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
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

- 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
  - Keep out of sight
- Close of business, all eWIC cards must be accounted for and returned to the locked, secured storage area

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

How does your clinic flow?
BENEFIT MANAGEMENT MENU

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

- View Benefits
- Add and Delete Benefits
- Review Benefits for Security Change
- Add Recipient of Benefits
- Edit Recipient
- EBT Account Demographics
- EBT Account History
- EBT Card History
- EBT Transaction History
- Food Adjustment Record
- Card Signatures

Only eWIC Benefits Available

EBT HOUSEHOLD DEMOGRAPHICS

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

PRIMARY CARDHOLDER

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

Caution participants about sharing their PIN!
SIGNATURE BACK-UP FORM

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

RESET PIN

• Accessed from ‘Card Diagnostics’
• PINs can be reset as many times as needed
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”

WIC APPROVED FOOD LIST

• No changes!

Approved Food List
Missouri WIC
Effective October 2018
FOOD CATEGORY CHANGES

<table>
<thead>
<tr>
<th>Food Category</th>
<th>Example</th>
<th>WIC Check</th>
<th>eWIC Card</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Milk</td>
<td>- Skim</td>
<td>- 1%</td>
<td>- 2%</td>
<td>Will meet the same nutrient needs as the milk listed.</td>
</tr>
<tr>
<td></td>
<td>- Whole</td>
<td>- 1%</td>
<td>- 2%</td>
<td>Will meet the same nutrient needs as the milk listed.</td>
</tr>
<tr>
<td>Skim Milk</td>
<td>- 1 qt</td>
<td>- 1 qt</td>
<td>- 1 qt</td>
<td>Quart, ½ gallon, or gallon.</td>
</tr>
<tr>
<td>Whole Milk</td>
<td>- 1 qt</td>
<td>- 1 qt</td>
<td>- 1 qt</td>
<td>Quart, ½ gallon, or gallon.</td>
</tr>
</tbody>
</table>

MILK CHOICES

Milk with same fat content is grouped – participant may choose from the group.

<table>
<thead>
<tr>
<th>Skim through 1% - white</th>
<th>Whole - white</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quart, ½ gallon, or gallon</td>
<td>Quart, ½ gallon, or gallon</td>
</tr>
<tr>
<td>Cultured lowfat buttermilk</td>
<td>Whole cultured buttermilk</td>
</tr>
<tr>
<td>Nonfat dry milk (8 quarts)</td>
<td>Whole cultured buttermilk</td>
</tr>
</tbody>
</table>

PRESCRIPTION EXAMPLES

- WIC check
- eWIC card
BUTTERMILK

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

<table>
<thead>
<tr>
<th>Food Prescription</th>
<th>Buttermilk Options at the Store</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quarts Milk: Skim Thru 1% (White)</td>
<td>Kroger, Hiland, Deans Dairy Pure, Belfonte, and Anderson Erickson Lowfat Buttermilk</td>
</tr>
<tr>
<td>Quarts Milk: 2% (White)</td>
<td>Prairie Farms 1.5% Lowfat Buttermilk</td>
</tr>
<tr>
<td>Quarts Whole Milk (White/Unflavored)</td>
<td>Marburger Whole Buttermilk</td>
</tr>
</tbody>
</table>

MILK SUBSTITUTES

• Milk substitutes must be added to food prescription
  • Soy milk
  • Goat milk
  • 2% milk (gallon, ½ gallon, or quart may be selected at the store)
  • Lactose-free milk
  • Evaporated milk
  • Tofu
  • Cheese
  • Yogurt

BABY FOOD

<table>
<thead>
<tr>
<th>Baby Food: Meat Conversion Chart (ounces + pcs)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 oz meat</td>
</tr>
<tr>
<td>1/2 oz meat</td>
</tr>
<tr>
<td>1/4 oz meat</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Baby Food: Fruits and Vegetables Conversion Chart (ounces + pcs + fruit paste)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 oz fruit</td>
</tr>
<tr>
<td>1/2 oz fruit</td>
</tr>
<tr>
<td>1/4 oz fruit</td>
</tr>
<tr>
<td>1/8 oz fruit</td>
</tr>
</tbody>
</table>
PRESCRIPTION EXAMPLES

