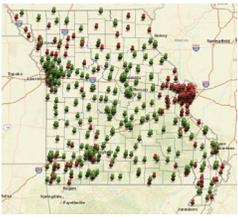




WHO TO CALL

- eWIC guide provides numbers to call for issues related to Missouri WIC Information Network System (MOWINS), policies, and retailers
- Link for eWIC Authorized Retailers
 - <https://health.mo.gov/living/families/wic/families/findalocation/>



eWIC CARD INVENTORY

Each tray specifies the starting Primary Account Number (PAN) and ending PAN that is specific to the eWIC cards received




eWIC CARD INVENTORY

Every tray has six (6) bundles of eWIC cards

Plastic wrapped in groups of 50 with starting and ending PANs listed




eWIC CARD INFORMATION

- eWIC cards have PANs for card identification
- PANs are NOT in sequential order
- LAs track the following on the eWIC Card Bundle Inventory
 - Issued eWIC card
 - eWIC card not being issued due to damage and the explanation
 - PANs are pre-populated by the state staff



eWIC CARD BUNDLE INVENTORY

Missouri Department of Health and Senior Services WIC and Nutrition Services			
eWIC Card Bundle Inventory			
Date Bundle Received			Agency/Site Name
Date Bundle Completed			Agency/Site Number
			Designated WIC Staff Name
Primary Account Number (PAN)	Card Issued	Card Damaged - Unissued	If unissued due to damage, please explain
A	B	C	D
1234567891234560	<input type="checkbox"/>	<input type="checkbox"/>	
2345678912345670	<input type="checkbox"/>	<input type="checkbox"/>	

*The eWIC Card Bundle Inventory is used to track a bundle of cards. This stays with the assigned bundle until all fifty (50) cards are issued or marked as unissued due to damage. This should be stored (electronically or paper form) in a central file at the local agency.

Column A: PAN - Numbers of cards in the bundle. Pre-filled, locked field.
 Column B: Checklist - place a check in this column once a card has been issued to a participant.
 Column C: Checklist - place a check in this column if a card is unable to be issued due to damage.
 Column D: If a card is unable to be issued due to damage, provide an explanation of the damage (e.g., the card was melted by a heater).

eWIC CARD INVENTORY MANAGEMENT

- Ensure adequate inventory to meet operational needs and reduce risk of fraudulent use
- Designated WIC employee responsible for eWIC card inventory
 - Orders with online form
 - Verifies shipment
 - Completes the eWIC Card Bundle Inventory daily

eWIC CARD INVENTORY MANAGEMENT

- Store eWIC cards in locked, secured storage area with limited access
- For daily clinic operations, eWIC cards can be readily available to WIC staff at work stations
 - Kept out of sight
- Close of business, all eWIC cards must be accounted for and returned to the locked, secured storage area

CLINIC FLOW

How does your clinic flow?

- Allow for more time
 - Time to educate participants on eWIC
 - Time for staff to learn new processes in MOWINS
 - Time for participants to ask questions
- For the first two (2) weeks, give each household an additional 15 minutes

BENEFIT MANAGEMENT MENU

Current Month's Checks Issued, but Agency is eWIC Enabled

Benefit Management | Document Imaging

- Issue Benefits
- Void Benefits
- Mark Benefits as Lost/Stolen
- Reprint Benefits for Custody Change
- Add/Replace Set of Benefits
- Add Set of Benefits
- EBT Household Demographics
- Print EBT Account Balance
- View EBT Card History
- View EBT Transaction History
- Food Adjustment Wizard
- Card Diagnostics

Only eWIC Benefits Available

Benefit Management | Document Imaging

- Issue Benefits
- Add Set of Benefits
- EBT Household Demographics
- Print EBT Account Balance
- View EBT Card History
- View EBT Transaction History
- Food Adjustment Wizard
- Card Diagnostics

EBT HOUSEHOLD DEMOGRAPHICS

The screenshot shows the 'EBT Household Demographics' form. Callouts 1-12 point to the following elements:

- 1: Address field (Blueberry Lane)
- 2: 'Set as Primary' button
- 3: 'Set as Secondary' button
- 4: 'Assign Card' button
- 5: 'Cancel EBT' button
- 6: 'Deactivate Account' button
- 7: 'Account Status' dropdown (Active / On Hold)
- 8: 'EBT Household Representatives' table
- 9: 'Add Alternate Representative/Proxy 2' form
- 10: 'Status: EBT update needed' message
- 11: 'Save EBT Data' button
- 12: 'Cancel' button

PRIMARY CARDHOLDER

- Always assign a card to a Authorized Representative or Alternate Representative
- Date of Birth must be entered before a card can be assigned

EBT Household Representatives					
State WIC ID	Name	Date of Birth	Telephone	Card Number	Card Holder
01243604	MOMMY BEAR	02/15/2008	417-123-4567		
01243605	SISTER BEAR	08/26/2017	417-123-4567		
01243606	BROTHER BEAR	04/18/2016	417-123-4567		
Authorized Representative		MOMMY BEAR	417-123-4567		
Alternate Representative/Proxy 1		PAPA BEAR	417-123-4567		

PRIMARY CARDHOLDER

- One (1) eWIC card assigned per household
- Foster children are a household of one (1)
 - Will have their own individual eWIC card
 - For multiple children, advise participant to label each card with the child's initials
 - For foster families with multiple eWIC cards, PIN can be the same for each card
- Foster families with multiple eWIC cards can have the same PIN for each card if they choose

AUTHORIZED AND ALTERNATE REPRESENTATIVES OR PROXIES

- Names should **never** be entered as
 - XXXX
 - ----
 - DECLINED
 - NO ONE
 - NO PROXY
 - NONE
- A date should not be entered after an individual's name
- Last name field has a character limit of 20
 - Including spaces and hyphens

