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Who to Call:

MOWINS Related Questions

MOWINS Help Desk:
  Phone: 800-554-2544
  Email: WICHelpDesk@health.mo.gov

Policy or Retailer Related Questions

Call your state technical assistance staff or the WIC main line for the on-call state technical assistance staff. Retailer problems can also be emailed to MOWICVendorGroup@health.mo.gov.

WIC Main Line:
  Phone: 800-392-8209

Nutritionist Technical Assistants
  Rita Arni (Supervisor)  573-751-8159
  Ernestine Persley  816-350-5418
  Nancy Green  417-895-6926
  Bridgette Delgman-Yawberry  314-877-0205
  Jill Klein  816-251-0792

Administrative Technical Assistants
  Michelle Johnson (Supervisor)  573-751-6198
  Susan Hatton  573-526-1573
  Carrie Lines  417-895-6935
  Shieta Hammond  573-526-1368
  Gwen Sullentrup  314-877-2811

Connectivity and Other Program Related Questions

State ITSD Help Desk:
  Phone: 800-347-0887

eWIC Authorized Retailers

A list of authorized Missouri eWIC retailers can be found here:
https://health.mo.gov/living/families/wic/families/findalocation/

These retailers are identified by a green pin on the map.
eWIC Card Inventory

LAs will be responsible for strict inventory controls of the assigned eWIC cards.

- Keep eWIC cards stored in a locked, secured storage area and limit access to designated WIC staff.
- Order eWIC cards using the online ordering form.
- Verify shipment of eWIC cards.
- Reconcile inventory by maintaining the eWIC Card Bundle Inventory with any issuance of a card.
- Complete the eWIC Card Lost, Stolen, or Damaged Log as needed.
- Store all inventory logs in a central file, either electronically or in a paper copy.

eWIC cards may be kept at WIC staff workstations for easier access during daily clinic operations. However, the cards must be kept out of sight, for instance, in a desk drawer. At the close of business, all eWIC cards must be accounted for and returned to the locked, secured storage area.

Note that all eWIC cards are assigned a primary account number (PAN) for card identification, and for security reasons the PANs are not in sequential order.

Clinic Flow

Local agencies (LA) should increase household appointment times by at least 15 minutes. This allows time: (1) to educate participants on eWIC, (2) for staff to learn new processes in MOWINS, and (3) for participants to ask questions.

EBT Household Demographics

Staff must complete the EBT Household Demographics screen for every household. The information below explains this screen and its functions.
1. **Household Information** – Populated from the Demographics tab of the participant’s folder. The address displayed is the mailing address. The Primary Cardholder line will remain blank until an authorized representative or alternate representative/proxy is set as the primary.

2. **Set as Primary** – Where the primary cardholder for the household is assigned.

3. **Set as Secondary** – Disabled for Missouri, as policy does not allow for a secondary card to be assigned.

4. **Assign Card** – Assigns a card to the household.
5. **Reset PIN** – Do not use this function because it does not work as expected. Instead use the Reset PIN button found in the Card Diagnostics screen, under Benefit Management, when the primary cardholder forgets their personal identification number (PIN) or wishes to update/change their PIN for security reasons.

6. **Deactivate Account** – Use when a participant has reported a card as lost, stolen, or damaged. This function communicates to the EBT Processor and once a card is deactivated, it cannot be reassigned or reactivated.

7. **Account Status** – Always shows as ‘Active.’ The ‘On Hold’ function is not used by Missouri.

8. **EBT Household Representatives** – Lists all of the participants in the household and any authorized representative or alternate representatives or proxies listed in the AdditionalInfo2 tab of the Demographics tab.

9. **Add Auth Rep and Add Alt Rep/Proxy** – Where the authorized representative or alternate representatives or proxies’ information is added or updated. The information can no longer be added or changed in the Demographics tab of the participant’s folder.

10. **Status** – Informs users what the system currently needs to communicate or has communicated to the EBT processor.

11. **Send EBT Data** – Updates the EBT processor with information regarding changes made in this screen.

12. **Exit** – Closes out of this screen.

---

**Primary Cardholder**

There will only be one eWIC card assigned to each household. The authorized representative will be assigned as the primary cardholder.

Foster children are considered a household of one and will have their own, individual eWIC card. If a foster family has multiple children, then the LA may advise them to label each eWIC card with the child’s initials. This will help the foster family identify which eWIC card belongs to which child in their care.

When setting the primary cardholder, always select the Authorized Representative row (or Alternate Representative 1 or 2 row). Never select a row with a State WIC ID. The Date of Birth field will need to be completed before a primary cardholder can be assigned.

---

**Authorized and Alternate Representatives or Proxies**

An authorized representative is a participant or the parent, legal guardian, or caretaker of a participant. The authorized representative is responsible for providing proof of identity, residency, and income for the household, along with attending appointments, completing paperwork, participating in nutrition education, and redeeming benefits at the retailer.

