

MOWINS Check Issuance Frequently Asked Questions

May 31st through June 2nd 2011

Issue Benefits Area

1. What is the difference between Printed First Date to Use (FDTU) and Actual FDTU?

The printed FDTU is the first possible date checks can start and is the FDTU printed on the checks. The actual FDTU is the same as the printed FDTU in most cases except when it is a late pickup by the participant. Then the actual FDTU is the date checks are printed by agency staff.

2. When you go to Issue Benefits will the window default with all members expanded or collapsed?

It will default with all members expanded.

3. Does Issue Benefits default with all members checked to print or none?

It defaults to all members checked to print.

4. How does the system determine benefit issuance?

The system now cycles to a date and not a person, and cycles to the earliest LDTU of the household. Participants in the issue benefits window are also now listed in alphabetical order and if the first person listed is set to bi-monthly it should suggest bi-monthly checks for the rest of the household.

5. Can clerical staff adjust the number of set a participant is issued or is it required to be done by the CPA/Nutritionist?

A clerical staff member can determine the number of sets issued as adjustments may be done for scheduling reasons and any staff member can decrease the number of sets issued, but only the CPA/Nutritionist is allowed to increase the issuance frequency or number of sets issued for the participant. Clerical staff will not be setting the issuance frequency on the record, but will be determining the number of sets issued at the time checks are printed through the issue benefits area if required due to scheduling reasons.

6. In the Issue Benefits window if you check all three sets of checks for the first person in the list, will it check all three sets of checks for the rest of the household or do you need to check each individually?

You will need to check each household member's check sets individually.

Selected LDTU

7. What are possible reasons for using the Selected LDTU of...?

Possibilities include:

Scheduling- Children have checks issued and the next week mom comes in as a Prenatal and want her checks to end on the same day of the month as her children. It may also be helpful with satellite clinic scheduling.

Foster Children- Children are in separate Households and have checks ending in the same month, but not on the same day.

8. In regards to using the Selected LDTU to issue benefits, could it be used in a case where an infant is turning to a child and the First Date to Use for a next set of checks is a week after their 1 year birthday? Could we change the LDTU to a little earlier so we could issue whole milk at that time?

The Selected LDTU could be used in this manner, but at this time we are recommending using the System Determined LDTU primarily when issuing benefits.

9. Selected LDTU, does it only apply to the MOWINS scheduler?

Selected LDTU is actually separate from the MOWINS scheduler itself.

Selected Member Only

10. In regards to using Selected Member Only in the issue benefits area when might one use this?

Possibilities could include when agency is waiting on a WIC-27 for a Special Rx for a participant but want to print rest of the Household's checks, possibly printing only an infant's checks if mom had already gotten prenatal checks and delivered baby early, or if printing certain family members if someone is temporarily visiting other family members.

Add Set

Prior to the release in September of 2010 (release 2.10), the system was automatically suggesting a last set of benefits for all categories. This included participants who were eligible for recert and those that would be categorically ineligible. We called this a 7th set of benefits. In the case of those participants who should have been recertified, it automatically extended their recert date, which was against USDA regs and Missouri WIC policy ER# 3.03500. Release 2.10 included a fix to prevent the automatic printing of the extra set of benefits and required agencies to use the add set. In addition, the fix only allowed printing using the add set in the month the recert was due. For categories eligible for recert, this was correct and would be used only if the recert needed to be extended for one month. In the case of non-breastfeeding women, breastfeeding women in their 12th month of cert, and five (5) year old children who would be categorically ineligible, they were allowed one additional set through the end of the month that their cert ended per federal regulations. However, agencies still had to wait until the month

the cert ended to print that set. Because of this, some agencies did not print the last set and therefore did not receive a count as well as the participant not receiving the last benefits they were eligible for.

In this new release (2.13), agencies are able to print the last set of benefits using the add set, up to three (3) months before the cert end date. This allows those participants who will be categorically ineligible to receive that last set before the month their cert ends.

Please note: For all participants who are eligible to be recertified, the add set should not be used except in the case of scheduling problems. Refer to WOM policy ER# 3.03500.

11. Previously the system allowed you to use the Issue Benefits to issue all checks including those that print with a LDTU after the cert end date. Right now that set that ends after the certification end date has to be printed with the Add Set. After the release will we still need to use the Add Set to print that last set for the certification?

You will still need to use the Add Set to issue a last set like now, but with this release you will now be able to use the Add Set prior to the month in which the participant's certification ends. However, Add Set should not be used just to extend a participant's certification, refer to WOM policy ER# 3.03500.

12. Is Add Set is going to be enabled before the month that the cert ends on participants that aren't eligible for recertification?

Yes, Add Set will be enabled to issue a last set of checks prior to the month that the certification ends.

13. Are we always going to use the Add Set to print a last set?

Yes, Add Set is the only way to print the last set for a participant.

14. When is it allowable to use Add Set to issue benefits?

Add Set should be used to issue a last set of benefits to participants that will be categorically ineligible at the end of the month that their cert ends. Example: Non-BF Woman & 5 year old children. It is also allowed to be used for participants who are eligible to be recertified but only in the case of scheduling problems, Refer to ER# 3.03500.

15. If certification ends in June, need to get participant back in for recertification usually in June, but with Add Set can we delay recertification until July if we want to get the family members on the same certification cycle?

Add Set would be allowed as it relates to client scheduling, but it is not allowed to be used just to extend the cert. Refer to policy 3.03500 guidelines.

Remember! All participants eligible for recertification (with the exception of infants turning 1 year of age) can be recertified up to 45 days early.

16. Can you wait to use Add Set until the month in which the participant's certification ends?

Yes, you can wait to use add set until the month the certification ends. However, if you wait until the participant is no longer in cert then you will not be allowed to use the Add Set to issue checks.

Example: Today is 6/1/11 and you use Issue Benefits to issue checks until 7/24/11 and participant is in cert until 7/31/11. You do not have to use Add Set today to issue checks for 7/25/11 to 8/24/11, but if you choose to do so today Add Set is now available. However, if the participant does not return for the checks dated 7/25/11 to 8/24/11 until after the cert ends on 7/31/11 the Add Set won't be available and those checks will not be available to print.

17. Does Add Set go from the date checks start to only the end of the certification (giving a partial set) or does it give a full month (full package)?

Add Set will give a full package and a full 30 days to redeem.

18. If you have the option to issue benefits through Add Set for a participant and by doing that, you are giving three (3) sets but you have two other participants in that family who are due for recert in two (2) months, should you go ahead and print the 3rd set using Add Set or should you only issue two (2) sets?

This would be up to the agency. If you are bringing two members of the household back in two (2) months to recertify, you can print the Add Set for this participant now or wait until then. However, you might want to put a household alert in the folder so that you do not forget to print that last set in that month.

19. If a participant is late picking up their last set and their certification has ended will the Add Set still be available to issue the last set?

No, if the participant's certification has ended the Add Set will not be available to issue checks.

Example: Participant has a certification end date of 7/31/11 and a LDTU of 7/24/11. If they come in to pick up their last set that should be for 7/25/11 to 8/24/11 and today is 8/1/11 the system will not allow you to print checks.

Miscellaneous

20. Will we be able to issue the Fully Breastfed Infant their 6 month food package checks prior to them turning 6 months of age?

That issue should be fixed in the new release as well.
