

eWIC Training Day Webinar



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Agenda

- Transitioning from FIs to eWIC: Review of common scenarios
- Key topics to remember
- Review your resources
- Getting Help
- Questions & Answers
- Review special formula order process



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Transitioning from FIs to eWIC: Common Scenarios

1. Participants who are on WIC but need an eWIC card now (Recert, Mid-cert, Follow-up Appointments)
2. Removing future eWIC Benefits
3. Exchanging benefits (FIs to eWIC)



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Common Scenario #1: A Follow-Up Appointment

Scenario:

- Patty's one month old grandson, Kaden is a WIC participant. Patty arrives at your clinic today for Kaden's follow-up appointment. Today is 5/3/16 and Patty needs Kaden's food benefits.



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Open the Family panel. Patty is the endorser and Kaden's certified until 3/2017. Notice that the Last FB field is blank.

The screenshot shows the eWIC Compass Test application window. The title bar reads "eWIC Compass Test (Vanessa Hodack 51 - 5101 Connected)". The menu bar includes File, Edit, Printouts, View, Card Activities, and Help. The main window displays the following information:

- Family:** 11301869 Patty Test, 51 - 5101 Pueblo WIC Clinic
- Clinic Services:** A sidebar menu with categories like Search, New Family, Family/Intake, Assessment, Education and Care, Foods, Scheduler, Operations, Vendor Management, Finance, Food Management, System Administration, and Reports.
- Family Panel:**
 - Endorser:** Patty Test (with an Edit link)
 - Participant:** Kaden Test (with an Edit link)
 - Category:** Infant (Male)
 - Date of Birth:** 03/16/2016 (1 m 17 d)
 - WIC Status:** Active
 - Cert. End:** 03/2017 (circled in red)
 - Last FB:** (blank field, with a red arrow pointing to it)
 - *FB Issuance:** 3 Months (dropdown menu)
- Family Data:**
 - New Member / Proxy:** (link)
 - Investigator:** (dropdown menu)
 - *Mother's Ed Level:** 1 year of college (dropdown menu)
 - *Printouts Language:** English (dropdown menu)
 - BF PC:** (dropdown menu)
 - Needs Interpreter:**
 - Preferred Spoken Language:** (dropdown menu)
 - Educator:** (dropdown menu)
 - Economic Unit:** Patty Test (dropdown menu)
 - EU Nbr:** 11805029
 - Current PAN:** (blank)
 - Status:** (blank)
 - *Referred To WIC By:** Family/Friend (dropdown menu)
- System Messages:** A table with columns for Error Code and Description.



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We need to issue Kaden's food benefits. How do we know when his last set of checks were issued?

The screenshot shows the eWIC Compass Test software interface. The main window displays the following information:

- Participant:** Kaden Test
- Category:** Infant (Male)
- No Longer BF:** (checked)
- BW:** (blank)
- Date of Birth:** 03/16/2016 (1 m 17 d)
- WIC Status:** Active
- Cert. End:** 03/2017
- Last FB:** (blank)

The **Food Package** section shows:

- Effective Date:** 03/22/2016
- End Date:** 05/31/2016 (circled in red)
- Do Not Auto-Update:** (unchecked)
- Unverified:** (checked)
- Special Diet:** (unchecked) (Prescribed Formula/Food, Religious Reason)
- Documentation:** (link)
- Verify:** (button)
- Self-Reported:** (unchecked)
- Details:** (text field)
- Copy:** (button)
- Model Food Package:** (dropdown menu)
- View:** Full (selected), 2/3, 1/3
- FB Issuance:** 3 Months
- 1st Day:** 1
- Food Package Name:** Enfamil Infant 0-3 Months - Full Formula

The **Food Package** table is empty:

Category	Subcategory	Qty	UOM	Month	Doc ID
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Comments: (text field)

Adriana Delgado 03/22/2016

The interface also includes a sidebar with **Clinic Services** and **Scheduler** options, and a bottom navigation bar with **System**, **Messages**, **Family Alerts**, and **Food Benefits Alerts**.



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Today's date is 5/3/16. Click "New" to create a food package. The Effective Date populates for next month (6/1/16).

The screenshot shows the eWIC Compass Test software interface. The window title is "eWIC Compass Test (Vanessa Hodack 51 - 5101 Connected)". The main area displays information for a participant named "Kaden Test", including their category as "Infant (Male)", date of birth "03/16/2016", and WIC status as "Active". A "Food Package" section is visible, with the "Effective Date" field set to "06/01/2016", which is circled in red. Below this, there are options for "Unverified", "Special Diet", and "Self-Reported". A table at the bottom shows an error message: "Error Code 9001 At Least One Food Item is a required field." The sidebar on the left contains various navigation options such as "Clinic Services", "Scheduler", "Operations", "Vendor Management", "Finance", "Food Management", "System Administration", and "Reports".



