

## MOWINS Hot Topics - Q & A to Add/Replace Guidance

### Direct Ship Related Bug

Question: So when a Direct Shipment formula is “issued” through the Add/Replace and it prints physical checks are you saying we don’t void the mistake checks that print?

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.

### Add/Replace with Formula from Stock

Question: Why do we have to do anything in MOWINS if they bring 3 cans back and we are giving them 3 cans off the shelf? *(Note-not all formula “swaps” are can for can exchanges!)*

Answer: At this time it is encouraged that users utilize the Add/Replace option to record the exchange of formula along with proper note documentation. This is important for recording the formula change, for capturing signatures for the receipt of formula, and information can easily be viewed in the Benefits History which will help ensure that the exchange is documented. Additional guidance regarding the stock formula replacement (formula not shipped to the agency via the State WIC Office) using the Add/Replace with the Direct Ship may be provided by the Nutrition TA staff at a later date.

Question: What about using the WIC-80 to record participant’s receipt of formula?

Answer: Doing a benefit issuance via Direct Ship through MOWINS takes the place of the WIC-80. By utilizing the Direct Ship option you are collecting a signature in MOWINS and eliminating the need to scan in a WIC-80 or other paper forms recording participant receipt of formula. At this time it’s recommended that the WIC- 80 only be used as a backup form primarily when there is a problem collecting a participant’s signature on the signature pad due to malfunction or similar situations (Ex-power outage).

## Doing Add/Replace for 2<sup>nd</sup> & 3<sup>rd</sup> time

Question: If we select the wrong date range in Add/Replace when there are two date ranges for the same benefit set/participation month, will checks still print?

Answer: Yes, checks will print. We are showing you two suggested options for dealing with this situation because there is not necessarily one set way to always handle this situation. The “secondary” date range is often good to use when there is a second change to items in the food prescription to show you are replacing what was issued as a replacement.

## Policy – Lost/Stolen

Question: Can you undo marking checks as Lost/Stolen?

Answer: No, once benefits have been marked as Lost/Stolen this identifier cannot be removed.

Question: If checks are marked Lost/Stolen and then cashed, will the store get paid?

Answer: Yes, a store will still be paid even if benefits have been identified as Lost/Stolen.

Question: If we get a Lost/Stolen report but they refuse to come in and sign, can we mark them lost?

Answer: Record in General Notes detailed information regarding any benefits reported as Lost/Stolen (person reporting, benefit dates/numbers, date of report, etc). The checks should be marked as lost/stolen even if the participant/authorized representative refuses to come in and sign the form. No replacement checks should be issued if the form is not signed and scanned into MOWINS (except for custody change). As for indicating that benefits are Lost/Stolen it is suggested that agencies follow the recommended waiting periods before doing so in MOWINS. Remember, participants may report benefits Lost and find them after reporting this.

## Policy – Custody Change

Question: Why after a custody change do we not mark checks Lost/Stolen when others have them and they can cash them?

Answer: When a custody change occurs, checks for the participant whose guardianship has changed should be marked as Lost/Stolen without a form being signed. The custody change paperwork must be scanned into MOWINS.

Question: Following a custody change with benefits not sent with the participant whose guardianship has changed wouldn't marking benefits as Lost/Stolen be a way to catch someone improperly using a participant's benefits?

Answer: This is correct. Marking the benefits issued to the prior authorized representative as Lost/Stolen will ensure that the checks are reviewed if they are redeemed and possible sanctions issued to the prior authorized representative.

Question: We have marked benefits Lost/Stolen in the past following a custody change where benefits were not sent with the participant to document the situation. Should we still do this?

Answer: Yes. Benefits issued to the prior authorized representative should be marked as Lost/Stolen.

Question: Do we scan custody papers into MOWINS?

Answer: At this time we recommend that custody papers be scanned into MOWINS. If you have questions regarding custody documents, please contact your TA staff for assistance.

## Scanning Documents

Question: We were told by our TA staff not to scan any paperwork into MOWINS and now you are telling us to scan them. What are we supposed to do?

Answer: If your agency has been told by your TA staff to no longer scan any participant paperwork into MOWINS it is suggested you contact them for clarification. This statement may have been in regards to items that are not necessary to scan into MOWINS such as driver's licenses or in reference to items no longer necessary to scan into MOWINS such as Nutrition Assessment forms and/or WIC-80s. At this time it is recommended that some documents be scanned into MOWINS, such as WIC-27s, back-up forms, certain custody documents, and those required by policy (lost/stolen form, zero income affidavit, etc.). Please note that some custody papers presented may include several pages but only have one or two necessary to scan into MOWINS so it is again suggested that you consult your TA staff regarding which pages are necessary to scan.

Question: Do we remove/delete items that have already been scanned into MOWINS?

Answer: Agencies should not remove/delete scanned documents from participant records unless instructed to do so by TA staff. (An exception could be if you have scanned an item into the wrong participant record and are immediately correcting the mistake). Otherwise, if your agency has noticed participant records that appear to no longer have scanned documents to view, this may be due to the document archiving done by the State WIC Office. If for some reason your agency needs to retrieve a document that has been archived, please contact the WIC Help Desk and the archived information can be sent to the WIC/Nutrition Coordinator.