LAs should educate participants to be careful with their PIN. PINs should never be written on the eWIC card. The PIN is not accessible to LA staff. The PIN should only be shared with trusted proxies because anyone who has possession of the participant’s card and PIN will be able to redeem benefits at retailers. The authorized representative will be held responsible for any program violation(s) committed by the person to whom they have given their PIN.
The name fields for authorized and alternative representatives or proxies should never be completed with any of the following: XXXX, decline, no one, no proxy, none, or etc. Also, the name fields should not contain dates.

The Last Name field has a limit of 20 characters in the EBT Household Demographics screen. Most last names longer than 20 characters are hyphenated names. If the hyphenated name exceeds 20 characters, please ask the participant which name they want to use.

**Benefit Management Menu**

Participants with paper benefits who belong to an eWIC clinic will have benefit options that apply to both types of issuance. The Benefit Management menu will look like the information below in this situation.

![Benefit Management Menu](image)

It is critical that the two void functions within the Food Adjustment Wizard only be used for participants who exclusively have eWIC cards. Local agencies should continue to use the check function Void Benefits until the participant has redeemed all the assigned current and future months’ checks.

For eWIC only participants, the Benefit Management menu will only display eWIC options, as seen below.

![Benefit Management Menu](image)

**Add Set of Benefits** – Only available for states that are rolling month, not month-to-month issuance like Missouri.

**EBT Household Demographics** – Lists all members of the household and listed authorized representatives. In this screen a primary cardholder and the eWIC card are assigned. This screen also allows deactivation of a card.
Print EBT Account Balance – Prints the household’s current eWIC account balance. To ensure accuracy of the report, staff should first present the card to the card reader/writer device to allow updates to be communicated to MOWINS. The account balance can be displayed on the screen as an editable Word document.

View EBT Card History – Provides details of all card activations and deactivations and displays the acceptance signature of the primary cardholder when the card was assigned.

View EBT Transaction History – Shows household transactions that have occurred on the eWIC card. The screen will only update once a retailer has sent their WIC purchases to the EBT processor. If the participant has shopped in the last two (2) calendar days, this screen may not accurately reflect those redemptions.

There are three (3) transaction types:
- Benefit Add: Benefits issued to the eWIC card.
- Benefit Grant Expiration: System transaction occurring eight (8) days after the participant’s last date to use if the benefit set has food items that were not purchased.
- Target Recovery: Benefits voided by a staff member.

Food Adjustment Wizard – Where adjustments to issued benefits can be made for the individual whose participant folder is open. Options are available based on MOWINS permissions.

Card Diagnostics – Gives the user the option to reset the cardholder’s PIN and unlock or reactivate deactivated cards.

Voiding Benefits for the Current Month

It is highly discouraged to void any current month checks or eWIC benefits. It is understood that this will need to occur on occasion, but staff should contact the MOWINS Help Desk for assistance when this happens.

Transfers

A household should use all paper or eWIC benefits prior to being transferred to a new agency, if possible. Always ask what type of benefits the participant has: paper or eWIC card.

When opening the participant folder, the new Transfer Participant(s) screen opens and requires EBT data to be sent in order to communicate the clinic change. Agency staff can choose to select any or all of the household members that will be transferred to the new location. After all the transferring participants have been selected, select ‘OK.’
A new message will appear next, informing staff the change needs to be communicated with the EBT processor. Click ‘OK.’ Do not click the ‘Cancel’ button on this message or the ‘Exit’ button on the EBT Household Demographics screen. Clicking either of these buttons will lock the folder and the transfer will not be completed.

If the ‘Cancel’ button is clicked, the folder will become locked, and a message will appear from MOWINS.

To unlock the folder, exit out of the participant folder and begin the transfer process over.

