185 - CONTACT, TEST
Appt Type INITIAL CERTIFICATION
Duration 30
WIC Category Pregnant

Comments

Delete Appt REFRESH

Initial Contact OK Close



Question: Has anyone noticed that the computer generated EDC is sometimes a week or more off?

Answer: We were not able to recreate this issue during testing. Should you run in to this situation, please notify the Help Desk and provide the SWID when this occurs so that we may take a look at this as it is happening.

Question: How are other agencies handling clients that come in and are missing proofs?

Answer: Some agencies are going ahead and starting the certification, but then scheduling the participant for a later date to return with the missing proof and then complete the rights and print benefits. Some agencies are not starting the certification but instead rescheduling the participant.

Question: If you enter a Certification (CGS) and do not complete it prior to 30 days, can you reuse the HT/WT/Bloodwork?

Answer: A HT/WT value can be used for up to 60 days and the Bloodwork value can be used for up to 90 days, but must have been collected while in the same status as when being certified. You cannot reenter the HT/WT/Bloodwork using the same date as previously entered. There can only be one entry per date. There are two recommendations for handling this situation.

Option 1: The agency should document height, weight, and bloodwork values in a General Note instead of the HT/WT/Bloodwork so that information is not included in an incomplete CGS. Then when the agency completes a certification, even if it is past the 30 days, the HT/WT/Bloodwork won't have to be collected again as long as they are within collection guidelines.

Option 2: If the agency documented the measurement information in the HT/WT/Bloodwork in the CGS that was not completed within 30 days and it cannot be entered for the date collected the agency should reenter the measurements using the current date. Then document in General Notes that the measurements entered on MM/DD/YYYY were the measurements collected during the previous certification attempt (on MM/DD/YYYY) that was not completed within the allowed 30 day timeframe. This option is only allowable if the HT/WT/Bloodwork measurements were collected within the allowed guidelines.

Question: If you remove an incomplete CGS prior to the 30 days, does it keep the HT/WT/Bloodwork?

Answer: No. When you remove the incomplete certification, it will remove the entries made for HT/WT/Bloodwork during the CGS.

Question: If the system is suggesting 4 sets of benefits is this only to be utilized for participants that are being converted to M2M?

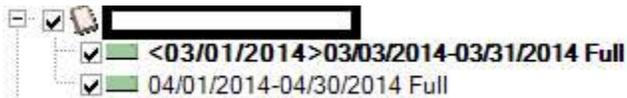
Answer: Participants that have not yet been converted to M2M and that are set to Tri-monthly may have 4 sets of benefits suggested. The initial set to put a participant on M2M is a "catch-up" set that is not counted towards the issuance frequency. Please see the below information provided regarding a similar, but separate issue.

2.19 Release Issues Reported after the MOWINS Hot Topics Session on 1/31/14

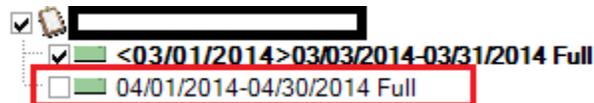
Extra Month of Benefits Allowed (TMP-135)

It's been reported that MOWINS is allowing four months of checks for tri-monthly, three months of checks for bi-monthly and two months of checks for monthly participants. An e-mail regarding this issue was sent out on Friday, February 7, 2014 to all LWPs. Please be aware that this is different from the M2M transition "Catch Up" checks. While we are still looking into this issue, this is what we know and how LWP staff needs to proceed:

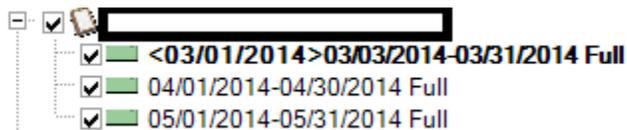
1. This appears to only be occurring with current participants whose LDTU is 03/02/2014.
2. If a participant's CPA-determined Follow-Up Issuance Cycle is set to Monthly and the FDTU is 03/03/2014 MOWINS may give the option of two months of checks



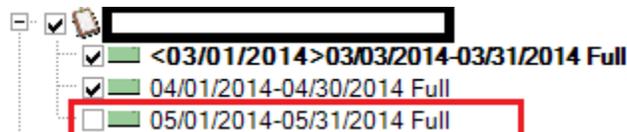
In order to meet policy requirements for a participant on a monthly cycle, you will have to deselect the extra set of checks (in this case the April set).