AUTHORIZED REPRESENTATIVES

- Same as the check system
- Increased responsibility
 - Any program violation(s) committed by anyone if they gave their PIN
 - Anyone who has possession of the card and PIN can redeem benefits at retailers
- Only Authorized Representative knows their PIN
 - Not accessible to local agency (LA) staff
 - Should only be shared with trusted proxies
 - Do not write PIN on card



SIGNATURE BACK-UP FORM

- Use form when the signature pad is not working for MOWINS

STATE OF MISSOURI
DEPARTMENT OF HEALTH AND SENIOR SERVICES WIC AND NUTRITION SERVICES
WIC SIGNATURE PAD BACKUP FORM

HOUSEHOLD ID NUMBER: []

WIC CARD: []

PARTICIPANT'S RIGHTS AND RESPONSIBILITIES: []

BREAST PUMP LOAN/LEASE: []

RESET PIN

- Accessed from 'Card Diagnostics'
- PINs can be reset as many times as needed

Card Diagnostics

Card Number: []

Status: Active

Status Reason: []

Reset PIN

Unlock Card

Reset Failed Debit

EBT Household Demographics

Household ID: 00796282

Telephone: 873-555-5555

Address: 123 WOODS STREET, JEFFERSON CITY, MO 65105-0000

Primary Cardholder: Authorized Representative - WIRONGBUCKETT WIC

State WIC ID	Name	Date of Birth	Telephone	Card Number	Card Holder
01319191	WIRONGBUCKETT WIC	01/08/1982	873-555-5555		
01319202	BABY WIC	05/16/2019	873-555-5555		
01319206	A WIC	05-07-2017	873-555-5555		

Authorized Representative: WIRONGBUCKETT WIC - 01/30/1982 - 873-555-5555 - 001891319217021 - Primary

Last Name: WIC, First Name: WIRONGBUCKETT, Date of Birth: 01/30/1982

Relationship: [Sub], Marital Status: [Married], Education Level: [12th Grade OR GED], Register to Vote: [Already registered]

Buttons: Add Full Prop, Add All Prop/Proxy, Send EBT Data, Exit

**VOIDING OR ADJUSTING BENEFITS
FOR THE CURRENT MONTH**

- Discouraged for both checks and eWIC
- Card must be present
- Call the MOWINS Help Desk
 - 800-554-2544

TRANSFERRING PARTICIPANTS

New eWIC message

- Select 'OK,' otherwise account will lock
- EBT Household Demographics will open, users only need to select "Send EBT Data"

Participant Folder

This clinic change must be communicated to EBT Processor.

OK
Cancel

WIC APPROVED FOOD LIST

- No changes!

BUTTERMILK

- Substitute any amount of milk with an allowed buttermilk option
- Quarts only, no half gallons

Food Prescription	Buttermilk Options at the Store
QUARTS MILK: SKIM THRU 1% (WHITE)	Kroger, Hiland, Deans Dairy Pure, Belfonte, and Anderson Erickson Lowfat Buttermilk Prairie Farms 1.5% Lowfat Buttermilk
QUARTS MILK: 2% (WHITE)	None
QUARTS WHOLE MILK (WHITE/UNFLAVORED)	Marburger Whole Buttermilk

MILK SUBSTITUTES

- Milk substitutes must be added to food prescription
 - Soy milk
 - Goat milk
 - 2% milk (gallon, 1/2 gallon, or quart may be selected at the store)
 - Lactose-free milk
 - Evaporated milk
 - Tofu
 - Cheese
 - Yogurt

BABY FOOD




Baby Food: Meat Conversion Chart (ounces = jars)	
77.5 ounces	31 jars
59 ounces	23 jars
39 ounces	15 jars

Baby Food: Fruits and Vegetables Conversion Chart (ounces = jars = twin packs)		
256 ounces	64 jars	32 twin packs
192 ounces	48 jars	24 twin packs
128 ounces	32 jars	16 twin packs
96 ounces	24 jars	12 twin packs
64 ounces	16 jars	8 twin packs

PRESCRIPTION EXAMPLES

Food Prescription for Certification
 R 01/08/2020
 24 - OUNCES INFANT CEREAL- APPROVED BRANDS
 31 - 2.5 Oz Jars Infant Meats Approved Items Only
 64 - 4 Oz Infant Fruits/Veggies Approved Brands/Varieties Only

Food Prescription for Certification
 R 01/08/2020
 24 - OUNCES INFANT CEREAL- APPROVED BRANDS
 31 - 2.5 Oz Jars Infant Meats Approved Items Only
 32 - Twin-Pack (4 Oz Tub) Infant Fruits/Veggies - Approved Brands

Food Prescription for Certification
 R 01/08/2020
 24 - OUNCES INFANT CEREAL- APPROVED BRANDS
 77.5 - OUNCES INFANT MEATS - eWIC ONLY
 256 - OUNCES INFANT FRUIT/VEGGIES - eWIC ONLY

FRUITS AND VEGETABLES

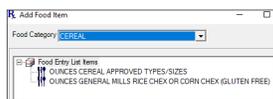
Cash value benefits

- Women and children
 - Shopping list description - "dollars fresh/frozen fruits and/or vegetables"
 - MOWINS description - "fresh or frozen fruits and vegetables"
- Infants 9-11 months
 - Shopping list description - "dollars **fresh only** fruits and/or vegetables"
 - MOWINS description - "fruits and/or vegetables (**fresh only**)"



GENERAL MILLS GLUTEN-FREE RICE OR CORN CHEX

- MOWINS and Shopping List
 - Ounces General Mills Chex/Non-Whole Grain Cereal
- Educate participant
 - Cashier must scan General Mills **Rice** or **Corn** Chex BEFORE scanning any other non-whole grain cereal
 - Other non-whole grain cereals may be purchased