**WIC Approved Food List**

The WIC Approved Food List is not changing with eWIC.
# Food Category Changes

<table>
<thead>
<tr>
<th>Food Category</th>
<th>Checks</th>
<th>eWIC</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Milk</td>
<td>Gallon(s)</td>
<td>Milk conversion:</td>
<td>Everything will remain the same, except ‘quarts cultured buttermilk’ no longer needs to be selected.</td>
</tr>
<tr>
<td></td>
<td>Half gallon(s)</td>
<td>1.00 = 1 gallon</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Quart(s)</td>
<td>0.75 = 1 quart and 1/2 gallon, or 3 quarts</td>
<td></td>
</tr>
<tr>
<td></td>
<td>8 quart/25.6 oz pkg</td>
<td>0.50 = 1/2 gallon or 2 quarts</td>
<td></td>
</tr>
<tr>
<td></td>
<td>12 oz can(s)</td>
<td>0.25 = 1 quart</td>
<td></td>
</tr>
<tr>
<td></td>
<td>16 oz pkg</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash Value Benefit</td>
<td>Dollars</td>
<td>Dollars</td>
<td>Will remain the same.</td>
</tr>
<tr>
<td>Cereal</td>
<td>Ounces</td>
<td>Ounces</td>
<td>Will remain the same.</td>
</tr>
<tr>
<td>Eggs</td>
<td>Dozen</td>
<td>Dozen</td>
<td>Will remain the same.</td>
</tr>
<tr>
<td>Fish</td>
<td>5 oz cans</td>
<td>Ounces</td>
<td>Must swap to ‘OUNCES CANNED FISH – eWIC ONLY.’</td>
</tr>
<tr>
<td></td>
<td>3.75 oz cans</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Formula</td>
<td>Cans/bottles</td>
<td>Cans/bottles</td>
<td>Will remain the same.</td>
</tr>
<tr>
<td>Infant Cereal</td>
<td>Ounces</td>
<td>Ounces</td>
<td>Will remain the same.</td>
</tr>
<tr>
<td>Infant Fruit-</td>
<td>Twin-pack (4 oz tub)</td>
<td>Ounces</td>
<td>Must swap to ‘OUNCES INFANT FRUITS/VEGGIES – eWIC ONLY.’</td>
</tr>
<tr>
<td>Vegetables</td>
<td>4 oz jar(s)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Infant Meat</td>
<td>2.5 oz jar(s)</td>
<td>Ounces</td>
<td>Must swap to ‘OUNCES INFANT MEAT – eWIC ONLY.’</td>
</tr>
<tr>
<td>Juice</td>
<td>Containers</td>
<td>Containers</td>
<td>Will remain the same.</td>
</tr>
<tr>
<td>Legumes</td>
<td>One pound</td>
<td>Legumes conversion 1 CTR (container):</td>
<td>Will remain the same.</td>
</tr>
<tr>
<td></td>
<td>4 - 16 oz can</td>
<td>1 pound dry beans/peas, or 1 – 18oz jar peanut butter, or</td>
<td></td>
</tr>
<tr>
<td></td>
<td>16 - 18 oz jars</td>
<td>4 – 16oz cans beans</td>
<td></td>
</tr>
<tr>
<td>Whole Grain</td>
<td>16 oz</td>
<td>Ounces</td>
<td>Must swap to ‘OUNCES WHOLE GRAIN – eWIC ONLY.’</td>
</tr>
<tr>
<td>Yogurt</td>
<td>32 oz</td>
<td>32 ounces or 0.25 gallon</td>
<td>Will remain the same.</td>
</tr>
</tbody>
</table>
Milk Choices

Milk with the same fat content is grouped for eWIC. The participant may choose any milk in the group when redeeming benefits at the store.

<table>
<thead>
<tr>
<th>Gallon(s) – skim through 1% (white)</th>
<th>Gallon(s) – whole milk (white)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Choose any size – quart, ½ gallon, gallon</td>
<td>Choose any size – quart, ½ gallon, gallon</td>
</tr>
<tr>
<td>Cultured buttermilk</td>
<td>Whole cultured buttermilk</td>
</tr>
<tr>
<td>Nonfat dry milk (8 quarts)</td>
<td></td>
</tr>
</tbody>
</table>

Milk Substitutes

Substitutes for skim, 1%, and whole milk are not grouped for eWIC and must be added to the food prescription. The milk substitutes that must be added include: soy milk, goat milk, evaporated milk, 2% milk (gallon, ½ gallon, or quart may be selected at the store), lactose-free milk, tofu, cheese, and yogurt.

Use the following numbers when substituting milk in MOWINS: cheese equals 0.75, yogurt equals 0.25, and tofu equals 0.25.

Baby Food

The participant may now select from jars or twin packs at the store.

<table>
<thead>
<tr>
<th>Baby Food: Meat Conversion Chart (ounces = jars)</th>
</tr>
</thead>
<tbody>
<tr>
<td>77.5 ounces</td>
</tr>
<tr>
<td>59 ounces</td>
</tr>
<tr>
<td>39 ounces</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Baby Food: Fruits and Vegetables Conversion Chart (ounces = jars = twin packs)</th>
</tr>
</thead>
<tbody>
<tr>
<td>256 ounces</td>
</tr>
<tr>
<td>192 ounces</td>
</tr>
<tr>
<td>128 ounces</td>
</tr>
<tr>
<td>96 ounces</td>
</tr>
<tr>
<td>64 ounces</td>
</tr>
</tbody>
</table>

Fruits and Vegetables

Infants, 9-11 months old, are limited to fresh fruits and vegetables only. These are listed separately from women’s or children’s fruits and vegetables on the shopping list. Educate the participant that “dollars fresh only fruits and/or vegetables” on the shopping list is for the infant and is limited to fresh. Local agency staff may highlight this on the shopping list or account balance, if desired.

MOWINS description differs slightly from the shopping list and account balance description.

<table>
<thead>
<tr>
<th></th>
<th>MOWINS</th>
<th>Shopping List and Account Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Women and Children</td>
<td>Fresh or frozen fruits and vegetables</td>
<td>Dollars fresh/frozen fruits and/or vegetables</td>
</tr>
<tr>
<td>Infants</td>
<td>Fruits and/or vegetables (fresh only)</td>
<td>Dollars fresh only fruits and/or vegetables</td>
</tr>
</tbody>
</table>
General Mills Gluten-Free Rice or Corn Chex

In order for the participant to purchase gluten-free Rice or Corn Chex, the LA will need to issue this cereal option and educate the participant on redeeming benefits. Select “ounces General Mills Chex/non-whole grain cereal” in MOWINS for the food prescription.