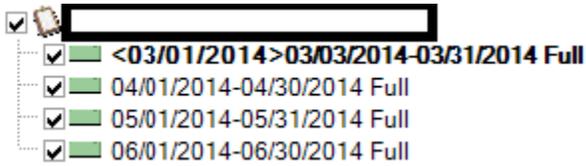
3. If a participant's CPA-determined Follow-Up Issuance Cycle is set to Bi-Monthly and the FDTU is 03/03/2014 MOWINS may give the option of three months of checks



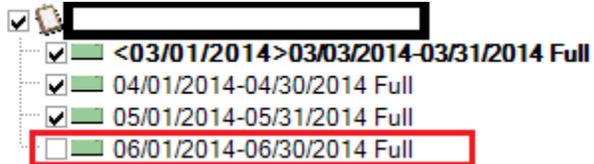
In order to meet policy requirements for a participant on a bi-monthly cycle, you will have to deselect the extra set of checks (in this case the May set).



4. If a participant's CPA-determined Follow-Up Issuance Cycle is set to Tri-Monthly and the FDTU is 03/03/2014 MOWINS may give the option of four months of checks. Policy [ER# 3.08100](#) States "The maximum FI issuance cycle is three months..."



In order to meet policy requirements for a participant on a tri-monthly cycle, you will have to deselect the extra set of checks (in this case the June set).



5. If the Extra Set of checks happens to be printed, please VOID them in MOWINS and shred as the participant is not entitled to these checks at this time.

Please monitor this closely and do not issue beyond the participants Issuance Frequency. The Issuance Frequency is viewable at the top of the Issue Benefits screen.



Risk Factor 121 Short Stature Not Assigning & being Dropped (TMP-132)

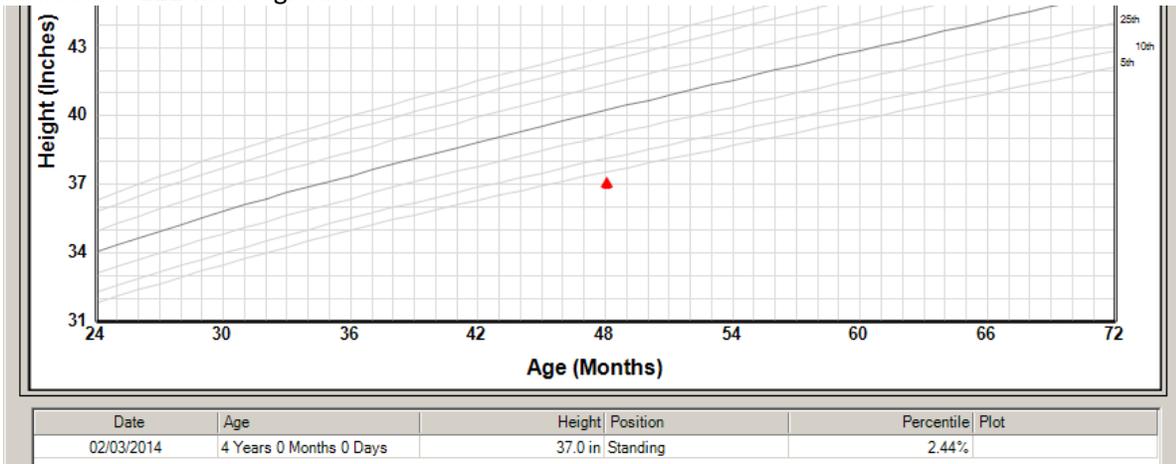
RF 121 Not Assigning

When a participant has a measurement entered that meets the guidelines for the assignment of Risk Factor 121- Short Stature or At Risk of Short Stature the risk factor is currently not being assigned nor is the High Risk indicated if applicable.

During the CGS, add a Ht/Wt measurement.

Measurement Date	Age at Measurement	Inches	Eighth	Measurement Position	Pounds	Ounces	Body Mass Index	% Wt. C	Plot
02/03/2014	4 Years 0 Months 0 Days	37	0	Standing	28	0	14.4		

The Growth Grid indicates that the height is at the 2.4 percentile for the child’s age—this should assign Risk Factor 121 with High Risk:



Risk factor 121 does NOT assign:

Certification Guided Script

- [Demographics](#)
- [Health Information](#)
- [Height, Weight, and Blood](#)
- [Immunizations](#)
- [Nutrition Assessment](#)
- [Risk Factors/High Risk](#)
- [Referrals/Other Programs](#)
- [Nutrition Education](#)
- [Food Prescription](#)
- [Add SOAP Notes](#)
- [CPA Determined Follow-up](#)
- [Issue Benefits](#)