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

- 2 DOZEN EGGS LARGE WHITE
- 1 POUND 16 OZ CHEESE STORE BRAND
- 16 OUNCES CEREAL APPROVED TYPES SIZES
- 2 1/2 CUPS MILK SLIM MILK
- 1/2 CUP ORANGE JUICE AS APPROVED TYPES
- 3 TUNA OUNCES APPROVED TYPES
- 3 5 OZ TUNA OUNCES
- 3 16 OZ TUNA OUNCES
- 2 1/2 CUPS MILK SLIM MILK
- 3/4 CUP MILK SLIM MILK

- 1 1/2 CUP ORANGE JUICE APPROVED TYPES
- 1 1/2 DOZEN FROZEN JUICE APPROVED TYPES
- 1/2 CUP ORANGE JUICE APPROVED TYPES

eWIC card

- 2 DOZEN EGGS LARGE WHITE
- 1 POUND 16 OZ CHEESE STORE BRAND
- 16 OUNCES CEREAL APPROVED TYPES SIZES
- 2 1/2 CUPS MILK SLIM MILK
- 1/2 CUP ORANGE JUICE AS APPROVED TYPES
- 3 TUNA OUNCES APPROVED TYPES
- 3 5 OZ TUNA OUNCES
- 3 16 OZ TUNA OUNCES
- 2 1/2 CUPS MILK SLIM MILK
- 3/4 CUP MILK SLIM MILK

- 1 1/2 CUP ORANGE JUICE APPROVED TYPES
- 1 1/2 DOZEN FROZEN JUICE APPROVED TYPES
- 1/2 CUP ORANGE JUICE APPROVED TYPES

- 1/2 CUP MILK SLIM MILK
FORMULA ISSUANCE

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

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

<table>
<thead>
<tr>
<th>Error Code</th>
<th>Food Item</th>
<th>Fix (Swap for)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1016</td>
<td>Quarts Cultured Buttermilk</td>
<td>SKIM THRU 1% 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/Vegetables 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 Water-pack 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 Water-pack</td>
<td>OUNCES CANNED FISH – eWIC ONLY</td>
</tr>
<tr>
<td>1249</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, Water-pack Only</td>
<td>OUNCES CANNED FISH – eWIC ONLY</td>
</tr>
<tr>
<td>1261</td>
<td>Twin-Pack (4 Oz Tub) Infant Fruits/Vegetables – Approved Brands</td>
<td>OUNCES INFANT FRUITS/VEGGIES – eWIC ONLY</td>
</tr>
</tbody>
</table>

### 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

- [List of food items for eWIC shopping]

- [Additional details about eWIC shopping list]
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
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

MISSOURI eWIC
Authorized 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 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/ls/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
• **NOTE:** all receipts in this presentation are examples only
• Format will vary by store
• Information will be the same
RECEIPTS

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

Educate Participant: Treat your eWIC card like cash!
**BENEFIT HISTORY**

**FOOD ADJUSTMENT WIZARD**

**User Role and Permissions**
- These options discussed are available based on a user role and the permissions granted.

**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.
**FOOD AND FORMULA REFERENCE GUIDE**

Non-breastfeeding infant (0-3 month old)
- Nutramigen = 87 fl oz x 10 = 870 reconstituted amount
- Neocate Infant Formula = 870 ÷ 97 fl oz = 8.9690721

**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</td>
<td>0.50</td>
</tr>
<tr>
<td>1 gallon milk</td>
<td>Goat milk</td>
<td>0.75</td>
</tr>
<tr>
<td>1 gallon milk</td>
<td>Cheese</td>
<td>0.75</td>
</tr>
<tr>
<td>1 gallon milk</td>
<td>Yogurt</td>
<td>0.25</td>
</tr>
<tr>
<td>1 gallon milk</td>
<td>Tofu</td>
<td>0.25</td>
</tr>
</tbody>
</table>