Educate the participant that “ounces General Mills Chex/non-whole grain cereal” is limited to gluten-free Rice or Corn Chex (not pictured on the approved food list). No other Chex cereals are WIC approved. Local agencies are encouraged to write “rice or corn” on the shopping list or account balance, especially for participants who are new to using WIC benefits.

Non-whole grain cereals other than Rice or Corn Chex, as shown on the WIC Approved Food List without a heart symbol, may be purchased. It is important to tell the participant that they need to have the cashier scan Rice or Corn Chex before scanning any other non-whole grain cereals.

A household may have both whole grain and non-whole grain on their shopping list.

<table>
<thead>
<tr>
<th>Shopping list description for all cereals, including whole grain and non-whole grain</th>
<th>Shopping list description for non-whole grain cereals, including General Mills Rice and Corn Chex</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ounces cereal – approved types/sizes</td>
<td>Ounces General Mills Chex/Non-Whole Grain Cereal</td>
</tr>
</tbody>
</table>

Only Chex or non-whole grain cereals may be purchased if the shopping list only contains “ounces General Mills Chex/non-whole grain cereal.”

Fish

The participant may select from tuna, sardines, or salmon at the store, instead of choosing during their appointment.

Formula Issuance

Participants should be encouraged to purchase only one can of formula initially, to determine an infant’s tolerance and acceptance of the product.

WICShopper Application

The Missouri WIC program will utilize a specialized WIC smartphone application. The application assists participants in identifying WIC-approved food items at the grocery store by scanning universal product codes (UPCs) on items. However, just because the item is WIC-approved, it does not mean the item was issued to the household.
In addition, the application features nutritional information, food preparation tips, and recipes to help WIC participants get the most out of the WIC program. Other features include a produce calculator, a cereal calculator, a place to capture benefits, and locations of WIC stores and clinics. Anyone can download this application.

The second phase of the WICShopper application will integrate with MOWINS to provide participant-specific information such as remaining benefits on their eWIC card and appointment reminders.

### Issuing Benefits

Overall, the Issuing Benefits function for eWIC operates the same as issuing checks, with the exception of one additional screen. This new screen shows an aggregate view of the household total benefits. Agencies should keep in mind before issuing benefits:

- Default food packages will continue to populate check-only options until Missouri is fully implemented.
- Call the MOWINS Help Desk for assistance if a participant was last seen in an eWIC enabled clinic and is now being seen at a clinic that is not eWIC enabled.
- Edit First Set in the Issue Benefits screen still holds the same function.
- Benefits can be issued without a card assigned to an account.
Resolving a Distribution ID Error

When issuing benefits to an eWIC card, there may be times when a distribution error code will appear. This page provides instructions on how to resolve those errors to issue benefits to the participant.

If the following error code is received, staff should note the distribution ID number listed in the message and reference the ‘Food Distribution Error Codes’ sheet for guidance. Staff can also select the Food Prescription tab to determine which participant has the incorrect food prescription.

![Error Message]

Staff can determine the food item that needs to be updated by either reviewing the ‘Food Distribution Error Codes’ sheet for error codes or by reviewing the food prescription and searching for items based on the text capitalization. Check only options will appear in lower case text in the food prescriptions and will populate with default food packages until Missouri is fully eWIC enabled. The eWIC options will display in capitalized text.
## Food Distribution Error Codes

<table>
<thead>
<tr>
<th>Error Code Number</th>
<th>Food Item</th>
<th>Fix (Swap for)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1016</td>
<td>Quarts Cultured Buttermilk</td>
<td>Reduced Fat or Whole Milk option</td>
</tr>
<tr>
<td>1115</td>
<td>16 Oz Approved Bread, Tortillas, Brown Rice or Wheat Pasta</td>
<td>OUNCES WHOLE GRAIN – eWIC ONLY</td>
</tr>
<tr>
<td>1117</td>
<td>16 Oz Brown Rice Store Brand Only</td>
<td>OUNCES WHOLE GRAIN – eWIC ONLY</td>
</tr>
<tr>
<td>1139</td>
<td>2.5 Oz Jars Infant Meats Approved Items Only</td>
<td>OUNCES INFANT MEAT – eWIC ONLY</td>
</tr>
<tr>
<td>1191</td>
<td>4 Oz Infant Fruits/Veggies Approved Brands/Varieties Only</td>
<td>OUNCES INFANT FRUITS/VEGGIES – eWIC ONLY</td>
</tr>
<tr>
<td>1226</td>
<td>5 Oz Cans Tuna Water-pack Only</td>
<td>OUNCES CANNED FISH – eWIC ONLY</td>
</tr>
<tr>
<td>1227</td>
<td>5 Oz Cans Tuna Waterpack Only</td>
<td>OUNCES CANNED FISH – eWIC ONLY</td>
</tr>
<tr>
<td>1246</td>
<td>3.75 Oz Cans Sardines -Tomato Or Mustard Sauce Or Water-pack</td>
<td>OUNCES CANNED FISH – eWIC ONLY</td>
</tr>
<tr>
<td>1247</td>
<td>3.75 Oz Cans Sardines -Tomato Or Mustard Sauce Or Waterpack</td>
<td>OUNCES CANNED FISH – eWIC ONLY</td>
</tr>
<tr>
<td>1248</td>
<td>5 Oz Cans Salmon, Pink, Water-pack Only</td>
<td>OUNCES CANNED FISH – eWIC ONLY</td>
</tr>
<tr>
<td>1249</td>
<td>5 Oz Cans Salmon, Pink, Waterpack Only</td>
<td>OUNCES CANNED FISH – eWIC ONLY</td>
</tr>
<tr>
<td>1261</td>
<td>Twin-Pack (4 Oz Tub) Infant Fruits/Veggies – Approved Brands</td>
<td>OUNCES INFANT FRUITS/VEGGIES – eWIC ONLY</td>
</tr>
</tbody>
</table>
eWIC Shopping List