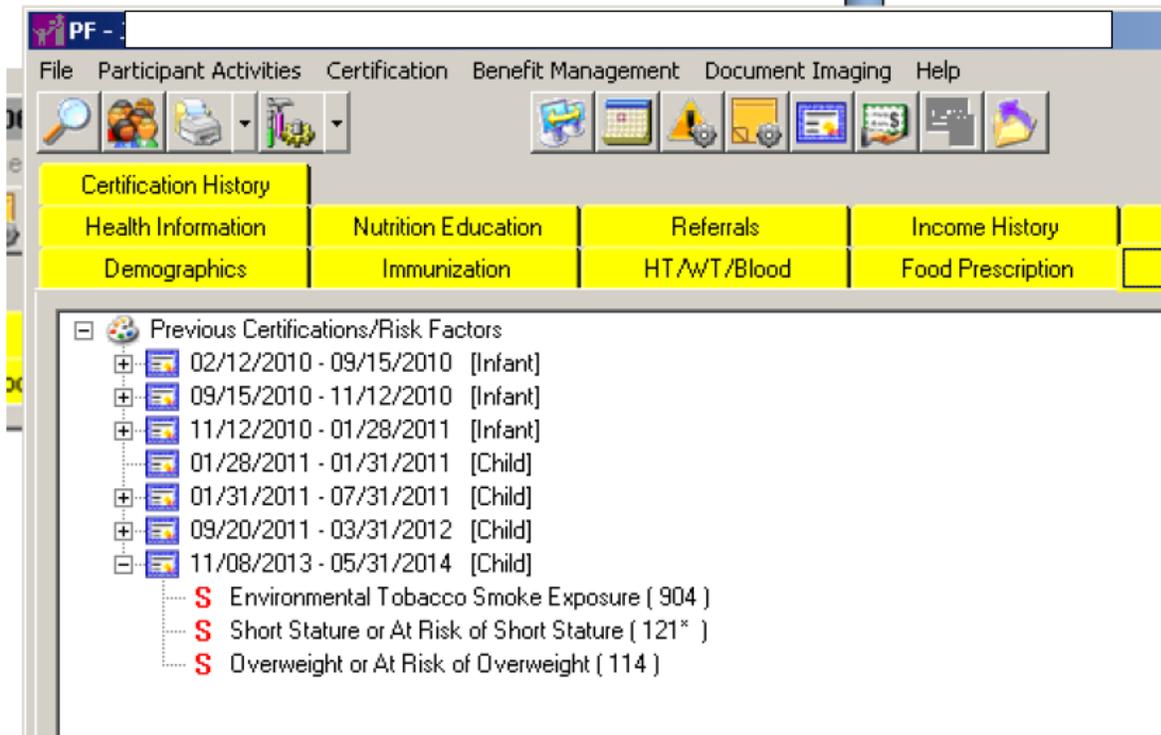
Household Member Information

High Risk

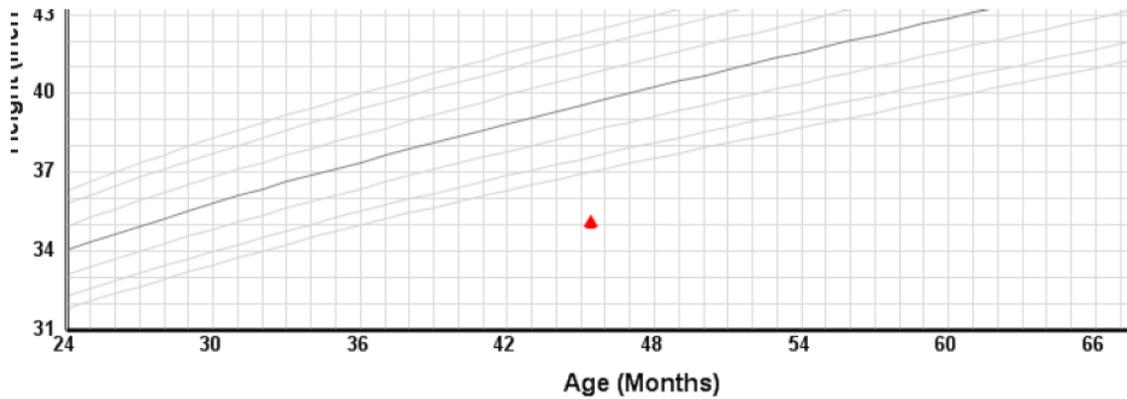
Issuance	Risk Factor	High Risk	Description
Tri-monthly	201	Y	Low Hematocrit/Low Hemoglobin

RF 121 Dropped

When a participant previously assigned RF 121-Short Stature or At Risk of Short Stature has another anthropometric measurement added which triggers a pseudo cert RF 121 is dropped even though it is still applicable to the participant's information based on the new recorded measurements. Additionally, if RF 121 is the only high risk RF assigned the High Risk indicators are removed from the folder.



