

## **One Year Certifications**

Question: Need clarification on starting certs for one year olds on their one year birthday.

Answer: In the webinar, it was stated that you could not start/complete the certification on a one year old on their one year birthday. With new information and additional testing, there is an instance that will not allow you to do the cert on the one year birthday. Below are two scenarios:

Scenario #1:

1. Start a cert before they turn 1.
2. Do not remove the incomplete cert.
3. Finish the cert on the day they turn 1 – this sets the end date as the last day of the month they turn 1 and won't allow checks for the next month.
4. A new one year cert has to be keyed but cannot be done until the day after they turn 1.

Scenario #2:

1. Start a cert before they turn 1.
2. Do not remove the incomplete cert.
3. Remove the incomplete cert on the day they turn 1.
4. Start and finish a new cert on the day they turn 1. This sets the cert end date as the last day of the month they turn 1 and won't allow checks for the next month.
5. A new one year cert has to be keyed but cannot be done until the day after they turn 1.

You may or may not have seen this happen in your agency but we have received calls to the help desk about this issue. If the incomplete cert is removed before the day the infant turns one year old, there is no problem and you are able to key the one year cert on the day the infant turns one year old.

The new functionality in the new release will not allow the cert to be started on an infant before they turn one year old so this will no longer be a problem.

## **Infants 9-11 months**

Question: With the new 9-11 food package, will the system automatically generate the new food prescription for existing infants?

Answer: Any existing infant in the system before August 3 will need to have the 9-11 month food prescription entered manually by the appropriate staff at the agency.

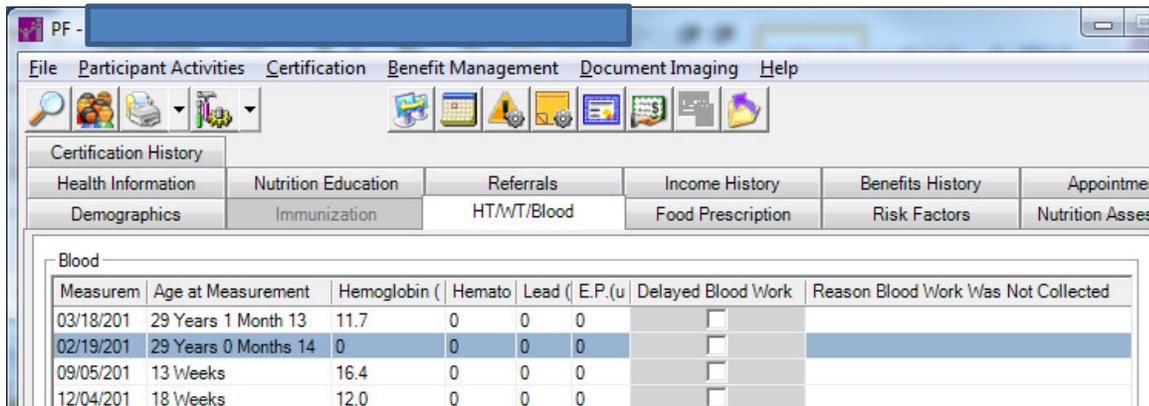
The system will automatically generate the 9-11 month food prescription for any “new” infant keyed into MOWINS on or after August 3.

## Bloodwork

Question: Will the PP BW pending or any exception reasons that are being removed be changed to delayed for the existing records prior to August 3?

Answer: All records that have the exception reasons of PP BW pending, pending referral data, or generic BW will not be changed to delayed.

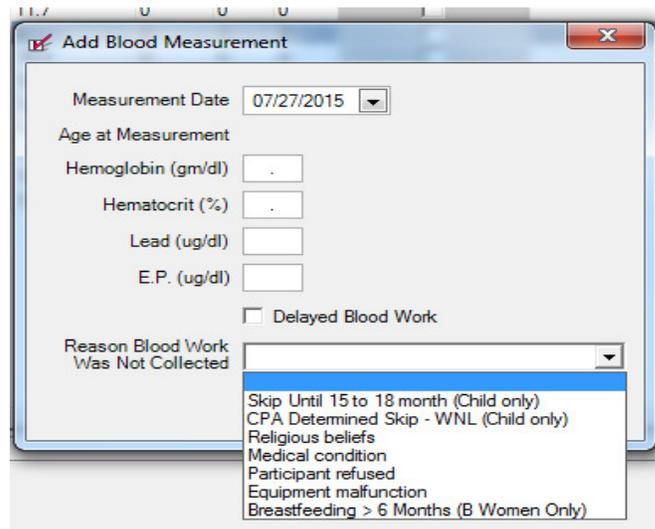
Please note that you will not be able to see these exception reasons in MOWINS due to an existing defect (as seen below in the highlighted row). It appears blank but the data still exists on the record and in the database.