A shopping list containing the benefits issued to the household will be printed when eWIC benefits are issued. Below shows the aggregated view of total household benefits that appear on the shopping list.

<table>
<thead>
<tr>
<th>Household Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>12/01/19 - WIC Approved Foods</strong></td>
</tr>
<tr>
<td><strong>12/31/19</strong></td>
</tr>
<tr>
<td>3.00 11.5-12 oz Frozen Juice - Approved Brands &amp; Types</td>
</tr>
<tr>
<td>3.00 16-18oz Peanut Butter OR 1lb Dry OR 4-16oz Can Bean</td>
</tr>
<tr>
<td>2.00 64 oz Container Juice- Approved Brands &amp; Types RTU</td>
</tr>
<tr>
<td>20.00 Dollars Fruits and/or Vegetables</td>
</tr>
<tr>
<td>2.00 Dozen Eggs - Large White</td>
</tr>
<tr>
<td>7.00 Enfamil Infant 12.5 oz Powder</td>
</tr>
<tr>
<td>5.50 Gallon(s) Milk - Skim Thru 1% (White)</td>
</tr>
<tr>
<td>4.00 Gallon(s) Whole Milk (White)</td>
</tr>
<tr>
<td>48.00 Ounces Bread Tortillas Brown Rice OR Wheat Pasta</td>
</tr>
<tr>
<td>72.00 Ounces Cereal - Approved Types/Sizes</td>
</tr>
<tr>
<td>24.00 Ounces Infant Cereal - Approved Brands</td>
</tr>
<tr>
<td>128.00 Ounces Infant Fruits-Vegetables - Approved Types</td>
</tr>
</tbody>
</table>

Participants may purchase any amount of canned beans in a shopping trip. It is no longer necessary to purchase all 4-16 ounce cans of beans at one time. Single cans will be subtracted from the account balance in increments of 0.25.

Verification of Benefits

Participants will no longer provide a signature to verify receipt of their benefits. LA staff will give the participant a shopping list detailing what was issued for the household. The participant will verify those benefits prior to inserting their card and entering their PIN. The participant entering the PIN is the verification of acceptance of the benefits.

Missouri eWIC Retailer

Retailers in Missouri that have been approved to accept the eWIC card will now have the following signage posted. If participants do not see this sign, then they should not shop at the store with their eWIC card.
WIC Transactions

When using an eWIC card for the first time, it is important that agencies educate participants on how to complete their first transaction at a store. Until participants become familiar with the shopping process, it is encouraged that they inform the cashier that they will be using an eWIC card. Most stores will also allow for WIC participants to combine all items, WIC-approved and not WIC-approved, for one purchase. If a food item is declined, and the participant believes it to be WIC-approved, the store will advise the participant to discuss with their WIC agency.

Retailer Food Instrument Information

Please note the following regarding retailers:

- WIC checks with valid dates of use will be accepted.
- eWIC benefits can be added for up to three (3) months at a time.
  - Only the current month’s benefits are accessible.
- All benefits expire on the last day of the month at midnight.
  - The “Yes or Confirm” button must be selected prior to midnight otherwise the items will be deducted from the next available month.
- The Partial WIC Formula Redemption (WIC-21) will be obsolete once eWIC is implemented. Benefits are redeemable at any time during the current month.
- The eWIC card cannot be used at self-checkout registers or for online purchases.
  - Participants should speak with a store employee if it appears only self-checkout registers are available.
- Local agencies should advise participants to keep a paper or photo copy of their last receipt.

WIC-Approved

- Advise participants that items they may have previously purchased using checks may come back as not WIC-approved with trying to purchase with an eWIC card.
  - It may not be on their food prescription.
  - It may not be WIC-approved.
- Inform participants if an item is being declined because it’s not WIC-approved, to take a picture of the product and UPC code and email it to WICFoods@health.mo.gov.
- Stores cannot override their system immediately if an item is being declined.
- Agencies can review the full WIC Approved Product List (APL) at https://health.mo.gov/living/families/wic/xls/mo-apl.xlsx.
Issues at the Store

The following are key points to help identify where a problem may be occurring when a household is having issues with the eWIC card at a store:

- Educate participants to fully insert the eWIC card into the store register
  - If the card is not fully inserted, then the smart chip cannot be read at the register
- Tell participants that if they have an issue at the register, to go to customer service and attempt to do a balance inquiry
  - If this is successful, then there is a problem at that register and not with the card
- Ask the participants to request a copy of the error, if possible at the register
  - This can help local and state agency staff in identifying what the problem is with the card
- Take pictures of the food item, including UPC, and the register number
  - The more details, the better we can serve our participants
- Request the cashier to start the payment process over
  - With eWIC being new, the cashier may be unfamiliar with this process
- Look for a message on the PIN pad that states “Insert WIC Card”
  - Message not available at all store registers
- Do not remove the eWIC card until prompted to do so
  - Removing too soon can cause errors

Receipts

Receipts at stores will vary, but the overall information will be the same.