PRESCRIPTION EXAMPLES

WIC check

<p>01/08/2020</p> <ul style="list-style-type: none"> 2 - DOZEN EGGS LARGE, WHITE 1 - POUND 16 OZ CHEESE - STORE BRAND 36 - OUNCES CEREAL APPROVED TYPES/SIZES 1 - 16 Oz Approved Bread, Tortillas, Brown Rice or Wheat Pasta 2 - 16-18 OZ PEANUT BUTTER OR 1 LB DRY OR 4-16 OZ CAN BEANS 6 - 5 Oz Cans Tuna Water-Pack Only 1100 - FOR FRESH/FROZEN FRUITS AND/OR VEGETABLES 23 - QUARTS MILK SKIM THRU 1% (WHITE) 3 - 11.5 - 12.0 OZ FROZEN JUICE APPROVED TYPES 1 - 32 OZ YOGURT APPROVED BRAND/VARIETIES ONLY 	<p>01/08/2020</p> <ul style="list-style-type: none"> 2 - DOZEN EGGS LARGE, WHITE 1 - POUND 16 OZ CHEESE - STORE BRAND 36 - OUNCES CEREAL APPROVED TYPES/SIZES 1 - 16 Oz Approved Bread, Tortillas, Brown Rice or Wheat Pasta 2 - 16-18 OZ PEANUT BUTTER OR 1 LB DRY OR 4-16 OZ CAN BEANS 1100 - FOR FRESH/FROZEN FRUITS AND/OR VEGETABLES 23 - QUARTS MILK SKIM THRU 1% (WHITE) 6 - 5 Oz Cans Salmon, Pink, Water-Pack Only 3 - 11.5 - 12.0 OZ FROZEN JUICE APPROVED TYPES 1 - 32 OZ YOGURT APPROVED BRAND/VARIETIES ONLY
--	---

PRESCRIPTION EXAMPLES

eWIC card

<p>01/08/2020</p> <ul style="list-style-type: none"> 2 - DOZEN EGGS LARGE, WHITE 1 - POUND 16 OZ CHEESE - STORE BRAND 36 - OUNCES CEREAL APPROVED TYPES/SIZES 2 - 16-18 OZ PEANUT BUTTER OR 1 LB DRY OR 4-16 OZ CAN BEANS 1100 - FOR FRESH/FROZEN FRUITS AND/OR VEGETABLES 23 - QUARTS MILK SKIM THRU 1% (WHITE) 3 - 11.5 - 12.0 OZ FROZEN JUICE APPROVED TYPES 1 - 32 OZ YOGURT APPROVED BRAND/VARIETIES ONLY 30 - OUNCES CANNED FISH - eWIC ONLY 16 - OUNCES WHOLE GRAINS - eWIC ONLY

FORMULA ISSUANCE

- Encourage purchase of only one can of formula initially
- Determine tolerance and acceptance of product



Educate participant

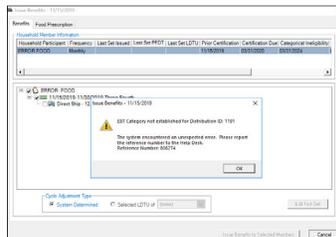
WICSHOPPER APPLICATION

- Identifies WIC-approved food items while shopping by scanning universal product codes (UPC) on items
 - WIC-approved does **NOT** mean it was issued to the household
- Features nutritional information, food preparation tips, and recipes
- Anyone can download – participants, staff, retailers
- Phase two integrates with MOWINS to provide participant specific information
 - Remaining benefits on eWIC card for redemption
 - Appointment reminders and Missouri WIC alerts



RESOLVING A DISTRIBUTION ID ERROR

- Remove the 'Check Only Option'
- Look for the items listed in the 'Food Prescription' in lower case font



FOOD DISTRIBUTION ERROR CODES

Error Code Number	Food Item	Fix (Swap for)
1016	Quarts Cultured Buttermilk	SKIM THRU 1% or WHOLE MILK option
1115	16 Oz Approved Bread, Tortillas, Brown Rice or Wheat Pasta	OUNCES WHOLE GRAIN - eWIC ONLY
1117	16 Oz Brown Rice Stone Brand Only	OUNCES WHOLE GRAIN - eWIC ONLY
1139	2.5 Oz Jars Infant Meats Approved Items Only	OUNCES INFANT MEAT - eWIC ONLY
1191	4 Oz Infant Fruits/Veggies Approved Brands/Varieties Only	OUNCES INFANT FRUITS/VEGGIES - eWIC ONLY
1226	5 Oz Cans Tuna Water-pack Only	OUNCES CANNED FISH - eWIC ONLY
1227	5 Oz Cans Tuna Waterpack Only	OUNCES CANNED FISH - eWIC ONLY
1246	3.75 Oz Cans Sardines - Tomato Or Mustard Sauce Or Water-pack	OUNCES CANNED FISH - eWIC ONLY
1247	3.75 Oz Cans Sardines - Tomato Or Mustard Sauce Or Waterpack	OUNCES CANNED FISH - eWIC ONLY
1248	5 Oz Cans Salmon, Pink, Water-pack Only	OUNCES CANNED FISH - eWIC ONLY
1249	5 Oz Cans Salmon, Pink, Waterpack Only	OUNCES CANNED FISH - eWIC ONLY
1261	Twin-Pack (4 Oz Tub) Infant Fruits/Veggies - Approved Brands	OUNCES INFANT FRUITS/VEGGIES - eWIC ONLY