**FOOD ADJUSTMENT WIZARD**

**Add More Formula**
- Needed for breastfeeding status changes for Food Package III formula increases after redemptions have occurred
- Unavailable if infant foods have been redeemed
- If a formula was set ‘Direct Shipped,’ the added formula will automatically ‘Direct Ship’

**Add Infant Solid Foods**
- Needed when a Food Package III infant was issued the max amount of formula (has made redemptions), but returns for infant foods

Be very cautious, as this screen allows for overissuance!
OVERISSUANCE

- In ‘Add More Formula’ function of the Food Adjustment Wizard, staff can overissue in error
- Two different formulas were issued
- Less than the maximum combined amount was issued
- Participant returns for more formula and ‘Add More Formula’ is used to increase formula on card

FOOD ADJUSTMENT WIZARD

Void Future Benefits
- Voids participant future benefits
- Not household based
- Only use to void eWIC benefits, not checks

Void Current and Future Benefits
- Voids participant current and future benefits as long as there have been no redemptions on the account
- Only use to void eWIC benefits, not checks

'Some' breastfeeding infant (4-5 month old)

- September: EleCare 8 x 95 = 760 fl oz, EnfaCare 9 x 82 = 738 fl oz, Total = 1,498 fl oz
- October: EleCare 10 x 95 = 950 fl oz, EnfaCare 11 x 82 = 902 fl oz, Total = 1,852 fl oz
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

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 remain 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

• 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

- The eWIC Card Lost, Stolen or Damaged Log is used to track eWIC cards that are lost, stolen, or damaged.
- Deactivated cards are recorded in the log and cannot be replaced for 5 calendar days.
- Cards must be replaced within 7 business days.
- The log includes examples of dates for different days of the week:
  - Monday - Friday
  - Saturday - Monday
  - Sunday - Thursday

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 Nutritional, and Other Supplemental Foods under Food Package III

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

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
• Each step in this training is to provide understanding and guidance on how to do eWIC processes
• Staff should not jump ahead and will need to follow the instructions as directed
• Should a step be completed without given direction, then these instructions will not provide the optimal training experience
STEP 5

• Locate the household that has been created for your clinic

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.

Device displays “Please Wait . . .” once eWIC card is inserted
Green, blinking light appears at top right of device when an update is occurring
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
“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 accidently 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.

"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.

"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.
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/WRITER 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
STEP 16

• Click on the 'Food Prescription' tab

STEP 17

• Add a new food prescription for today’s date
• Be sure to remove any food items with upper and lower case letters, as those are for checks only

STEP 18

• Close out of this participant folder, and update the food prescription for the other family member
** Mom has the current month checks
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](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

STEP 22

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

WIC DIRECT ACCOUNTS

• Identifies households in MOWNS 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 25

- The Aggregated Issuance for EBT Account screen appears
- Preview all benefits being issued for the current and future months
- Status shows benefits issued to each participant
- Current Status shows ‘Awaiting Command’
- Verify food prescriptions, and select ‘Send EBT Data’
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'
WIC DIRECT

- Go back to the ‘ACCOUNTS’ button, and research for the household
- Click on the Household Number link
- WIC Direct now previews benefits issued

TRANSACTIONS

- At the bottom of the Account Details page, select the blue ‘Transactions’ link

TRANSACTION ACTIVITY

- This page will show all activity associated with this household card number
- At the bottom of the page will be a transaction number for each activity
- Notice that ‘Adjust Benefits’ has a ‘Status’ of Pending
**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**

- 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’.
Pending status means the eWIC card is not loaded with benefits

Confirmed status means eWIC benefits are loaded on the card

TIME TO SHOP

- Only buy shelf-stable food items that are low in cost
- Use the food items for education purpose in the clinic
  - Otherwise, return the foods to Technical Assistance staff
  - Do **NOT** give foods to participants or use for personal use
- Attempt to buy a non-WIC item
ACCOUNT BALANCE
• Go to Customer Service and request an Account Balance
• Compare this printout 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
PURCHASES

• Watch the account, to see the purchase come back in through WIC Direct
• For details, click on the HGIN blue link

RETAIL HISTORY DETAILS

• WIC Direct will provide a “Message Reason Code” description when a card transaction fails to work at a store
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.”