Measurement	Age at Measurement	Hemoglobin (g/dl)	Hemato	Lead (ug/dl)	E.P. (ug/dl)	Delayed Blood Work	Reason Blood Work Was Not Collected
03/18/2011	29 Years 1 Month 13	11.7	0	0	0	<input type="checkbox"/>	
02/19/2011	29 Years 0 Months 14	0	0	0	0	<input type="checkbox"/>	
09/05/2011	13 Weeks	16.4	0	0	0	<input type="checkbox"/>	
12/04/2011	18 Weeks	12.0	0	0	0	<input type="checkbox"/>	

Question: Need clarification on the postpartum exception reasons being removed. Will we use the delayed BW checkbox?

Answer: The postpartum exception reason will no longer be an option in the drop down list under “Reason Blood Work was Not Collected” and yes, you will now select the delayed bloodwork checkbox.



**Add Blood Measurement**

Measurement Date: 07/27/2015

Age at Measurement: .

Hemoglobin (gm/dl): .

Hematocrit (%): .

Lead (ug/dl):

E.P. (ug/dl):

Delayed Blood Work

Reason Blood Work Was Not Collected:

- Skip Until 15 to 18 month (Child only)
- CPA Determined Skip - WNL (Child only)
- Religious beliefs
- Medical condition
- Participant refused
- Equipment malfunction
- Breastfeeding > 6 Months (B Women Only)

Question: How will we enter the note?

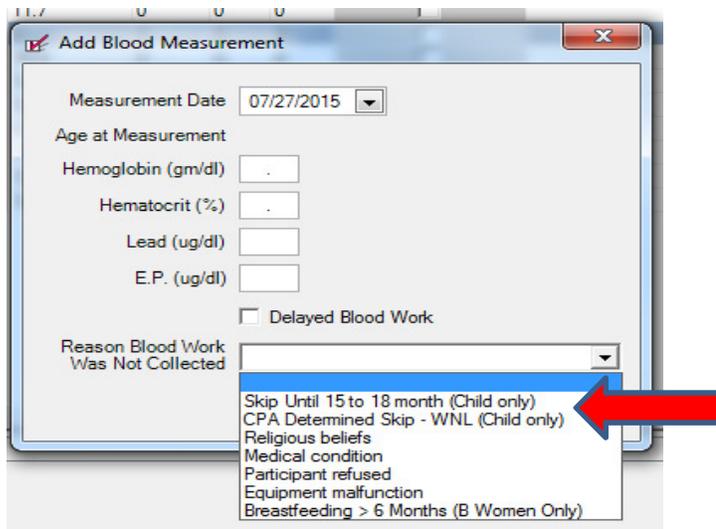
Answer: Once the delayed bloodwork checkbox or participant refused exception reason is selected, the “Add General Note” window automatically pops up on the screen. The note must be completed appropriately per policy. The bloodwork entry cannot be saved without entering the note.



Question: Clarify that P,B,N cannot have a child only exception reason. What about the ones that are currently marked with a child exception reason.

Answer: For any existing bloodwork record (P, B, or N) created prior to August 3 that have a “child only” exception reason (as shown below), will not be changed.

All new bloodwork records (P, B, or N) created August 3 or after, that have a “child only” exception reason (as shown below), will be changed to delayed bloodwork when the end of day processes run each night.



Question: When delayed is selected, are the participants only going to receive 1 month of benefits even if the current benefit is only a partial set?

Question: If the participant does not have a current set of benefits and comes in at the end of the month how many sets of benefits will they get?

Answer: In both of these instances, the participant will receive the current partial set (prorated to the appropriate amount according to the dates) plus the next full month of benefits. There will be a message on the issue benefits screen stating that the bloodwork is needed to generate additional benefits.

In the screenshot below, the participant does not have a current set of benefits. The LDTU of the last set is 6/30/2015 and the current date (of this test) is 7/27/2015. This participant is set to tri-monthly issuance. MOWINS issues the current month set (prorated) plus the next full month set. The message appears stating bloodwork is needed to issue additional benefits.