ISSUING BENEFITS

- Default food packages will populate check only options
 - Will be updated after statewide eWIC implementation
- Call MOWINS Help Desk if participant moves from eWIC enabled clinic to clinic that is not eWIC enabled
- Benefits can be issued without card assigned to account

eWIC SHOPPING LIST

For infant, child, and breastfeeding woman

06/30/20	07/01/20	eWIC Approved Foods
06/30/20	07/31/20	
8.00	8.00	\$15-dollars fresh only fruits and/or vegetables
20.00	20.00	\$15-dollars fresh/frozen fruits and/or vegetables
1.00	1.00	CTR-11 1-13 oz frozen juice - approved brands & types
3.00	3.00	CTR-11-18oz peanutbutter OR 1lb dry OR 4-16oz can bean
2.00	2.00	CTR-05 oz container juice- approved brands & types w/w
3.00	3.00	DOZ-dozen eggs - Large white
2.00	1.00	GA-1gal(12oz) milk - SKIM THRU 1% (white)
12.00	12.00	HGL-Half Gallon(s) Lactose Free Red. Fat Milk (1.5-2%)
2.00	2.00	LB-Pound(s) Cheese - Store brand generic
30.00	30.00	OZ-ounces approved canned fish
48.00	48.00	oz-ounces Bread tortillas brown rice or wheat Pasta
36.00	36.00	OZ-ounces Cereal - Approved Types/Sizes
24.00	24.00	OZ-ounces Infant Cereal - Approved Brands
100.00	100.00	OZ-ounces Infant Fruits-Vegetables - Approved Types
32.50	32.50	OZ-ounces Infant Meats - Approved Items
36.00	36.00	OZ-ounces Non-milk based cereal
1.00	1.00	QT-Quart(s) Yogurt - Approved Brands/Varieties

eWIC SHOPPING LIST

- Provided at the time benefits issued
- Does not provide current account balance information
- Opens in Microsoft Word, allowing agency to add information



VERIFICATION OF BENEFITS

- Participant no longer signs to verify receiving benefits
- Participant looks at Shopping List, **not checks**
- When the participant enters their PIN, they are accepting the benefits issued to the household



ACCOUNT BALANCE

For infant, child, and breastfeeding woman

Redemption Period: 07/01/2020 thru 07/31/2020

- 8.00 \$\$\$-Dollars Fresh Only Fruits and/or Vegetables
- 20.00 \$\$\$-Dollars Fresh/Frozen Fruits and/or Vegetables
- 3.00 CTR-11.5-12 oz Frozen Juice - Approved Brands & Types
- 3.00 CTR-16-18oz PeanutButter OR 1lb Dry OR 4-16oz Can Bean
- 2.00 CTR-64 oz Container Juice- Approved Brands & Types RTU
- 3.00 OZ-bogon fogs - Large White
- 3.00 GAL-Gallon(s) Milk - Skim Thru 1% (White)
- 12.00 HD-Half gallon(s) Lactose Free Red. Fat Milk (1.5-2%)
- 2.00 LB-Pound(s) Cheese - Store Brand Generic
- 30.00 OZ-Ounces Approved Canned Fish
- 48.00 OZ-Ounces Bread Tortillas Brown Rice OR wheat Pasta
- 36.00 OZ-Ounces Cereal - Approved Types/Sizes
- 24.00 OZ-Ounces Infant Cereal - Approved Brands
- 100.00 OZ-Ounces Infant Fruits-Vegetables - Approved Types
- 27.50 OZ-Ounces Infant Meats - Approved Items
- 36.00 OZ-Ounces Non-Whole Grain Cereal
- 1.00 QT-Quart(s) Yogurt - Approved Brands/Varieties

ACCOUNT BALANCE

- Balance is only accurate if card has been inserted into the card reader/writer
- No limit to when or how often it can be printed
- Will not display to be printed
 - No current month's eWIC benefits
 - No card assigned in 'EBT Household Demographics'
- Opens in Microsoft Word, allowing agency to add information

MISSOURI eWIC RETAILER



WIC TRANSACTIONS

- Participants should inform the cashier they will be using their eWIC card
- Participants can combine all items, WIC-approved and not WIC-approved
- If an item is declined at the store, the cashier will advise participant to discuss the issue with their local agency



RETAILER FOOD INSTRUMENT INFORMATION

- WIC retailers will still accept issued, valid WIC checks
- 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
- Partial WIC Formula Redemption (WIC-21) will be obsolete upon eWIC implementation
- eWIC cards cannot be used at self-checkout registers or online purchases
 - If the only lanes open are self-checkout, ask for customer service
- Advise participants to keep paper or photo copy of last receipt

WIC-APPROVED

- Advise participants items they may have purchased with checks may now come back as not WIC-approved
 - May not be on their food prescription
 - May not be WIC-approved
- Inform participants if item is being declined because it's not WIC-approved, take a picture of the product and UPC code
 - Email: WICFoods@health.mo.gov
- Agencies can review the full WIC Approved Product List (APL) <https://health.mo.gov/living/families/wic/xls/mo-apl.xlsx>

ISSUES AT THE STORE

- Tell participants that if they have an issue at the register, to go to customer service and attempt to do a balance inquiry
- Educate participants to fully insert eWIC card into the store register
- Request the cashier to start the payment process over
- Look for a message on the PIN pad that states "Insert WIC Card"
- Ask the participants to request a copy of the error, if that is possible at the register
- Do not remove the eWIC card until prompted to do so

RECEIPTS

NCR **We Sell Food**
 123 First Street
 Jefferson City, MO
 (123) 456-7890
 Manager: John Doe

Mixed Basket Report!

Ticket Total	\$9.75
EBT WIC Total	\$8.56
Non-EBT WIC Total	\$2.19

Customer is responsible for the payment of the non-EBT WIC total.

