

# **MOWINS Hot Topics Session**

## **System Issues Related to Work Arounds and Defects**



*Session Date: June 5, 2014*

Welcome to MOWINS Hot Topics! This session we will be providing guidance for certain system issues related to work arounds and defects in MOWINS.

We have several items to present, some of which have multiple examples to review. If you have questions throughout the presentation please feel free to ask or type them in the Chat pod of the webinar. At the end of the Webinar there will also be an opportunity to answer questions and access information regarding this presentation.

**Topics Addressed:**  
**B to N**  
**Benefit Issuance**  
**Negative Adjusted Age**  
**Nutrition Assessment**  
**Locked Households**  
**MOWINS Webpage**



During this presentation we will address the following items:

Work Arounds for B to N,  
Benefit Issuance with regards to the number of benefit sets suggested,  
Negative Adjusted Age on Growth Charts,  
2 items related to Nutrition Assessment,  
Locked Households, &  
review the MOWINS webpage.

Remember, once we've finished with the MOWINS webpage you'll have the opportunity to address questions and download information from this session.

So let's get started!

## B to N

### Changing Participants from Breastfeeding to Non-Breastfeeding

#### Tips!

- If BF Cert Not completed Remove it & Start Over as Non-BF.
- If No Longer BF and Infant Over 6 months, Terminate mom.
- When Changing Infant's Health Information to Non-Breastfeeding Keep Mom's Folder Closed.

#### Examples of Ways to Handle B to N Problem based on the following Possible Scenarios:

- If Completing BF Cert today and want to change to Non-BF.
- If User Completed Mom's Bloodwork First.
- If User Changed Infant's Health Information while Mom's record was Open.

#### Remember!

1. Verify Certification End Dates are Appropriate After a Mom changes from B to N.
2. **STOP using the VOC work around given!**
3. If the following Options for B to N are NOT working you MUST Call the WIC Help Desk!

Our first issue to address is B to N, or how to change a Breastfeeding Mother to Non-Breastfeeding when she has completely stopped breastfeeding her infant(s). We have a few scenarios to explore in regards to this issue, but hope that we can provide some helpful guidance for this situation.

First, lets review a few tips for handling B to N. (see Tips! on this slide)

In the upcoming slides we've found a few ways in which you may experience problems in changing a participant from B to N, but we'll show you how to appropriately handle each. These examples are based on actual calls to the WIC Help Desk.

Lastly, we want everyone to be aware of some key points. (see Remember! on this slide)

Most importantly, all user's should **STOP** using the VOC work around given or used for handling B to N! If for some reason you are unable to change a participant from B to N using information in the upcoming slides please call the WIC Help Desk to have it changed.

# B to N

## Scenario 1: Can't change Participant from Breastfeeding to Non-BF AND Certification is NOT Complete

**Certification WIC Category**

This woman will be certified as:

Pregnant

Breastfeeding

Non-breastfeeding

Where you on WIC in this state during the pregnancy related to this postpartum certification?

Yes  No

Do you want to start a certification attempt for the participant?

**Certification Started as Breastfeeding**

First: MAY MI E Birth Date: 05/20/1994 Gender: Female

WIC Category: Breastfeeding

State: MO ZIP: 64017-0000

**Health Information Now Entered as Non-BF & Receive Message in Nutrition Assessment**

**Breastfeeding Information**

Ever Breastfed:  Yes  No  Unknown  Breastfeeding Now

Date Breastfeeding Verified: 05/20/2014

Date Breastfeeding Began: 04/29/2014

Date Breastfeeding Ended: 05/19/2014

Breastfeeding Amount: Not Applicable

Date Supplemental Feeding Began: 04/29/2014

Date Solids Were Introduced:

Reason(s) Stopped: **Returned to work or school**

Other reasons: Hospital/healthcare provider, Mom met personal goal/personal preference

**Nutrition Assessment**

A nutrition assessment contact cannot be added until a breastfeeding infant born from this pregnancy has been added through the Health Information screen.

**Close the CGS, Go to the Certification menu, & Select Remove Incomplete Certification**

**Certification**

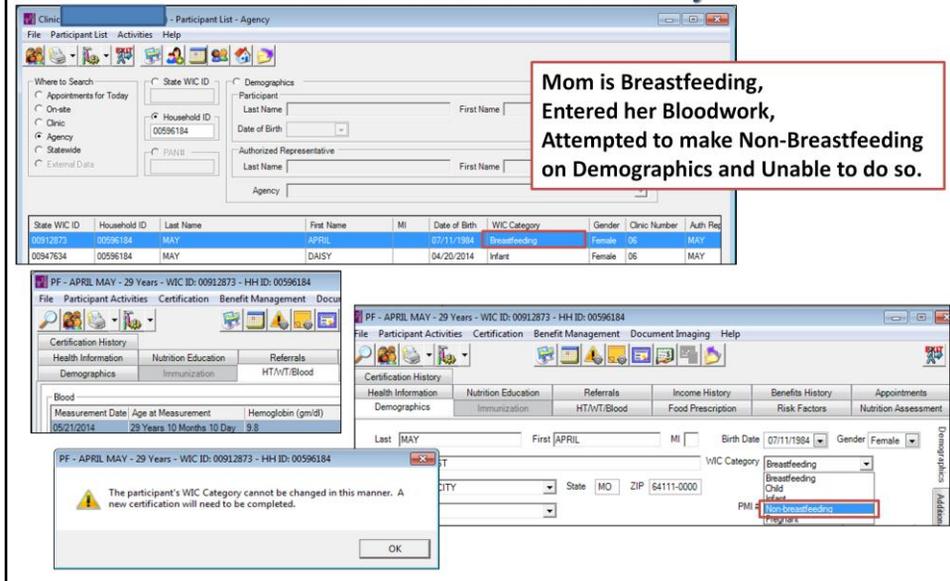
- Assign Certification Risk Factors
- Assign Risk Factors for VOC Certification
- VOC Certification
- Mid-certification Assessment
- Remove Incomplete Certification**

Our first B to N example is fairly simple. We've started mom's certification as BF. As we complete the certification we find out she should be Non-BF.