Cert period 11/8/13/ - 5/31/14
RF121 assigned and flagged as HR



Date	Age	Height (Position	Percentile (Plot
11/08/2013	3 Years 9 Months 11 Days	35.0 in Standing	0.17%

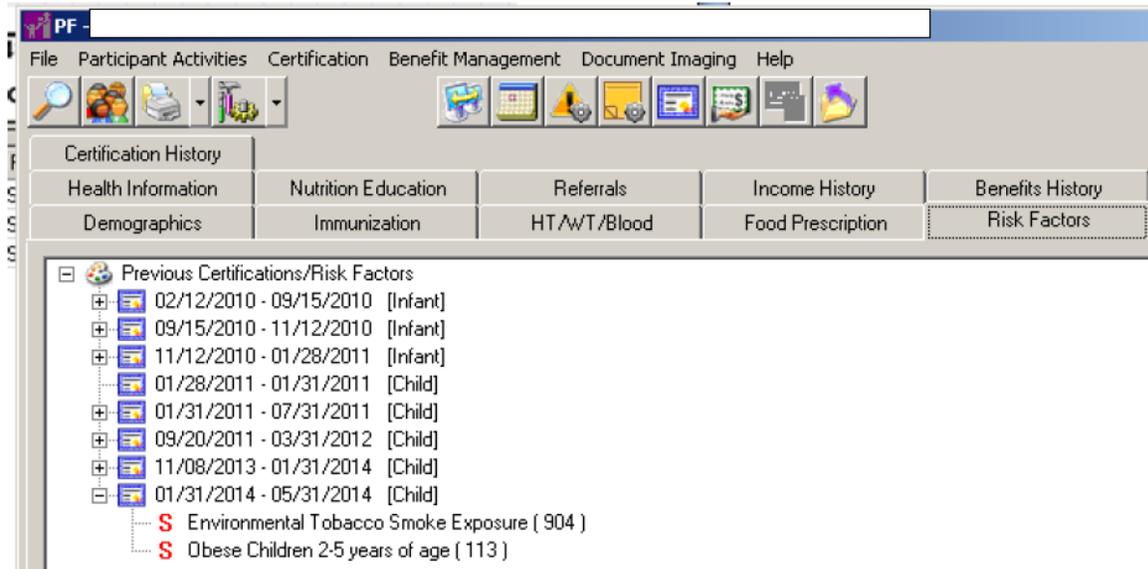
Last Ht/age

Added another anthro measurement to trigger a pseudocert



Date	Age	Height (Position	Percentile (Plot
01/31/2014	4 Years 0 Months 3 Days	37.0 in Standing	2.38%
11/08/2013	3 Years 9 Months 11 Days	35.0 in Standing	0.17%

Health Information	Nutrition Education	Referrals	Income History	Benefits History	Appointments		
Demographics	Immunization	HT/WT/Blood	Food Prescription	Risk Factors	Nutrition Assessm		
Height/Weight							
Measurement Date	Age at Measurement	Inches (Eighths (Measurement Position	Pounds (Ounces (Body Mass Index
01/31/2014	4 Years 0 Months 3 Days	37	0	Standing	48	0	24.7
11/08/2013	3 Years 9 Months 11 Days	35	0	Standing	30	10	17.6
12/19/2011	1 Year 10 Months 21 Days	30	2	Recumbent	23	4	N/A



RF121 dropped at pseudocert and HR dropped

At this time LWP staff should proceed as follows:

LWP staff should review information recorded in the participant's HT/WT/Blood, including Growth Charts and be sure to document in the General Notes that the Risk Factor assignment was not recorded by the system when indicated by the Risk Factor Detail Guide. If necessary for other staff to follow-up on this risk factor it is suggested that an Alert also be set.

If the risk assignment is High Risk as indicated by the Risk Factor Detail Guide then a CPA or Nutritionist is allowed to select the CPA-assigned High Risk to indicate the High Risk on the participant record. Be aware that if the participant is considered High Risk policy requires the completion of a SOAP Note in MOWINS.