CASHIER NAME: Andrew McCutchen
 C0002 #0098 13:25:46 11DEC2019
 S00001 R018

END OF THE MONTH

- Must complete the WIC purchase before midnight in order for benefits to be redeemed for the current month
- The "Yes to Confirm" button must be selected prior to midnight
 - If not, items will be deducted from next available month



PARTICIPANT IDENTIFICATION
AT RETAILERS

- eWIC card and four-digit PIN needed to redeem benefits
- Remember, whoever has the card and PIN can redeem benefits
- If a card is found at a store, the store will contact the MOWINS Help Desk and then destroy it



BENEFIT HISTORY

Benefits History

- 07/01/2019 - 07/31/2019 | Breastfeeding | Agency 509 | Clinic 99
 - 67936347 | VOIDED 05/15/2019
 - 05/01/2019 - 05/30/2019 | Breastfeeding | Agency 509 | Clinic 99
 - 67936346 | VOIDED 05/15/2019
 - 05/15/2019 - 05/31/2019 | Three Fourth | Breastfeeding | Agency 509 | Clinic 99
 - 67936353
 - 10.00 HALF GALLONS LACTOSE FREE MILK, SKIM THRU 1% ANY BRAND
 - 05/15/2019 - 05/31/2019 | Three Fourth | Breastfeeding | Agency 509 | Clinic 99
 - 67936345
 - 2.00 DOZEN EGGS - LARGE, WHITE
 - 1.00 POUND 16 OZ CHEESE - STORE BRAND/GENERIC
 - Recovered - 1.00 - 05/15/2019
 - 35.00 OUNCES CEREAL - APPROVED TYPES/SIZES
 - 2.00 16-18 OZ PEANUT BUTTER OR 1 LB DRY OR 4-16 OZ CAN BEANS
 - 1100.00 FOR FRESH/FROZEN FRUITS AND/OR VEGETABLES
 - 3.00 11.5 - 12.0 OZ FROZEN JUICE APPROVED TYPES
 - 4.50 GALLONS MILK SKIM THRU 1% (WHITE)
 - Recovered - 4.50 - 05/15/2019
 - 30.00 OUNCES CANNED FISH - e-NIC ONLY
 - 16.00 OUNCES WHOLE GRAINS

FOOD ADJUSTMENT WIZARD

User Role and Permissions

- These options discussed are available based on a user role and the permissions granted

Food Adjustment Wizard

Adjustment Options

- Change a Food Already Issued
- Add More Formula
- Add Infant Solid Foods
- Void Future Benefits
- Void Current and Future Benefits

Change a Food Already Issued

- Needed for formula exchanges after redemptions or direct ships have occurred

Be very cautious, as this screen allows for overissuance!

OVERISSUANCE

- In 'Change a Food Already Issued' function of the Food Adjustment Wizard, staff can overissue in error
 - Changing formula to a larger reconstituted ounces per can

Select the Cans to Issue cell to toggle/edit the additional cans to issue.		New Formula: 14.1 OZ (400 GMS) NEOCATE INFANT WITH DHAVARA PVID									
Benefit Period	Formula	Amount Issued	Amount Returned	Returned in Reconstituted Ounces	Amount Recovered	Recovered in Reconstituted Ounces	Total Ounces Available	Cans of Formula Available to Issue	Cans to Issue	Direct Ship	
07/05/2019 - 07/31/2019	Nutrigen with Enfura L	10	10	870	0	0	870	9	9	<input checked="" type="checkbox"/>	

EQUIPMENT NEEDED FOR HANDS-ON TRAINING

- Two (2) Workstations
 - Display of Hands-On Training PowerPoint
 - MOWINS and WIC Direct Tasks
- One (1) eWIC Card
- Signature Pad
- Card Reader/Writer
- Printer

WIC DIRECT

Verify that users can sign into WIC Direct
<https://moprodweb.cdpehs.com/EBT/LogOn.aspx>

SPIRIT WIC EBT Middleware – Smart Card (SWEM – SC) application

- Each agency should download the SWEM-SC following the instructions that were provided by State Agency
- Every agency should have at least two reader/writer devices
- Each SWEM-SC downloaded needs to be tested prior to eWIC enablement



STEP 1

- Connect the card reader/writer and the signature pad to the workstation



Device displays the following message when first plugged into a computer or laptop



STEP 2

- Double-click on the SWEM-SC Icon located on the workstation desktop



- Verify that the workstation informs you that the SWEM-SC is running



RUNNING SWEM-SC

- SWEM-SC should remaining running to operate the card reader/writer



- Icon will also appear in tray of workstation



STEP 3

- The message on the reader/writer device should say "Please Insert card!"



PROBLEM SHOOTING OPTION #1

- Option 1:
 - Close down the SWEM-SC
 - Unplug the card reader/writer from workstation
 - Plug the card reader/writer back in to the workstation
 - Turn on the SWEM-SC

PROBLEM SHOOTING OPTION #2

- Option 2:
 - Go to Task Manager
 - In the Services tab, look for SpiritOfflineHostService
 - If the Services tab does not appear, click on 'More details'
 - Verify that SpiritOfflineHostService is 'Running'
 - The service should not be 'Stopped'
 - Contact IT if service is not 'Running'




TESTING CONNECTIVITY

- Sign into WIC Direct
- Plug in card reader/writer device
- Turn on the SWEM-SC
- Insert eWIC card into the device
- Wait for the device to stop blinking, and display the 'Card Updated.' message
- In WIC Direct, select the transaction tab
- Look for the eWIC card number that was inserted in the transactions list



SUCCESSFUL SWEM-SC

- If a 'Card Present' type appears, than the SWEM-SC was successfully installed

LINE	DATE	TIME	TYPE	AMOUNT	DESCRIPTION	STATUS	REMARKS
236296	07/14/2020	07:14:20Z	SWEM-SC (NO)	00000000000000000000	Normal	5818912100049548	27 - 0 Card Present Confirmed 000 - Approved.