The only way to change her category from BF to Non-BF is to close out of the certification we have attempted (using the Close Certification button or "blue door" icon), then go to the Certification menu and select Remove Incomplete Certification. We can then start mom's cert over with the appropriate WIC Category.

# B to N

## Scenario 2: Can't change Participant from Breastfeeding to Non-BF, Bloodwork has been Entered Today



Mom is Breastfeeding, Entered her Bloodwork, Attempted to make Non-Breastfeeding on Demographics and Unable to do so.

State WIC ID	Household ID	Last Name	First Name	MI	Date of Birth	WIC Category	Gender	Clinic Number	Auth Req
00912873	00596184	MAY	APRIL		07/11/1984	Breastfeeding	Female	06	MAY
00947634	00596184	MAY	DAISY		04/20/2014	Infant	Female	06	MAY

PF - APRIL MAY - 29 Years - WIC ID: 00912873 - HH ID: 00596184

PF - APRIL MAY - 29 Years - WIC ID: 00912873 - HH ID: 00596184

PF - APRIL MAY - 29 Years - WIC ID: 00912873 - HH ID: 00596184

The participant's WIC Category cannot be changed in this manner. A new certification will need to be completed.

In our 2<sup>nd</sup> example we're working with a mom that was certified previously as BF. She has returned, we've collected her hemoglobin and entered it today. We then find out she is no longer BF and need to change her category to Non-BF. We attempt to change her category on the Demographics, but receive a message that it can't be changed in this manner.

# B to N

## Scenario 2: BF to Non-BF, Bloodwork Entered Today

### How to Handle!

The screenshot shows a multi-step process in a medical software application:

- Top Window:** A window titled "Infants Born from This Pregnancy" with a table containing one row of infant data. The "Ever Breastfed" column is checked. A red box highlights the "Edit" button at the bottom right.
- Middle Window:** A window titled "Edit Infant Information" for infant "DADY MAY". The "Breastfeeding Information" section is highlighted with a red box. It shows "Ever Breastfed" set to "Yes" and "Breastfeeding Now" checked. The "Reason(s) Stopped" dropdown is set to "Mom met personal goal/personal preference".
- Annotations:**
  - A blue callout box on the left says: "Go to Mom's Health Information, Infant(s) Born from This Pregnancy, & select Edit." with a red arrow pointing to the "Edit" button.
  - A blue callout box on the right says: "Update Breastfeeding Information to No Longer Breastfeeding & click OK." with a red arrow pointing to the "Breastfeeding Now" checkbox.

To change her category to Non-BF we go to mom's Health Information and select Infant(s) Born from This Pregnancy.

A grid displays with information about her infant. We select to Edit the information. The Edit Infant Information screen displays. In this screen we uncheck the Breastfeeding Now checkbox, enter a Reason(s) Stopped, and the appropriate dates regarding the ending date of BF and date Supplemental Feeding began. We click the OK to save the information.

# B to N

## Scenario 2: BF to Non-BF, Bloodwork Entered Today How to Handle!

A message displays for a Food Prescription change & then the Infant's formula can be selected.

The screenshot shows a 'Select Formula' dialog box with a list of formula options. The first option is highlighted: '9 - 12.4 OZ OR 17 OZ ENFAMIL GENTLELEASE PWD'. Other options include '26 - 1 QT./32 OZ ENFAMIL GENTLELEASE RTU', '31 - 13 OZ ENFAMIL PROSOBEE CONC', '9 - 12.9 OZ ENFAMIL PROSOBEE PWD', '26 - 1 QT./32 OZ ENFAMIL PROSOBEE RTU', '9 - 12.5 OZ ENFAMIL INFANT OR ENFAMIL PREMIUM INFANT PWD', '26 - 1 QT./32 OZ ENFAMIL INFANT OR ENFAMIL PREMIUM INFANT RTU', and '31 - 13 OZ ENFAMIL INFANT OR ENFAMIL PREMIUM INFANT CONC'. In the background, an 'Edit Infant Information' dialog box is open, displaying the message: 'The Food Prescription will be changed as a result of the Breastfeeding Status change. Do you want to continue?' with 'Yes' and 'No' buttons.

Next a message displays indicating Mother's WIC Category change & the Infants Born from This Pregnancy grid reflects the new Breastfeeding Amount.

The screenshot shows a 'Participant Folder' dialog box with an information icon and the message: 'Mother's WIC category was changed. A new food prescription was created based on the default food package for mom. New food prescription(s) were created based on the default food package for all linked infants that had their breastfeeding amounts changed.' with an 'OK' button. In the background, the 'Infants Born from This Pregnancy' grid is visible, showing a table with columns: 'Ever Breastfed', 'Breastfeeding Now', 'Breastfeeding Amount', and 'Date Breastfeeding Ended'. The data row shows: 'Yes', a checked box, 'Not Applicable', and '5/19/2014'. Below the grid are buttons for 'Add', 'Edit', 'Delete', and 'Close'.

We then receive messages indicating a change necessary for infant's food prescription and have the option of selecting a formula. Next we receive a message indicating that the mom's WIC category has changed. We can then close the Infants Born from this Pregnancy grid.

# B to N

## Scenario 2: BF to Non-BF, Bloodwork Entered Today

### Our Results!

The screenshots show the following details:

- Participant Profile:** Last: MAY, First: APRIL, MI: [blank], Birth Date: 07/11/1984, Gender: Female, Address: 55 BLUE ST, WIC Category: Non-breastfeeding.
- Certification History:** A list of certifications with the most recent one highlighted: 05/21/2014 - 10/31/2014 (Non-breastfeeding). Other categories include Breastfeeding, Pregnant, and High Maternal Weight Gain.
- Participant List:** A table with the following data row:
 

State WIC ID	Household ID	Last Name	First Name	MI	Date of Birth	WIC Category	Gender	Clinic Number	Auth Rec
00912873	00596184	MAY	APRIL		07/11/1984	Non-breastfeeding	Female	06	MAY

Mom's WIC Category change is reflected on: **Demographics, Risk Factors, & Participant List.**

When we return to the Demographics we see that the mom's category is now Non-BF.