The first receipt that will print is the current card balance. This will show what is available for the current month.
The next receipt that is provided to the participant is a list of all WIC-approved items that are being purchased today. This receipt needs to be reviewed to ensure that what is listed is accurate before the participant is asked to confirm the purchase.

The last receipts to print are for the remaining balance on the eWIC card and the total purchase of everything bought at that store today. If there is a remaining balance not paid for by the eWIC card, the participant will be asked how they would like to pay.
If there are items bought by the eWIC card and another payment method, another receipt may print.

End of the Month

Like checks, eWIC benefits have a First Date To Use (FDTU) and a Last Date To Use (LDTU). eWIC benefits must be purchased before midnight in order for the benefits to be deducted from the current month set. The cashier must confirm the purchase prior to midnight or the items will be deducted from the next month if available on the card. Benefits expire at the end of the month and do not carry over to the following month.

Participant Identification at Retailers

Participants no longer need to have the signed WIC ID folder in order to buy WIC-approved foods. With the eWIC card, the four-digit PIN is all that is required. The PIN is only known by the authorized representative and those individuals they trust to share the PIN with.

If an eWIC card is found at a store, the store has been trained to contact the number on the back of the card, and to then destroy it.

Benefit History

WIC benefits can be added to the household for up to three (3) months at a time, but only the current month’s benefits are accessible on the eWIC card. All current month’s benefits expire on the last day of the month at midnight. To better understand changes that occurred in a participant folder, staff should always expand the nodes in the Benefits History screen, as seen below. The benefit redemptions are viewed in the EBT Transaction History screen under the Benefit Management menu for eWIC. The Show Details button is only used to view benefit redemptions for checks.
Food Adjustment Wizard

The Food Adjustment Wizard is used when adjustments are needed to eWIC benefits already issued to a participant. In the Food Adjustment Wizard there are five (5) functions which can be accessed based on assigned user roles and permissions.

- **Change a Food Already Issued** – Used when there are changes needed to the formula type. It can be used for other food exchanges, but staff should avoid making changes to the current month benefit set, if possible.
  - Overissuance can occur, therefore, be cautious when making formula changes here.
  - Food packages that were issued as Direct Ship formula only can be altered in this screen to include infant solids in exchange of formula.
- **Add More Formula** – Used to make adjustments for the current month if there have been redemptions due to a breastfeeding status change or a Food Package III formula increase. This amount cannot exceed the maximum amount for the participant’s age and breastfeeding status.
  - Unavailable if infant foods have been redeemed.
Overissuance can occur, therefore, be cautious when adding more formula when the participant receives two different types.

- Added formula will issue as Direct Ship if the formula was originally issued as Direct Ship. Utilize the available cheat sheet to help change the way formula is issued.

- **Add Infant Solid Foods** – Used when a Food Package III infant, who previously received the maximum amount of formula, returns to receive infant foods.

- **Void Future Benefits**: Voids the participant’s future benefits, and is not household based. This function can only be used to void eWIC benefits, not checks.

- **Void Current and Future Benefits** – Voids the participant’s current and future benefits. Benefits can only be voided if there have been no redemptions for the current month since this is an all or nothing function. This function can only be used to void eWIC benefits, not checks.

### Overissuance

The MOWINS system will allow staff to overissue formula benefits in error, using the Change a Food Already Issued function when changing to a formula with larger reconstituted ounces per can. Staff will need to calculate the correct number of ounces/cans to reissue based on the formula amount recovered, returned, and the maximum allowed for the participant’s age and breastfeeding status.

Example: A nonbreastfeeding infant received ten (10) cans of Nutramigen with Enflora LGG powder for the month of July via Direct Ship. The household returns later with all of the formula and a special prescription from the doctor for Neocate Infant with DHA/ARA Powder. Using the Change a Food Already Issued function in the Food Adjustment Wizard, the formula can be changed. The original issuance of ten (10) cans has been returned to the agency, driving the Returned in Reconstituted Ounces column to be 870 ounces. The Total Ounces Available column is the sum of the returned and recovered reconstituted ounces, and in this example would be an overissuance since the maximum allowed for the infant should only be eight (8) cans.

Notice: MOWINS will allow for the overissuance of the formula based on the Reconstituted Ounces. For further assistance, please contact your nutrition technical assistance specialist.

![Chart](image)

Staff will also be able to overissue when using the Add More Formula function, if less than the maximum allowed is issued for two different formulas. More than the allowed amount of formula could be issued if the following occurs:

- Two different formulas were issued;
- Less than the maximum combined amount was issued; and
- Participant returns for more formula and the Add More Formula function is used to increase the formula on the card.
Example: A ‘some breastfeeding’ infant received three (3) cans each of EnfaCare and Elecare for the month of September and four (4) cans each of EnfaCare and Elecare for the month of October. The household returns needing more formula issued to the eWIC card. Using the Add More Formula function in the Food Adjustment Wizard, the Cans Available to Issue column is the maximum amount for each individual formula.

