

## Procedures for Correcting MOWINS Data

Log into Crystal Reports. Find a report titled, "Participant Records Missing DCN" in the Local Agency Administrative Management folder. Run this report for your agency number.

You will then see a report generated that shows a listing of participants in your clinic that do not currently have a recorded DCN (Figure 1).

Figure 1.

Agency	AgencyName	Household	Statewcid	LastName	FirstName	MiddleInitial	DateOfBirth	Gender
999	WIC Help Desk Agency	999999	123456	Jones	Bobby	J	08-13-2010	M
999	WIC Help Desk Agency	999999	012345	Jones	Mistie	M	03-18-1993	M

It will be your responsibility to verify the correct participant information and make the change in the participant's folder (in the demographics area) or let the WIC Help Desk know what needs changed. You should also fill out the WIC-38 to report any duplicate DCNs on each participant.

In the example above (Figure 1), you can see that Mistie's gender is listed as Male in MOWINS. You should verify first that Mistie is indeed a Female and then make the correction in her folder.

In the example below (Figure 2), when a DCN search in PROD is performed for Bobby Jones, you can see that he has duplicate DCNs (Figure 2). You will be **entering the lower of the two numbers into the PMI field** in MOWINS on the Demographics tab (Figure 3). You will then fill out the WIC-38 form for this participant and submit it to [WICHelpDesk@health.mo.gov](mailto:WICHelpDesk@health.mo.gov) or fax it to (573) 526-1470.

Figure 2.

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S025 | SOCIAL SERVICES                                08/29/12
      | NAME SEARCH
LAST NAME: JONES                                FIRST INT: B  SEX: M  DOB: 08/13/2010
      |
      | DCN          NAME          R/S    DOB          SSN    VER
      | 12345678    JONES BOBBY J    1M     08/13/2010    X  X
      | 87654321    JONES BOBBY J    1M     08/13/2010
    
```

Figure 3.

The screenshot shows a software interface with a menu bar (File, Participant Activities, Benefit Management, Document Imaging, Help) and a toolbar. Below the menu is a grid of tabs: Certification History, Health Information, Demographics, Nutrition Education, Immunization, Referrals, HT/WT/Blood, Income History, Food Prescription, Benefits History, Risk Factors, and Appointments. The Demographics tab is active, displaying the following fields: Last (JONES), First (BOBBY), MI (J), Birth Date (8/13/2010), Gender (M), Address, City, State (MD), ZIP, County, WIC Category (Child), and PMI #. The PMI # field is highlighted with a red rectangular box, and a large yellow arrow points to it from the right. At the bottom right, there are buttons for Address History, Copy Demographics, and Race/Ethnicity. A vertical sidebar on the right contains the labels Demographics and Additional Info 1.

**NOTE:** If a participant does NOT have a DCN number, please go ahead and assign one and enter that number in the PMI field.