If we review the Risk Factors tab it also reflects the category and certification end date changes.

As a last check, we can also see on the Participant List or search screen that mom's category has been changed as well as that the Certification End Date (but not shown in this slide via the Participant List screen, but it is visible in the Risk Factor image).

# B to N

## Scenario 3: Can't change Participant from Breastfeeding to Non-BF, Enter Mom's Bloodwork, leave her folder Open & in Infant's folder change Infant's Health Information to Non-Breastfeeding

**Mom is Breastfeeding. Entered her Bloodwork.**

State WIC ID	Household ID	Last Name	First Name	MI	Date of Birth	WIC Category	Gender	Clinic Number	Auth Res
00948203	00591814	BAR	CASH		04/29/2014	Infant	Male	06	BAR

**Went to Infant's Health Information & Changed Feeding Information to Non-BF.**

**Left her folder Open & Opened Infant.**

Our 3<sup>rd</sup> example for B to N is a situation where our mom is currently certified as BF. She has returned to the clinic and we collected her bloodwork today. We left her folder open and opened her infant's record to update the Feeding Information on the Health Information tab.

# B to N

## Scenario 3: BF to Non-BF, Mom's Bloodwork Entered Today, Folder still Open & Changed Infant's Health Information to Non-BF

Trigger Save of Infant's Health Information.  
A message displays for a Food Prescription change  
& then the Infant's formula can be selected.

The screenshot shows two overlapping windows. On the left is a 'Participant Folder' dialog box with a question mark icon and the text: 'The Food Prescription will be changed as a result of the Breastfeeding Status change. Do you want to continue?' with 'Yes' and 'No' buttons. On the right is a 'Select Formula' window showing 'Participant Information' for 'State WIC ID 0094203 BAR, CASH'. Below this is a list of formula options under a 'Contract' header, with '9 - 12.4 OZ OR 12 OZ ENFAMIL GENTLELEASE PWD' selected.

Next a message displays indicating Mother's WIC Category Change.  
Check Mom's record and her Demographics still shows as Breastfeeding.

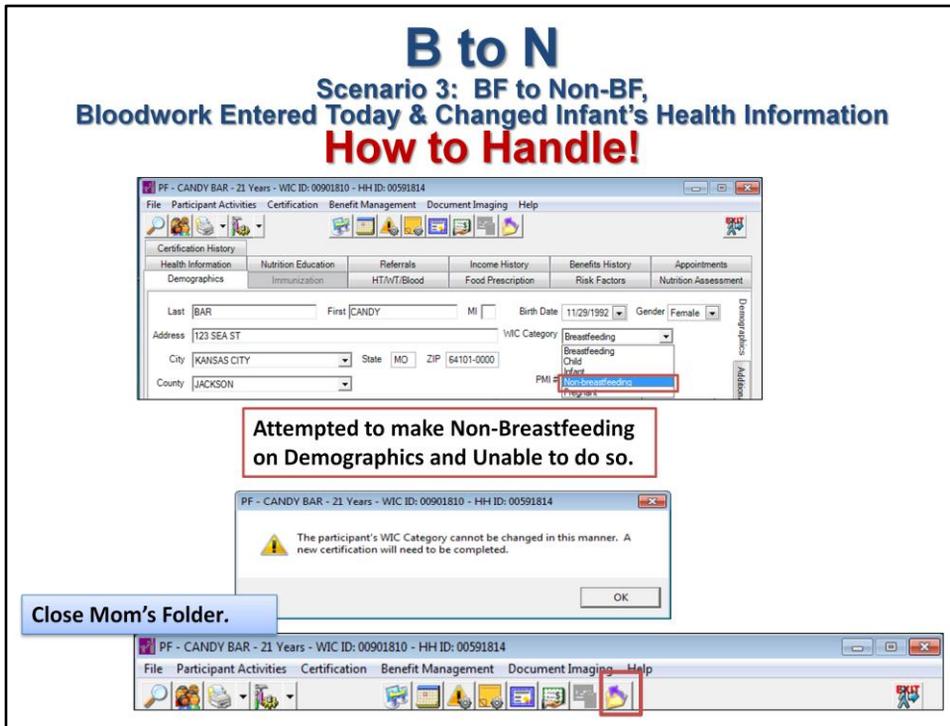
The screenshot shows two overlapping windows. On the left is a 'Participant Folder' dialog box with an information icon and the text: 'Mother's WIC category was changed. A new food prescription was created based on the default food package for mom. New food prescription(s) were created based on the default food package for all linked infants that had their breastfeeding amounts changed.' with an 'OK' button. On the right is a 'Participant Information' window for 'rs - WIC ID: 00901810 - HH ID: 00591814'. It has tabs for 'Certification', 'Benefit Management', 'Document Imaging', and 'Help'. Below the tabs are sections for 'Nutrition Education', 'Referrals', 'Income History', 'Benefits History', and 'Appointments'. The 'WIC Category' dropdown menu is highlighted with a red box and shows 'Breastfeeding' selected.

We then click on another tab to trigger the save of the Health Information and receive a message regarding the Infant's Food Prescription along with a screen to choose Infant's formula.

Next a message displays indicating that the mom's WIC category has changed. However, if we click on Mom's record we see that the Demographics still shows her category as Breastfeeding.

# B to N

## Scenario 3: BF to Non-BF, Bloodwork Entered Today & Changed Infant's Health Information How to Handle!



If we attempt to change mom's category to Non-BF now the system tells us it's not allowed.

So what we need to do at this point to get mom's category to change is pretty simple. We just close her folder. All we really need to do is refresh the data in her folder. The information displayed on our screen for mom was not updated because her record was open when we made changes to infant's feeding information.