- If the eWIC card is not seen in the transactions list, contact IT for additional support

STEP 4

- Sign into MOWINS
- Select the following:
 - WIC HELP DESK AGENCY
 - WIC HELP DESK – EWIC
- A Reset/Update may be required for the Agency to appear



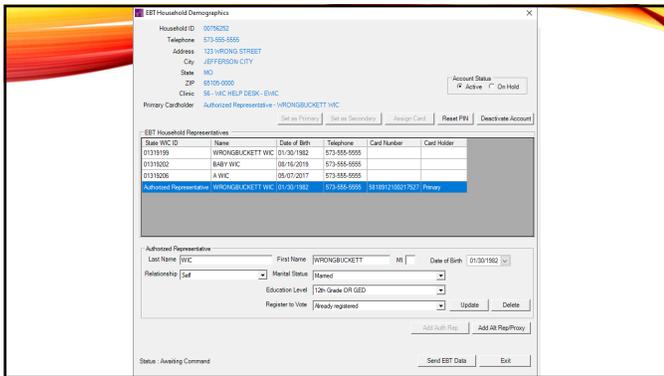
BREAK TIME

**EBT HOUSEHOLD CHANGE
GUIDED SCRIPT**

- Once any step is completed (shows red checkmark), cannot reopen link or go back to make changes
- If card currently assigned, communicate with previous clinic
 - Both households should wait five (5) calendar days to receive replacement card with benefits
 - Deactivate card in the last participant folder, if multiple members are being transferred out
 - Document deactivation and waiting period
- For questions on how to handle household changes, contact MOWINS Help Desk

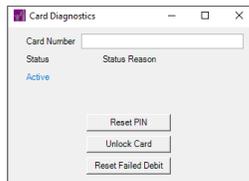
DEACTIVATE ACCOUNT

- Used to report lost, stolen, or damaged cards
- Should the 'Deactivate Account' button be selected, staff can select 'Exit' to cancel the deactivation
- New cards should **not** be assigned until after the five (5) calendar day waiting period
 - To calculate the waiting period, count days starting on the day the card was deactivated
- Document reason for deactivation and date the waiting period expires



REACTIVATE DEACTIVATED CARD

- Accessed from 'Card Diagnostics'
- Will only reactivate the last deactivated card
- Choose 'Unlock Card'



eWIC CARD REPLACEMENT

- **Deactivate** the eWIC card
 - Immediately
 - No later than one (1) business day of receiving notification
- Make general notes in MOWINS
- Schedule appointment to receive replacement eWIC card
 - Five (5) calendar days to seven (7) business days
- Provide referral information for local food resources
- Track deactivated cards on the eWIC Card Lost, Stolen, or Damaged Log

No exception for the minimum five (5) day waiting period.

eWIC CARD LOST, STOLEN, OR DAMAGED LOG

Missouri Department of Health and Senior Services WIC and Nutrition Services						
eWIC Card Lost, Stolen, or Damaged Log						
Form Beginning Date		Agency/ Site Name				
Form Ending Date		Designated WIC Staff Name				
Primary Account Number (PAN)	Lost	Stolen	Damaged	Date Deactivated	Employee Who Deactivated	Notes
A	B	C	D	E	F	G

The eWIC Card Lost, Stolen, or Damaged Log is used to track cards that are deactivated for any reason other than the participant is no longer receiving benefits. The designated WIC staff member is in charge of maintaining the log. This log should be stored in a central file (electronically or paper copy) at the local agency.

Column A - PAN - Number of card reported lost, stolen, or damaged.
 Column B - Checked - place a check in this column if the card was reported lost.
 Column C - Checked - place a check in this column if the card was reported stolen.
 Column D - Checked - place a check in this column if the card was reported damaged.
 Column E - Enter the date the card was deactivated in MOWINS.
 Column F - Enter the initials of the employee who deactivated the card. If the card was deactivated by a state employee, enter H/D for help desk.
 Column G - Enter any notes that are needed.

July 2020

SU	MO	TU	WE	TH	FR	SA
	1	2	3	4		
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1

eWIC CARD REPLACEMENT A

An eWIC card deactivated on:	Cannot be replaced until 5 calendar days:	Must be replaced by 7 business days:
Monday	Friday	the following Tuesday
Example: July 6 th	Example: July 10 th	Example: July 14 th
Tuesday	Saturday	the following Wednesday
Example: July 7 th	Example: July 11 th	Example: July 15 th
Wednesday	Sunday	the following Thursday
Example: July 8 th	Example: July 12 th	Example: July 16 th
Thursday	Monday	the following Friday
Example: July 9 th	Example: July 13 th	Example: July 17 th
Friday	Tuesday	the following Monday
Example: July 10 th	Example: July 14 th	Example: July 20 th

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 Representative
- 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

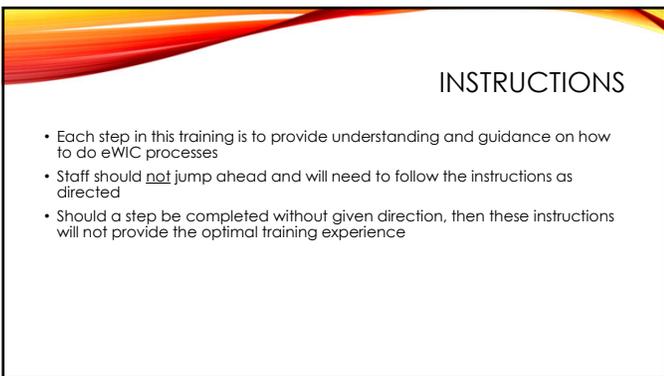
- Current Changes
 - 2.3.030 Guidelines for Issuance of Formulas, WIC-Eligible Nutritionals, and Other Supplemental Foods under Food Package III
- Future Changes
 - 2.07400 Return, Donation, and Disposal of Formula and WIC-Eligible Nutritionals
 - WIC Formula Acceptance and Action Log
 - 2.08600 Direct Distribution Food Delivery System for Exempt Formula and WIC-Eligible Nutritionals