Notice, MOWINS will allow to overissue both formulas. For further assistance, please contact your nutrition technical assistance specialist.

![Add Formula](image)

**Substitution Chart**

<table>
<thead>
<tr>
<th>Original milk issuance</th>
<th>New milk type</th>
<th>Amount to deduct</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 gallon milk</td>
<td>Lactose-free milk = 2 quarts</td>
<td>0.50</td>
</tr>
<tr>
<td>1 gallon milk</td>
<td>Goat milk = 3 quarts</td>
<td>0.75</td>
</tr>
<tr>
<td>1 gallon milk</td>
<td>Cheese = 3 quarts</td>
<td>0.75</td>
</tr>
<tr>
<td>1 gallon milk</td>
<td>Yogurt = 1 quart</td>
<td>0.25</td>
</tr>
<tr>
<td>1 gallon milk</td>
<td>Tofu = 1 quart</td>
<td>0.25</td>
</tr>
<tr>
<td>1 gallon milk</td>
<td>Evaporated milk <em>varies</em></td>
<td></td>
</tr>
</tbody>
</table>

*To calculate the amount to deduct for evaporated milk, consult the Conversion of Fluid Milk to Evaporated Milk, Evaporated Goat Milk, PWD Goat Milk, and Nonfat Dry Milk in the Food and Formula Reference Guide (FFRG).*

**EBT Household Change Guided Script**

The EBT Household Change Guided Script for eWIC is more complicated. Below are some items to remember when completing a household change.

- Once the EBT Household Change Guided Script is started, it must be completed.
- Once any step is completed (identified with a red checkmark), changes cannot be made to that step.
- Staff should communicate with the previous clinic if there is a card currently assigned to an account. The current household eWIC card will have to be deactivated, so staff will need to communicate with the primary cardholder and document the deactivation and waiting periods.
- Contact the MOWINS Help Desk if a clinic needs to obtain the previous Household’s IDs. However, staff are encouraged to make a note regarding the previous Household ID for reference.
Account Balance

Staff should provide an account balance when a participant requests the remaining benefits on their eWIC card.

- First, insert the card into the card reader/writer to ensure the account balance is reflected accurately.
- Can be printed as often as needed.
- Will not display to be printed if there are no eWIC benefits in the current month.
- Will not display to be printed if a card has not been assigned in EBT Household Demographics.
- Opens in Microsoft Word, allowing the agency to add other information, as desired.

Below shows the aggregated view of household benefits left as it appears on the account balance.

<table>
<thead>
<tr>
<th>Redemption Period: 12/17/2019 thru 12/31/2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.00 11.5-12 oz Frozen Juice - Approved Brands &amp; Types</td>
</tr>
<tr>
<td>4.00 16-18oz Peanut Butter OR 1lb Dry OR 4-16oz Can Bean</td>
</tr>
<tr>
<td>2.00 64 oz Container Juice- Approved Brands &amp; Types RTU</td>
</tr>
<tr>
<td>29.00 Dollars Fruits and/or Vegetables</td>
</tr>
<tr>
<td>3.00 Dozen Eggs - Large White</td>
</tr>
<tr>
<td>3.75 Gallon(s) Milk - Skim Thru 1% (White)</td>
</tr>
<tr>
<td>1.75 Gallon(s) Whole Milk (White)</td>
</tr>
<tr>
<td>80.00 Ounces Bread Tortillas Brown Rice OR Wheat Pasta</td>
</tr>
<tr>
<td>108.00 Ounces Cereal - Approved Types/Sizes</td>
</tr>
<tr>
<td>3.00 Pound(s) Cheese - Store Brand Generic</td>
</tr>
<tr>
<td>2.00 Quart(s) Yogurt - Approved Brands/Variedies</td>
</tr>
</tbody>
</table>

Reset PIN

In MOWINS, there are two places to reset a PIN; one is in EBT Household Demographics, and the other is in Card Diagnostics. Staff should only use the Reset PIN button found in the Card Diagnostics screen, under Benefit Management. There is no limit on how often a person can reset their PIN.
Do not use the Reset PIN function in EBT Household Demographics. This is known to cause errors in MOWINS. Unfortunately, there is no way to disable this button to prevent users from utilizing on this screen.

Deactivate Account

Any card reported as lost, stolen, or damaged will need to be deactivated in MOWINS. Once this deactivation begins, there is a minimum waiting period of five (5) calendar days before a new eWIC card can be issued. This allows for retailer transactions to flow back into MOWINS, thus staff can correctly adjust benefits based on purchases from the deactivated eWIC card. The LA should make a general note in MOWINS, containing the date the participant reported the eWIC card lost, stolen, or damaged and the reason for the replacement.

Once an eWIC card has been deactivated, the card will no longer be associated with the household or linked back to any identifying information, and cannot be used to purchase food items. A deactivated card should be reported and shredded.