# B to N

## Scenario 3: BF to Non-BF, Bloodwork Entered Today & Changed Infant's Health Information

### Our Results!

The screenshot displays three windows from the WIC software. The top window, 'Participant List - Agency', shows a search filter for 'Agency' set to '00591814'. Below the search filters is a table with the following data:

State WIC ID	Household ID	Last Name	First Name	MI	Date of Birth	WIC Category	Gender	Clinic Number	Auth Req
00591810	00591814	BAR	CANDY		11/29/1992	Non-breastfeeding	Female	06	BAR

The middle window, 'PF - CANDY BAR - 21 Years - WIC ID: 00901810 - HH ID: 00591814', shows the 'Demographics' tab with the following information:

Last: BAR, First: CANDY, MI: [blank], Birth Date: 11/29/1992, Gender: Female, WIC Category: Non-breastfeeding.

The bottom window, 'PF - CANDY BAR - 21 Years - WIC ID: 00901810 - HH ID: 00591814', shows the 'Risk Factors' tab with a list of risk factors. The 'WIC Category' is highlighted as 'Non-breastfeeding'.

**Complete a Search.**

**Mom's WIC Category change is reflected on: Participant List, Demographics, & Risk Factors.**

Once we've closed mom's folder and returned to the Participant List screen we complete a new search and see that mom's category has changed to Non-BF & that the Certification End Date has updated as well (not shown in this slide via the Participant List screen, but is visible in the Risk Factor image).

Again, we can also see the category change reflected in mom's folder when we look at the Demographics and the Risk Factors tabs.

# B to N

## Scenario 4: Can't change Participant from Breastfeeding to Non-BF

Mom is Breastfeeding, Attempted to make Non-Breastfeeding on Demographics and Unable to do so.

WIC Category: Breastfeeding

PMI #: Non-breastfeeding

The participant's WIC Category cannot be changed in this manner. A new certification will need to be completed.

In our 4<sup>th</sup> example we're working with a mom that was certified previously as BF. She has returned, we've found out she is no longer BF and need to change her category to Non-BF.

Some information was entered in mom's folder and/or her infant's folder.

Mom is still showing with a WIC Category of BF even though her Health Information shows Non-BF.

We attempt to change her category on the Demographics, but receive a message that it can't be changed in this manner.

# B to N

## Scenario 4: BF to Non-BF

### How to Handle!

The screenshot shows a software application with a menu bar (File, Participant Activities, Certification, Benefit Management, Document Imaging, Help) and a main window. The 'Health Information' tab is selected, showing a 'Postpartum Information' section with fields for 'Expected Delivery' (12/08/2013), 'LMP Start Date' (03/03/2013), 'Weight Gained during Pregnancy' (20), and 'Weight at Delivery' (181). A blue callout box points to the 'Health Information' tab with the text: "Go to Mom's Health Information, Infant(s) Born from This Pregnancy, & select Edit." Below this, a red box highlights the 'Infant(s) Born from This Pregnancy' section, with a red arrow pointing to the 'Edit' button in the 'Infants Born from This Pregnancy' dialog box. The dialog box contains a table with columns: 'Infant on VIC', 'State VIC ID', 'Ever Breastfed', 'Breastfeeding Now', 'Breastfeeding Amount', and 'Date Breastfeeding Ended'. The 'Edit' dialog box for 'Breastfeeding Information' is open, showing 'Ever Breastfed' set to 'Yes' and 'Breastfeeding Now' checked. The 'Breastfeeding Amount' is set to 'Partially BF > Max'. A blue callout box points to the 'Breastfeeding Information' section with the text: "Update Breastfeeding Information Back to Breastfeeding Temporarily & Click OK." The 'Reason(s) Stopped' dropdown is set to 'Low milk supply'.

To change her category to Non-BF we go to mom's Health Information and select Infant(s) Born from This Pregnancy. A grid displays with information about her infant. We select to Edit the information.

The Edit Infant Information screen displays. In this screen we see the Breastfeeding Information indicates Non-BF.

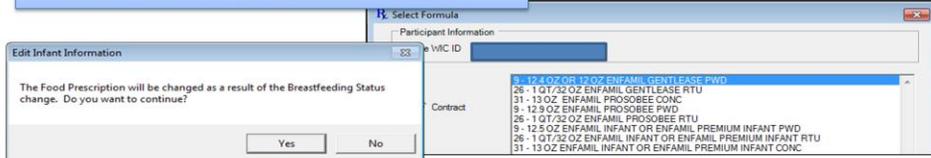
So, we return mom's Breastfeeding Information in the Infant(s) Born from this Pregnancy area to BF **temporarily**. (Check the Breastfeeding Now checkbox, select a Breastfeeding Amount, & enter a date for Supplemental Feeding Began (if required)). We click the OK button to save the information.

# B to N

## Scenario 4: BF to Non-BF

### How to Handle!

A message displays for a Food Prescription change & then the Infant's formula can be selected.



Next a message displays indicating Mother's Food Prescription will change & the Infants Born from This Pregnancy grid reflects the "New" Breastfeeding Amount. Close the Grid & Mom's Folder.



We then receive messages indicating a change necessary for infant's food prescription and may have the option of selecting a formula. Next we receive a message indicating that the mother's Food prescription has changed.

We can then close the Infants Born from this Pregnancy grid and close mom's folder.

# B to N

## Scenario 4: BF to Non-BF

### How to Handle!

**After Closing Mom's Folder, Open Infant's Folder.  
Go to Infant's Health Information.  
Set the Feeding Information to Non-Breastfeeding.  
Trigger a Save of Health Information by Closing Infant's Folder.**

**A message displays for a Food Prescription change & then the Infant's formula can be selected.**

After closing the mom's folder we open the Infant's Folder and go to the Infant's Health Information.

On this screen we update the Feeding Information to reflect Non-BF (again). Now we want to trigger a save of the updated Health Information and can do so by closing the Infant's folder.

After selecting to Save the changes to the Health Information we then receive messages indicating a change necessary for infant's food prescription and have the option of selecting a formula.

# B to N

## Scenario 4: BF to Non-BF

### Our Results!

Next a message displays indicating Mom's Food Prescription will change & the Infant's Folder is Closed.