THINGS TO REMEMBER

- Reset and update MOWINS daily
- Multiple folders open, or multiple staff in one folder is discouraged
- eWIC processes take time
- Change household guided script will lock after a red checkmark appears next to a link
- Account Balances are accurate after card is inserted
- eWIC Shopping Lists only given when benefits initially issued
- Update food prescriptions for eWIC
- Card updates are the first and last step completed for participants







STEP 5

- Locate the household that has been created for your clinic



HOUSEHOLD BACKGROUND

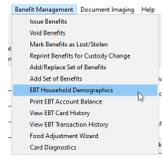
- The household will consist of a mom and a child
- One of the participants in the household has been issued checks for the current month

Benefit Set	IPDTU	LDTU
N/A	N/A	
01/01/2020	01/01/2020	Issued
06/01/2020	06/30/2020	Issued

Insurance Frequency: B monthly

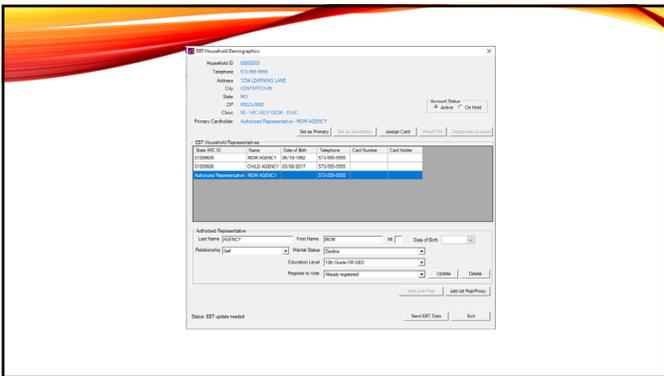
STEP 6

- Go to Benefit Management menu
- Select 'EBT Household Demographics'



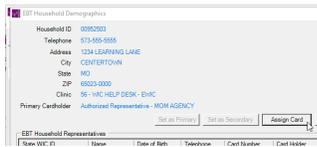
STEP 7

- Highlight the individual who will be the primary cardholder
 - Enter in all required information on the individual
 - As a reminder, to save information entered, you will need to click the 'Update' button
 - Select 'Set as Primary'



STEP 8

- Once the primary cardholder has been identified, click on the 'Assign Card' button
 - Click 'Assign Card'



Device will display "Card Inserted? 1 - Yes 2 - No" if the device has been sitting idle or if the card can not be read

Select 2, to return to the "Please Insert card!" message

We will not use option 1, as this is to report damaged cards



Do **not** use this feature

Report damaged card in MOWINS by deactivating account

Select C for Cancel to return to the "Please Insert card!" message



Before any card is inserted into the reader/writer, this message **must** display on the device

eWIC cards, should be chip first and face up, when placed into the card reader/writer



*If multiple users share a workstation, make sure to turn off SWEM-SC before a new user signs into the workstation.

The image shows a REINERSCT device with a screen displaying "Please Insert card!". Below the screen is a numeric keypad with buttons for 1-9, 0, CLR, @, and OK. There is also a small green light indicator at the bottom of the device.

Device displays "Please Wait . . ." once eWIC card is inserted

Green, blinking light appears at top right of device when an update is occurring

The image shows the REINERSCT device with the screen displaying "Please Wait...". A green light is visible at the top right of the device. The keypad and other features are the same as in the previous image.

REINERSCT®

Cards should remain inserted during entire process

Device displays "Card Updated." indicating change to the card is completed and MOWINS is updated

Note: this message appears even if the card is not assigned to a household

The image shows the REINERSCT device with the screen displaying "Card Updated.". The keypad and other features are consistent with the previous images.

"1 – Request Update" allows communication of changes between MOWINS and the eWIC card

"2 – Send Card" allows population of a card number in a selected field



STEP 9

- Assigning a card can be completed in two ways
 - 1st – Type in the card number
 - 2nd – Insert card into card reader/writer
 - Select '2 – Send Card'

** Be sure cursor is in the field where you want the card number to populate

** Notice there is no prompt for a PIN




STEP 10

- Once card number has populated into this field, select 'OK'

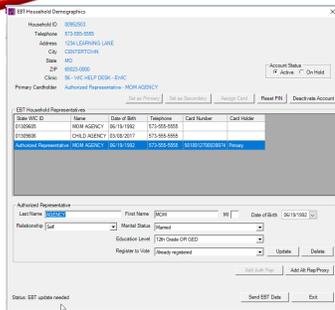


- Remove the card from the device

** Be sure to update your card inventory tracking sheet

STEP 11

- The last step to complete is to click 'Send EBT Data'



STEP 12

- Now that a card is assigned to the household, MOWINS requires the primary cardholder to sign for acceptance of the card
 - Whomever is responsible for the card during this training will need to sign



Device prompts user to "Enter new PIN" once a new eWIC card has been assigned in EBT Household Demographics

Participants need to carefully enter their PIN. If "C" or "CLR" is accidentally pushed, the user will have to remove the card and start over



All PINs are four digits long

Screen remains on "Enter new PIN ****" until "OK" is selected or system times out

Participant must remove the card and start over if system times out



Device displays "Please repeat" after selecting "OK"

Participant re-enters same PIN, (presented on the screen with asterisks) then selects "OK"



Device displays "Invalid PIN Try Again" if an incorrect PIN was entered

Device then prompts user to remove card and start over



The image shows a black handheld device with a screen displaying "REINERSCT" at the top and "Invalid PIN Try Again" below. Below the screen is a numeric keypad with buttons for 1-9, 0, CLR, @, ^, and v, along with an OK button. A small green light is visible at the bottom of the device.