If staff accidentally select the Deactivate Account button in the EBT Household Demographics screen and have not selected to Send EBT Data, simply select the “Exit” button to cancel the deactivation.

If a card reported as lost is found, staff can go into the Card Diagnostics screen and unlock the card. This will reactivate the card for the household and remove the waiting period.

A new card should **not** be assigned until after the waiting period has expired.

- Create a household alert to document the reason for the deactivation and the date for when the waiting period expires.

- To calculate the five (5) calendar day waiting period, count days starting on the day the card was deactivated.

The reader/writer device will inform staff there is a waiting period if staff attempt to assign a card to an account that is in a waiting period.
Reactivate Deactivated Account

If a card previously deactivated was found, it can be reactivated. To reactivate a card, open ‘Card Diagnostics’ and choose ‘Unlock Card.’ This function will only reactivate the last deactivated card.

![Card Diagnostics](image)

Reporting Damaged Cards

There is a feature on the card reader/writer device that allows staff to report damaged cards. However, for best practices, it is highly recommended to not use this function and to do the necessary steps in MOWINS by deactivating the card.

eWIC Card Replacement

When an eWIC card is reported as lost, stolen, or damaged, the following should occur:

- Deactivate the eWIC card.
- Make a general note in MOWINS on the reason for the replacement and the date the card was reported as lost, stolen, or damaged.
- Schedule a time for the authorized representative or proxy to return in five (5) calendar to seven (7) business days to receive the replacement eWIC card.
- Provide referral information for local food resources when needed.
- Track the deactivated card in the eWIC Card Lost, Stolen, or Damaged Log.

The eWIC Card Lost, Stolen, or Damaged Log should be maintained by the designated WIC staff and kept in a central file (electronically or paper copy) in the agency.
An eWIC card deactivated on: Cannot be replaced until 5 calendar days: Must be replaced by 7 business days:

<table>
<thead>
<tr>
<th>Day</th>
<th>Date</th>
<th>Date</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>Friday</td>
<td>the following Tuesday</td>
<td></td>
</tr>
<tr>
<td></td>
<td>example: July 6th</td>
<td>example: July 10th</td>
<td>example: July 14th</td>
</tr>
<tr>
<td>Tuesday</td>
<td>Saturday</td>
<td>the following Wednesday</td>
<td></td>
</tr>
<tr>
<td></td>
<td>example: July 7th</td>
<td>example: July 11th</td>
<td>example: July15th</td>
</tr>
<tr>
<td>Wednesday</td>
<td>Sunday</td>
<td>the following Thursday</td>
<td></td>
</tr>
<tr>
<td></td>
<td>example: July 8th</td>
<td>example: July 12th</td>
<td>example: July 16th</td>
</tr>
<tr>
<td>Thursday</td>
<td>Monday</td>
<td>the following Friday</td>
<td></td>
</tr>
<tr>
<td></td>
<td>example: July 9th</td>
<td>example: July 13th</td>
<td>example: July 17th</td>
</tr>
<tr>
<td>Friday</td>
<td>Tuesday</td>
<td>the following Monday</td>
<td></td>
</tr>
<tr>
<td></td>
<td>example: July 10th</td>
<td>example: July 14th</td>
<td>example: July 20th</td>
</tr>
</tbody>
</table>

**Note:** The 7 business day example does not factor in any holidays.

**Administrative Policy Changes**

- 8.1.080 Participant Explanation
- 8.1.170 Notification of Ineligibility, Termination, or Expiration of Certification
- 8.1.190 Authorized Representative and Alternate Representatives
- 8.1.200 Proxies
- 9.1.010 Food Instrument Accountability and Liability
- 9.1.030 Food Instrument Replacement
- 9.1.040 Food Instrument Inventory Management
Nutrition Policy Changes

- Current Changes
  - 2.3.030 Guidelines for Issuance of Formulas, WIC-Eligible Nutritionals, and Other Supplemental Foods under Food Package III

- Future Changes
  - 2.07400 Return, Donation, and Disposal of Formula and WIC-Eligible Nutritionals
  - WIC Formula Acceptance and Action Log
  - 2.08600 Direct Distribution Food Delivery System for Exempt Formula and WIC-Eligible Nutritionals

Things to Remember

- A MOWINS reset and update must be completed daily
- Do NOT have multiple folders open at once
- Do NOT have multiple people in one folder
- Do NOT start a Household ID change unless absolutely sure the process can be completed
  - Once a checkmark is complete on the household change, the entire process must finalized
- Account Balances are only updated after a card is inserted into a reader/writer device
- Only provide the eWIC Shopping List to a participant on the day the benefits are issued
- Update food packages to include the ‘eWIC only’ food items.
  - Update prepopulated or default food packages as well
  - ‘Check only’ options will appear in lower case text
  - ‘eWIC only’ options will appear in upper case text
- Changes made in the Food Adjustment Wizard will take time to be communicated to the EBT processor
  - After clicking ‘Send EBT Data’ do NOT click on other buttons, otherwise errors will occur
  - Be patient with any eWIC process and avoid over clicking
- Insert the household’s eWIC card into the card reader/writer at the beginning and end of every appointment