The screenshot shows a software interface with a message box on the left and a participant list on the right. The message box contains the following text:

Mother's WIC category was changed.  
A new food prescription was created based on the default food package for mom.  
New food prescription(s) were created based on the default food package for all linked infants that had their breastfeeding amounts changed.

The participant list table has the following columns: Household ID, Last Name, First Name, MI, Date of Birth, WIC Category, Gender, Agency Number, and Clinic. The table contains one row with the following data:

Household ID	Last Name	First Name	MI	Date of Birth	WIC Category	Gender	Agency Number	Clinic
					Non-breastfeeding	Male		

Below the table, there is a 'Show Details' section for the selected participant. The 'Certification End' date is highlighted in red and is 06/30/2014.

Category: Non-breastfeeding  
Certification Effective: 12/12/2013  
Gender: Female  
Mid-certification Due: N/A  
Appointment: N/A  
Telephone: [Redacted]  
Mid-certification Complete: N/A  
Certification End: 06/30/2014  
Termination Reason: N/A

Benefit Set:  
PFDTU: LDTU  
N/A: N/A  
N/A: N/A  
01/01/2014: 01/01/2014 Issued  
Issuance Frequency: Monthly

5/22/2014 8:58 AM

Complete a Search.  
Mom's Category is Now Non-BF & Certification End Date is Updated.

Category Change is also Reflected inside the Folder.

Next we receive a message indicating that the mother's WIC category has changed and baby's folder will close.

We are then returned to the Participant List or "Search" screen. Initially mom's category will still appear as BF. Complete a search and Mom's Category will now appear as Non-BF. Additionally, we can see by viewing the Show Details for her record that her Certification End Date has also been changed. **Please note**, if the Certification End Date has not updated you need to contact the WIC Help Desk to have it corrected.

Any questions regarding this way of handling a B to N situation?

# B to N Reminders!

The screenshot shows a software window titled "Participant List - Agency". It includes a search filter on the left, a participant list table, and a detailed view of a participant's record. A red 'X' is placed over the participant list, and a blue callout box with a red 'X' contains the text "VOC Work Around For B to N".

State WIC ID	Household ID	Last Name	First Name	MI	Date of Birth	WIC Category
00591814	00591814	BAR	CANDY		11/29/1992	Non-breastfeeding
00548203	00591814	BAR	CASH		04/20/2014	Infant

WIC Category	Certification Effective	Benefit Set
Non-breastfeeding	04/20/2014	PFDTU LDTU
Gender: Female	Mid-certification Due: N/A	N/A N/A
Next Appointment: N/A	Mid-certification Date: N/A	05/01/2014 05/31/2014 Issued
Telephone: 816-333-3333	Certification End: 03/31/2014	04/01/2014 04/30/2014 Issued
	Termination Date: N/A	Issuance Frequency: bi-monthly
	Termination Reason: N/A	

Any Questions?

Remember, once we have completed a change of Mom's WIC Category it is important for us to verify that the certification end date has also changed with the WIC Category. If for some reason it did **NOT**, please call the WIC Help Desk.

Additionally, to make sure that category changes happen without extra steps or confusion it's suggested that when handling this situation we try to only have either the mom or the infant's record open at one time. By only having 1 record open we ensure that shared information is updated in the other participant's record automatically.

Lastly, once again, please **STOP** using the VOC work around given for handling the B to N issue. If these methods for handling B to N that were just given don't allow you to change a mom from B to N you should contact the WIC Help Desk for assistance.

Any Questions?

## Benefit Issuance How Many Sets should be Issued?

**Example 1: Participant set to Monthly & NOT yet on M2M – Suggested Sets are Correct!**

The screenshot displays a software interface for benefit issuance. The main window is titled "Issue Benefits - 05/22/2014". It shows a list of household members with the following columns: Household Participant, Frequency, Last Set Issued, Last Set PFDT, Last Set LDTU, Prior Certification, Certification Due, and Categorical Ineligibility. The first row shows JANE SMITH with a frequency of Monthly, Last Set Issued of 12/3/2013, Last Set PFDT of 1/3/2014, Last Set LDTU of 02/02/2014, Prior Certification of 12/03/2013, Certification Due of 06/30/2014, and Categorical Ineligibility of 11/30/2014.

Below the list, there is a summary table for the participant JANE SMITH:

State WIC ID	Household ID	Last Name	First Name	MI	Date of Birth	WIC Category	Gender	Agency Number	Clinic
00601810	0042588	SMITH	JANE		11/29/2009	Child	Female	620	06

At the bottom of the interface, there is a summary box with the following information:

WIC Category	Child	Certification Effective	12/03/2013	Benefit Set	PFDTU	LDTU
Gender	Female	Mid-certification Due	N/A		N/A	N/A
Next Appointment	N/A	Certification Complete	N/A		N/A	N/A
		Certification End	06/30/2014		01/03/2014	02/02/2014
		Termination Date	N/A			Issued
		Termination Reason	N/A			Issuance Frequency
						Monthly

Another item that has come to our attention are some questions regarding benefit issuance and the number of sets a participant should be issued. We will go through a few examples now to help explain this.

In this example we have a participant already in a valid certification. However, they have not received benefits for some time and have actually not yet been placed on a M2M issuance cycle. They are set to Monthly issuance only.

When we go to the Issue Benefits screen MOWINS suggests what appears to be 2 sets even though they are set to monthly issuance. The suggestion of 2 sets is correct in this case. The first set is a "catch-up" set that puts the participant on M2M and is not actually counted as part of the issuance frequency. In this situation the suggestion of 2 sets of benefits is correct.

## Benefit Issuance How Many Sets should be Issued?

**Example 2: Participant Initially Certified, set to Tri-Monthly, & NOT yet on M2M – Suggested Sets are Correct!**

The screenshot shows a software interface with two main windows. The left window, titled 'Participant List - Statewide', contains search filters and a table of participants. The right window, titled 'Issue Benefits - 05/22/2014', shows details for a selected participant.