"Please Do Not Remove Card . . ." displays when device is reading or updating the card

Again, a green, blinking light appears at top right of device when an update is occurring

Errors will occur if the card is removed before the light stops blinking



The image shows a black handheld device with a screen displaying "REINERSCT" at the top and "Please Do Not Remove Card..." below. Below the screen is a numeric keypad with buttons for 1-9, 0, CLR, @, ^, and v, along with an OK button. A small green light is visible at the bottom of the device.

"1 - Request Update" allows communication of changes between MOWINS and the eWIC card

"2 - Send Card" allows population of a card number in a selected field



The image shows a black handheld device with a screen displaying "REINERSCT" at the top and "1-Request Update 2-Send Card" below. Below the screen is a numeric keypad with buttons for 1-9, 0, CLR, @, ^, and v, along with an OK button. A small green light is visible at the bottom of the device.

Once the update is completed, another "Card Updated." message will appear

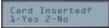
"Occasionally the device will remain on this message after the update is done. As long as the green light is not flashing the card can be removed. Users may have to select the "C" or "CLR" to clear off this message from the device.



"Please Remove Card" displays upon completion of all steps



CARD READER/WRIER REMINDERS

- Before any process takes place on the device it must read 'Please Insert card!'
 
- Device will display 'Card Inserted? 1-Yes 2-No' if sitting idle
 - Can select 'C' for cancel, or 'CLR' for clear to return to the 'Please Insert card!' message
 
- When entering a PIN, the device can time out if not completed in time

STEP 13

- Insert card into the reader/writer
- Card reader/writer will prompt for **new** PIN
- ** Use the last four numbers of the card for the PIN

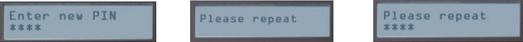


STEP 14

- When setting up the PIN, be sure to select the 'OK' button after the four-digit PIN has been entered

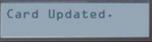


- The PIN entry will need to be repeated and again select 'OK'



STEP 15

- Wait for card reader/writer to state 'Card Updated.' and for the green light to stop blinking



- Once the device is at the '1- Request Update, 2 - Send Card,' remove the card from the device



WIC DIRECT

- Allows staff the ability to verify that cards are set up correctly
- Can identify problems that may be associated with the eWIC card
- Provides retailer error messages from card transactions

STEP 19

- Sign into WIC Direct
 - <https://moprodweb.cdpehs.com/EBT/LogOn.aspx>



STEP 20

- Once logged in, click on the 'ACCOUNTS' button



STEP 21

- Search for the household number we are setting up for eWIC
- ** Be sure to include leading zeros

Household Number	Account Date	Account Address	Cardholders
000000			

STEP 22

- WIC Direct will locate the Household Number
- Click on the blue link for the Household Number

Household Number	Account Date	Account Address	Cardholders
000000			

WIC DIRECT ACCOUNTS

- Identifies households in MOWINS that have had EBT Data sent
- Shows Card Status
- ** Note that at this time no benefits appear with this account

** "PIN Selected" will always be "No". PINS's are stored with the eWIC cards not with WIC Direct.

STEP 23

- In MOWINS, select "Issue Benefits"

STEP 24

- The Issue Benefits screen will appear
- Notice that one participant does not have the current month's benefits available, as those were issued by check
- Select 'Issue Benefits to Selected Members'

STEP 26

- Status will now show 'Issuance Received, Success!'
- Select 'Print Shopping List'



STEP 27

- Staff can 'Display on Screen' and edit information on the print out if needed, or
- Select 'Send to Printer'
- Click 'OK'



STEP 28

- To exit the Aggregated Issuance for EBT Account screen, select 'Close'



STEP 29

MOST IMPORTANT STEP

- Once benefits have been issued, put the card back into the reader/writer device
- Device will request to "Please enter PIN"
 - Enter PIN
 - Click "OK"



CARD UPDATED

- Wait for the "Card Updated." message to appear
- The green light on the card reader/writer should stop blinking
- eWIC card is loaded with benefits

STEP 30

- Verify that Adjust Benefits shows a status of Confirmed
- To refresh the WIC Direct screen click on 'Search'

<small> 7 - Cannot update cardholder type on 10 - Invalid card number does not exist 11 - WIC authority does not exist 12 - Invalid date not used for parent 13 - Location number does not exist 14 - Location number does not exist </small>			
Account ID	Balance	Card	Local
WICID	00.00	0000	Local
2000	00.00 2020	00-00-2020	20-00-20-94

ACCOUNT BALANCE

- Go to Customer Service and request an Account Balance
- Compare this print out to the Shopping List

WIC RECEIPTS

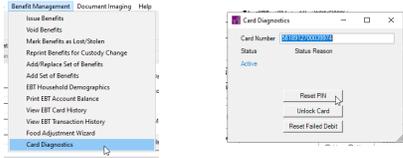
- 1st – Starting Account Balance
 - 2nd – List of food items being purchased for WIC
 - This list is what is to be confirmed
 - 3rd – Ending Account Balance
- ** If non-WIC items are bought, separate receipts will print for those items

TRANSACTIONS

- Retailer transactions can take up to 48 hours to appear in WIC Direct
- Form for problem shooting retailer and card issues

RESET PIN

- Resetting a PIN should be completed in Card Diagnostics



DEACTIVATING eWIC CARD

- After shopping experience is complete, return to the WIC Help Desk – eWIC Agency in MOWINS
- Under Benefit Management menu, select "EBT Household Demographics"
- Click on "Deactivate Account"
- Select "Send EBT Data"