*After the conference calls, we did additional testing and were able to change some business rules to accommodate the postpartum women to allow benefits for the 4-6 week scheduling.*

The screenshot displays a software window titled "Issue Benefits - 07/27/2015". It features a "Benefits" tab and a "Food Prescription" sub-tab. Below this is a "Household Member Information" section containing a table with the following data:

Household Participant	Frequency	Last Set Issued	Last Set PFD	Last Set LDTU	Prior Certification	Certification Due	Categorical Ineligibility
[Redacted]	Tri-monthly			06/30/2015	07/27/2015	01/31/2016	01/31/2016
[Redacted]	Tri-monthly			06/30/2015	10/28/2014	10/31/2015	10/31/2018

Below the table, there is a list of benefit periods with checkboxes:

- [Redacted]
- 07/27/2015-07/31/2015 Quarter
- 08/01/2015-08/31/2015 Full

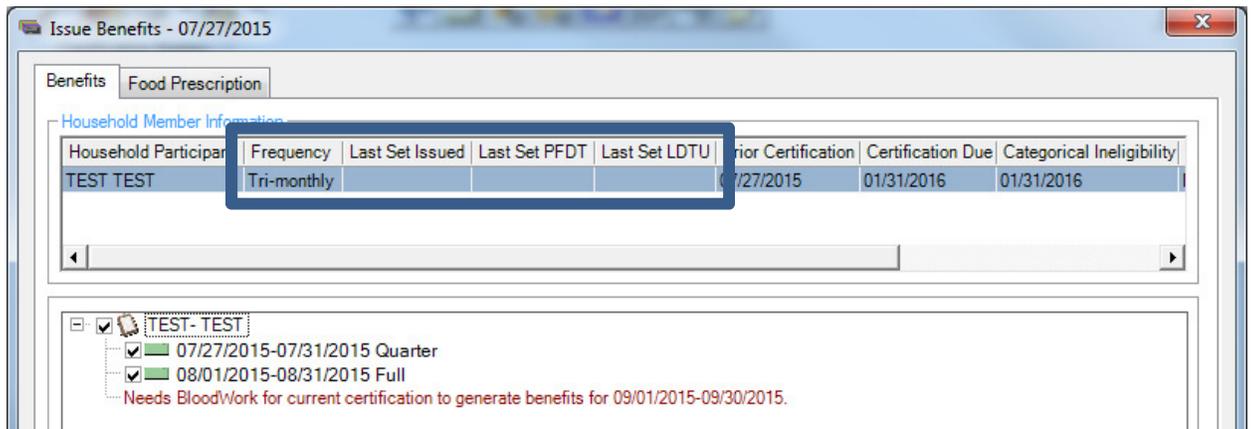
A red message at the bottom states: "Needs BloodWork for current certification to generate benefits for 09/01/2015-09/30/2015."

**Question:** A postpartum mom who was not on MOWINS for that pregnancy or a postpartum mom who is brand new to MOWINS (Missouri) comes in today. How many sets of benefits will she get when the delayed bloodwork checkbox is marked?

**Answer:** In both of these instances, the participant will receive the current partial set (prorated to the appropriate amount according to the dates) plus the next full month of benefits. There will be a message on the issue benefits screen stating that the bloodwork is needed to generate additional benefits.

In the screenshot below, the participant does not have a current set of benefits. The LDTU is blank and the current date (of this test) is 7/27/2015. This participant is set to tri-monthly issuance. MOWINS issues the current month set (prorated) plus the next full month set. The message appears stating bloodwork is needed to issue additional benefits.

*After the conference calls, we did additional testing and were able to change some business rules to accommodate the postpartum women to allow benefits for the 4-6 week scheduling.*



The screenshot displays the 'Issue Benefits' window for participant TEST-TEST on 07/27/2015. The 'Household Member Information' table is as follows:

Household Participant	Frequency	Last Set Issued	Last Set PFDT	Last Set LDTU	Prior Certification	Certification Due	Categorical Ineligibility
TEST TEST	Tri-monthly				07/27/2015	01/31/2016	01/31/2016

Below the table, the benefit periods for TEST-TEST are listed:

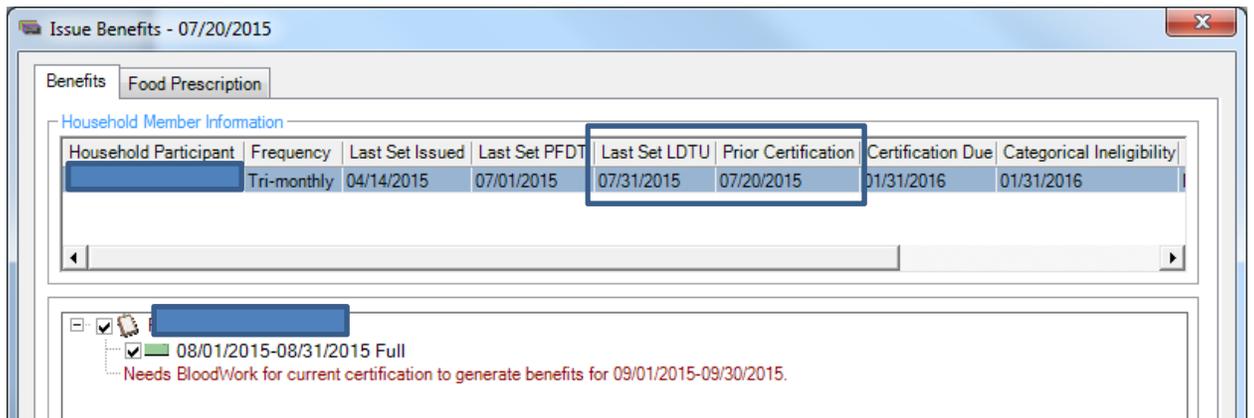
- 07/27/2015-07/31/2015 Quarter
- 08/01/2015-08/31/2015 Full

A red message at the bottom of the window reads: "Needs BloodWork for current certification to generate benefits for 09/01/2015-09/30/2015."

Question: A postpartum mom was on WIC with this pregnancy and already received checks for the current month. Will she get next month checks when the delayed bloodwork checkbox is selected?

Answer: Yes.

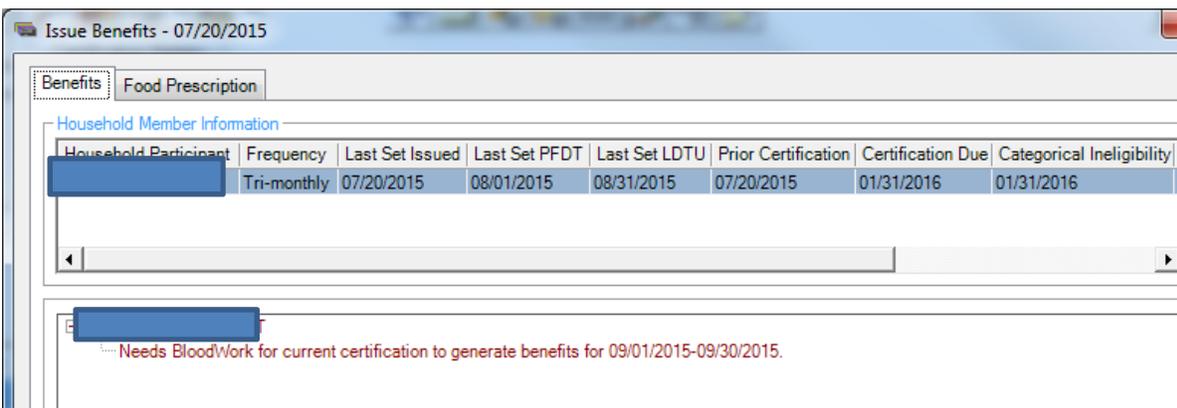
In the screenshot below, the participant has the current month set of benefits as pregnant and was recertified today (7/20/2015). The LDTU is 7/31/2015 and the current date (of this test) is 7/20/2015. This participant is set to tri-monthly issuance. MOWINS issues the next full month set. The message appears stating bloodwork is needed to issue additional benefits.



Question: If we issue the benefits for next month and then go back in and select issue benefits again, will it print the following month benefits?

Answer: No. A message will appear stating the bloodwork is needed to issue additional benefits.

In the screenshot below, the participant has the current month set of benefits and the next full month set of benefits. The LDTU is 8/31/2015 and the current date (of this test) is 7/20/2015. This participant is set to tri-monthly issuance. MOWINS will not issue additional benefits. The message appears stating bloodwork is needed to issue additional benefits.



Question: If someone refuses bloodwork, how can they stay on the system since we are only giving one month of benefits?

Answer: Per policy, the participant must remain on a monthly issuance cycle until a bloodwork is taken or a referral bloodwork is received by the agency. Please contact your district TA team for additional clarification on this policy.