**Participant Information (Left Window):**

State WIC ID	Household ID	Last Name	First Name	MI	Date of Birth	WIC Category	Gender	Agency Number	Clinic
00952299	00612040	SMITH	JOHN		03/01/2010	Child	Male	620	06

**Benefit Issuance Details (Right Window):**

Household Member Information:

Household Participant	Frequency	Last Set Issued	Last Set PFDT	Last Set LDTU	Prior Certification	Certification Due	Categorical Ineligibility
JOHN SMITH	Tri-monthly				05/21/2014	10/31/2014	01/31/2015

Benefit Set Details:

WIC Category	Child	Certification Effective	05/21/2014	Benefit Set	PFDTU	LDTU
Gender	Male	Mid-certification Complete	N/A	N/A	N/A	N/A
Next Appointment	N/A	Certification End	10/31/2014	N/A	N/A	N/A
Telephone		Termination Date	N/A	N/A	N/A	N/A
		Termination Reason	N/A			
				Issuance Frequency		Tri-monthly

Our next example is that of a participant brand new to MO WIC and has just had an initial certification completed. This participant has been set to Tri-monthly.

When we go to Issue Benefits for this participant we see that 4 sets of benefits are suggested. This is correct. Again, the first set is a “catch-up” set that’s been created to put the participant on M2M and is not actually counted towards the issuance frequency.

## Benefit Issuance How Many Sets should be Issued?

**Example 3: Late Issuance, Set to Tri-Monthly, & Previously on M2M  
– Suggested Sets are CORRECT**

The screenshot shows a software interface for benefit issuance. The main window displays a participant list with columns for State WIC ID, Household ID, Last Name, First Name, MI, Date of Birth, WIC Category, Gender, Agency Number, and Clinic. A detailed view of a participant is shown below, including certification dates and benefit set information. A red box highlights the certification and benefit set details.

Household Participant	Frequency	Last Set Issued	Last Set PFDT	Last Set LDTU	Prior Certification	Certification Due	Categorical Ineligibility
	Tri-monthly	3/20/2014	4/1/2014	04/30/2014	03/20/2014	09/30/2014	06/30/2016

State WIC ID	Household ID	Last Name	First Name	MI	Date of Birth	WIC Category	Gender	Agency Number	Clinic
						Child	Male		

WIC Category	Child	Certification Effective	03/20/2014	Benefit Set	
Gender	Male	Mid-certification Due	N/A	PFDTU	LDTU
Next Appointment	N/A	Certification Complete	09/30/2014	04/01/2014	04/30/2014
Telephone		Certification End	09/30/2014	03/20/2014	03/31/2014
		Termination Date	N/A	12/01/2013	12/31/2013
		Termination Reason	N/A		
				Issuance Frequency	Tri-monthly

Here's another example for the benefit issuance topic.

We have a participant that is in a valid certification and is late picking up benefits. They are set to tri-monthly. When we go to issue benefits only 3 sets are suggested. This is correct.

## Benefit Issuance How Many Sets should be Issued?

Example 4: Participant Previously in a Valid Certification,  
already receiving benefits on M2M, and “Late” for Recertification.  
Start the “Late” Recertification.

The screenshot shows a software interface for managing participants. A dialog box titled "Participant Folder" is open, asking "Do you want to start a certification attempt for the participant?" with "Yes" and "No" buttons. The background window shows search filters and a table of participant details.

State WIC ID	Household ID	Last Name	First Name	MI	Date of Birth	WIC
						Child

WIC Category	Child
Gender	Male
Next Appointment	N/A

Certification Effective	10/02/2013
Mid-certification Due	N/A
Mid-certification Complete	N/A
Certification End	04/03/2014
Termination Date	N/A
Termination Reason	N/A

Benefit Set	
PFDTU	LDTU
04/01/2014	04/30/2014
02/01/2014	03/31/2014
02/01/2014	03/02/2014
	Issuance Frequency: <b>To-monthly</b>

Our last example to address this question involves a situation where a participant was previously certified and had benefits issued as M2M.

Here we find the participant is **“Late”** for recertification. We start the certification after the previous cert has ended.

## Benefit Issuance How Many Sets should be Issued?

**Example 4 Continued: "Late" Recertification Completed.  
Participant set to Tri-Monthly & Previously on M2M – Suggested Sets are **INCORRECT-DEFECT****

The screenshot shows a software interface for issuing benefits. The main window is titled "File Issue Benefits - 05/21/2014". It has a menu bar with "File", "Participant List", "Activities", and "Help". Below the menu bar, there are several sections:

- Where to Search:** Radio buttons for "Appointments for Today", "Onsite", "Clinic", "Agency", "Statewide", and "External Data".
- Demographics:** Fields for "Participant", "Last Name", "Date of Birth", "Authorized Representative", "Last Name", and "Agency".
- Household Member Information:** A table with columns: "Household Participant", "Frequency", "Last Set Issued", "Last Set PFDT", "Last Set LDTU", "Prior Certification", "Certification Due", and "Categorical Ineligibility".
- Participant List:** A table with columns: "State WIC ID", "Household ID", "Last Name", "First Name", "MI", "Date of Birth", "WIC Category", "Gender", "Agency Number", and "Clinic".
- Participant Details:** A table with columns: "WIC Category", "Gender", "Next Appointment", "Telephone", "Certification Effective", "Mid-certification Due", "Mid-certification Complete", "Certification End", "Termination Date", "Termination Reason", "Benefit Set", "PFDTU", "LDTU", and "Issuance Frequency".

A callout box with a blue background and white text says "Do NOT Issue the 4th Set! Uncheck it!". It points to the 4th row in the "Household Member Information" table, which is highlighted in red. The 4th row is: "08/01/2014-08/31/2014 Full".

Another callout box with a white background and black text says "Any Questions?".

Once we've completed the recertification, and in this case set our participant for Tri-monthly issuance, we go to Issue Benefits.

We see that the participant has 4 sets of benefits suggested. **This is INCORRECT and considered a Defect.** In this situation because the participant was already on M2M and actually "Late" for recertification we should **NOT issue all benefits suggested.**

**We must deselect the 4<sup>th</sup> set suggested as this would be over-issuance!**

Any Questions?

## Negative Adjusted Age

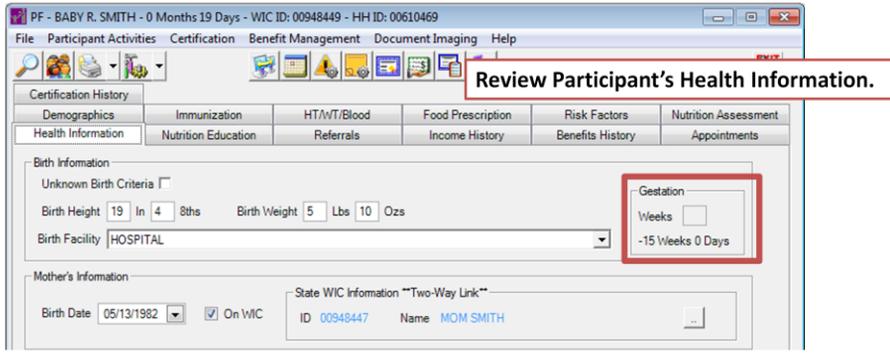
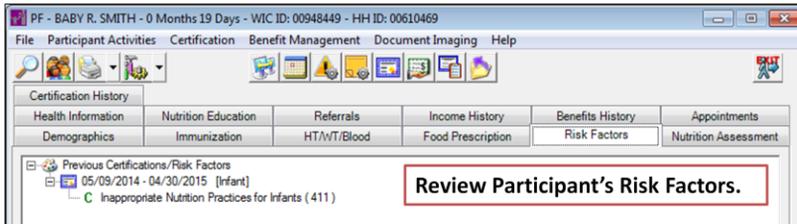
**Child was NOT Premature. HT/WT Measurement is Entered at 9 Days of Age.**

**Review Growth Grids & Find Child has an Adjusted Age with a Negative Value.**

Another issue that has occurred in MOWINS is the appearance of an inappropriate **Negative Adjusted Age** in a participant's record even though they were **NOT** premature.

Here we have an example of a participant that was not premature and has had a HT/WT measurement entered at 9 days of age. When we review the participant's **Growth Charts** we find that the grid at the bottom displays a **Negative Adjusted Age**.

# Child Negative Adjusted Age



When we review the participant's information we see appropriate Risk Factors and none indicating prematurity.

We then review the participant's Health Information and in this case see that the **Weeks Gestation** information shows inappropriate information.

## Negative Adjusted Age

Review Mother's Health Information.  
Actual Delivery Date is Correct.  
LMP Start Date & Expected Delivery Date are **Incorrect**

PF - MOM SMITH - 32 Years - WIC ID: 00948447 - HH ID: 00610469

File Participant Activities Certification Benefit Management Document Imaging Help

Certification History

Demographics Immunization HT/A/T/Blood Food Prescription Risk Factors Nutrition Assessment

Health Information Nutrition Education Referrals Income History Benefits History Appointments

Postpartum Information

Expected Delivery 05/16/2015

LMP Start Date 08/09/2014

Actual Delivery Date 04/26/2014

Hospital Discharge Date 04/28/2014 Birthing Facility HOSPITAL

On WIC During Most Recent Pregnancy

Requires Food Package III

Did Not Receive Prenatal Care

Date Prenatal Care Began 09/2013

Infant(s) Born from This Pregnancy

Expected Delivery & LMP Start Date can't be changed. Call the WIC Help Desk to Correct.

FYI – Another Option for Correcting Negative Adjusted Age may be to **Break & Re-establish the 2-Way Link** between Mother & Child

Any Questions?

We then review mom's Health Information and discover the source of the problem in this case. We find that the actual delivery date is correct and matches the DOB for the infant. However, we also see that **the LMP Start Date and Expected Delivery Date are Incorrect**. Notice the LMP Start Date is actually after the Actual Delivery Date.

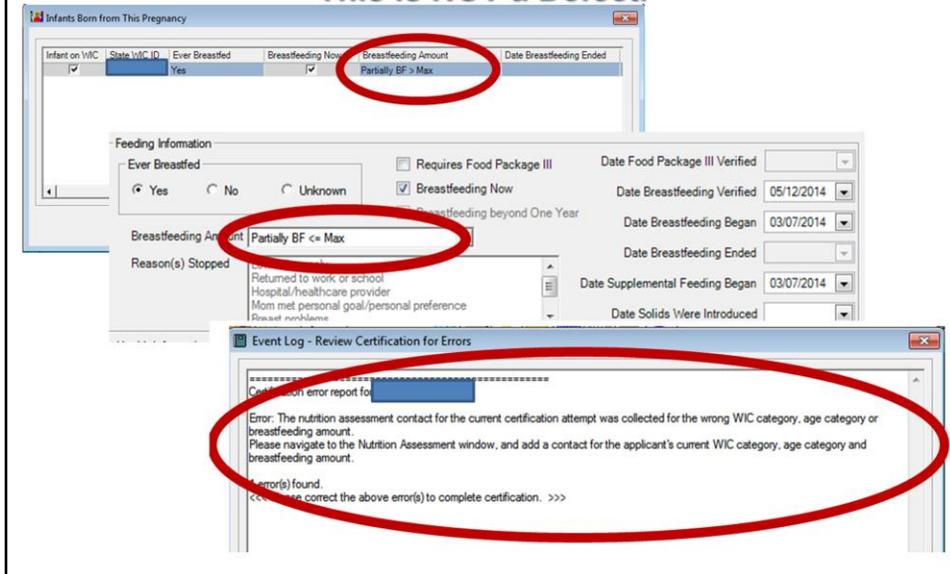
Since the fields have been grayed out we are unable to change them in the folder. To correct this issue you will need to contact the WIC Help Desk to have these changed.

This particular situation appears to be a result of mom not being certified as a prenatal while pregnant with this infant and data was incorrectly keyed when she was certified post-partum.

Still, we have encountered other situations that inappropriately contained a Negative Adjusted Age on the Infant's Growth Charts. In some situations **breaking the 2 way link** between the mom and infant and then re-establishing it has worked to correct the Growth Chart information.

Any questions regarding this issue?

## Nutrition Assessment System requires you to rekey Nutrition Assessment This is NOT a Defect.



We are now going to go over the error message that is received at the end of the CGS that requires you to rekey the Nutrition Assessment. Under the Health Information tab if you originally key in one breastfeeding amount and then after doing the Nutrition Assessment, you need to change the amount of breastfeeding, you will receive an error message at the end of the CGS that the nutrition assessment contact for the current certification attempt was collected for the wrong WIC category, age category and breastfeeding amount.

## How to Resolve Error Message

- Return to Nutrition Assessment Link on the CGS.
- Delete contact entered today and add new contact.
- Remember, Nutrition Assessment questions are driven by the WIC category, age category and breastfeeding amount.

When this happens you will return to the Nutrition Assessment link on the CGS and delete the contact that was entered today. You will then add a new contact and be able to complete the CGS at this time if there were no other error messages listed.

Any Questions?

**Adding Nutrition Assessment Contact in the Folder and Risk Factors dropping – This is NOT a Defect.**

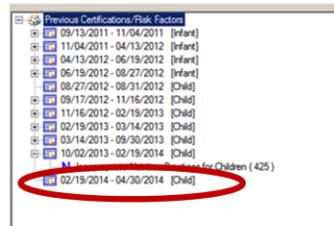
- When you add a Nutrition Contact through the folder, the Nutrition Risk Factors do not carry forward on the pseudo cert.
- This is correct with how the system is currently designed.
- When you add a Nutrition Contact through the folder, be sure to review risk factors to make sure you do not need to re-assign.

Some clinics will add a nutrition contact after the cert guided script has been completed due to scheduling availability or simply for follow up with the participant. When this occurs, a pseudo cert may be created that drops the nutrition risk factors that were assigned during the current certification. This is correct and how the system is currently designed. When adding a nutrition contact through the folder, be sure to review the risk factor tab to make sure you do not need to reassign any risk factors that may have dropped.

### Current Risk Factors Assigned ---



**Add a Nutrition Contact through the folder today. When you review the Risk Factor tab, RF 425 is no longer there. You will need to reassign RF 425 through the risk factor tab if it is still applicable.**



In this example, RF 425 was assigned during the cert guided script but was dropped when we did our follow up questions through the folder at a later date. We would need to go to the Risk Factor tab and reassign RF 425 for this participant if it still applies.

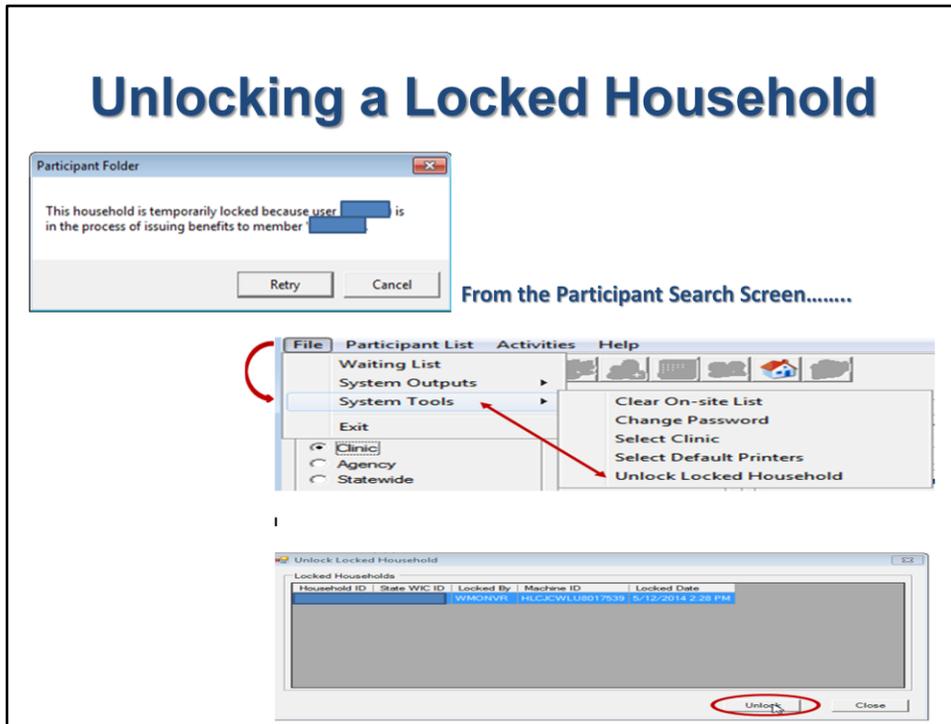
## **When this occurs.....**

- This is occurring when the Nutrition Assessment questions are done through the folder.
- Remember to review the Risk Factor Tab to ensure appropriate Risk Factors are assigned.
- If needed, assign any necessary risk factors that were removed.
- This is functioning correctly and is not a defect. The system assumes it no longer applies if it is not selected during the contact.

This is occurring when the Nutrition Assessment questions are done through the folder and not through the CGS. It is important to review the risk factor tab after completing the nutrition assessment to make sure all appropriate risk factors are assigned. The system is functioning correctly and this is not considered a defect.

Any Questions?

# Unlocking a Locked Household



To Unlock a Locked Household, you will need to go to the Participant Search screen, click on file, system tools and unlock locked household. A screen will pop up that shows you households that are currently locked. Be sure to select the household that you are currently working with and click on unlock. You will then return to the participant search screen. Do a fresh search and you will now be able to access the folder.

Any Questions?

## The MOWINS Webpage



<http://www.health.mo.gov/living/families/wic/mowins/index.php>

For this part of the Hot Topics Session, we will be reviewing the MOWINS webpage. Please be patient as we work to open the webpage now.

The MOWINS webpage is located at: <http://health.mo.gov/living/families/wic/mowins/index.php>. This link is also listed in the Notes Pod at the end of this Hot Topics Session. You can also get to it by going to the Department's homepage and clicking on the link for Women, Infants & Children, then you click on the link for Local WIC Providers. The MOWINS link is the first link in the bulleted listing at the top of that page.