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Pick a food package for Kaden.

The screenshot shows the eWIC Compass Test application window. The main area displays the participant's information: **Participant: Kaden Test**, **Category: Infant (Male)**, **No Longer BF**, **WIC Status: Active**, and **Cert. End: 03/2017**. The **Food Package** section is active, showing an **Effective Date** of 06/01/2016. A dropdown menu is open, highlighting the selected **Model Food Package: Enfamil Infant 0-3 Months - Full Formula**. Below this, a table lists the food package details:

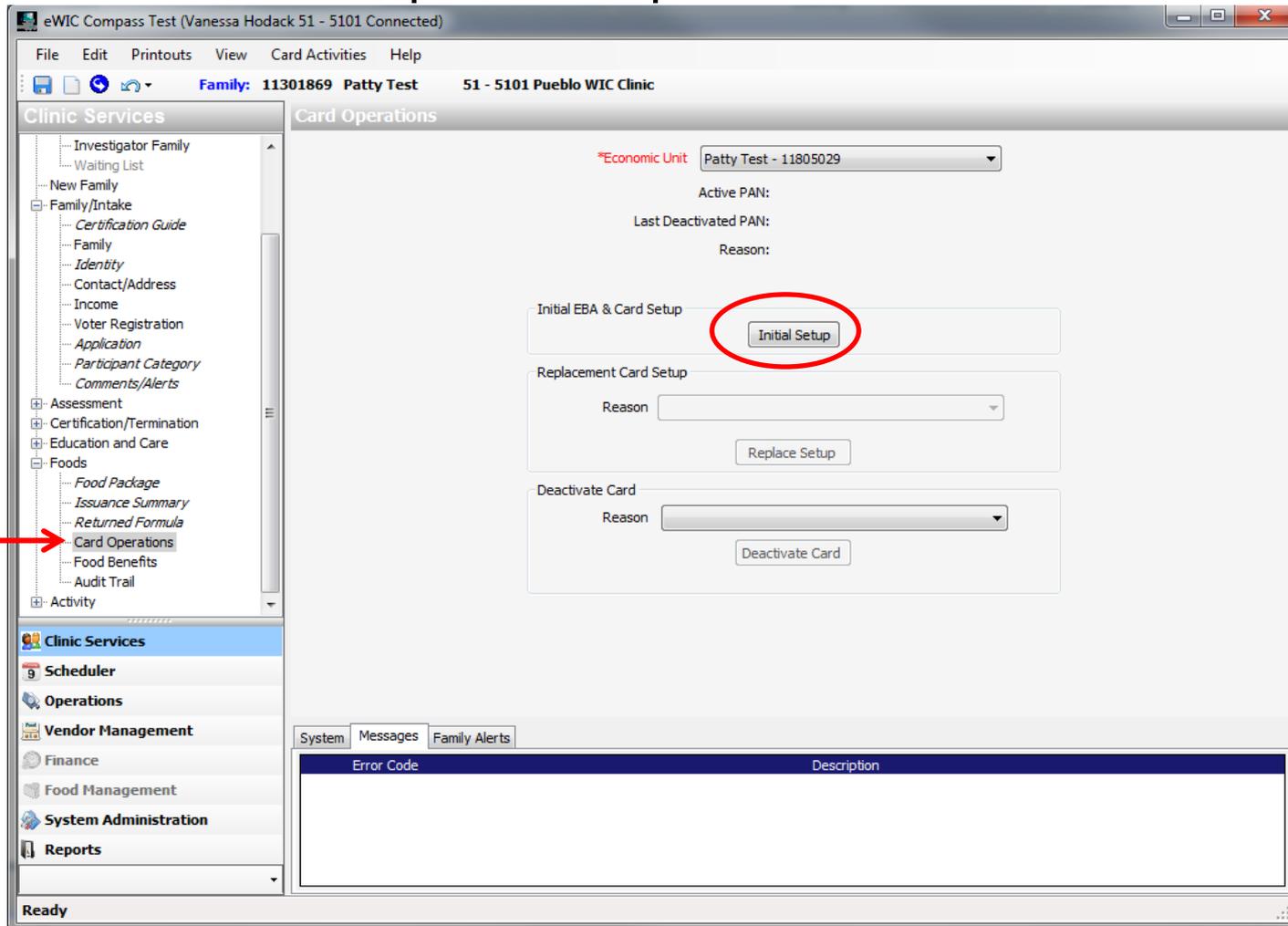
Category	Subcategory	Qty	UOM	Month	Doc ID
21 Standard Infant Formula	001 Enfamil Infant - PWD	9	Can	All	

At the bottom of the window, the **Food Package Verification Results** section shows a warning: **Warning: There is no Nutrition Interview Record for today.**



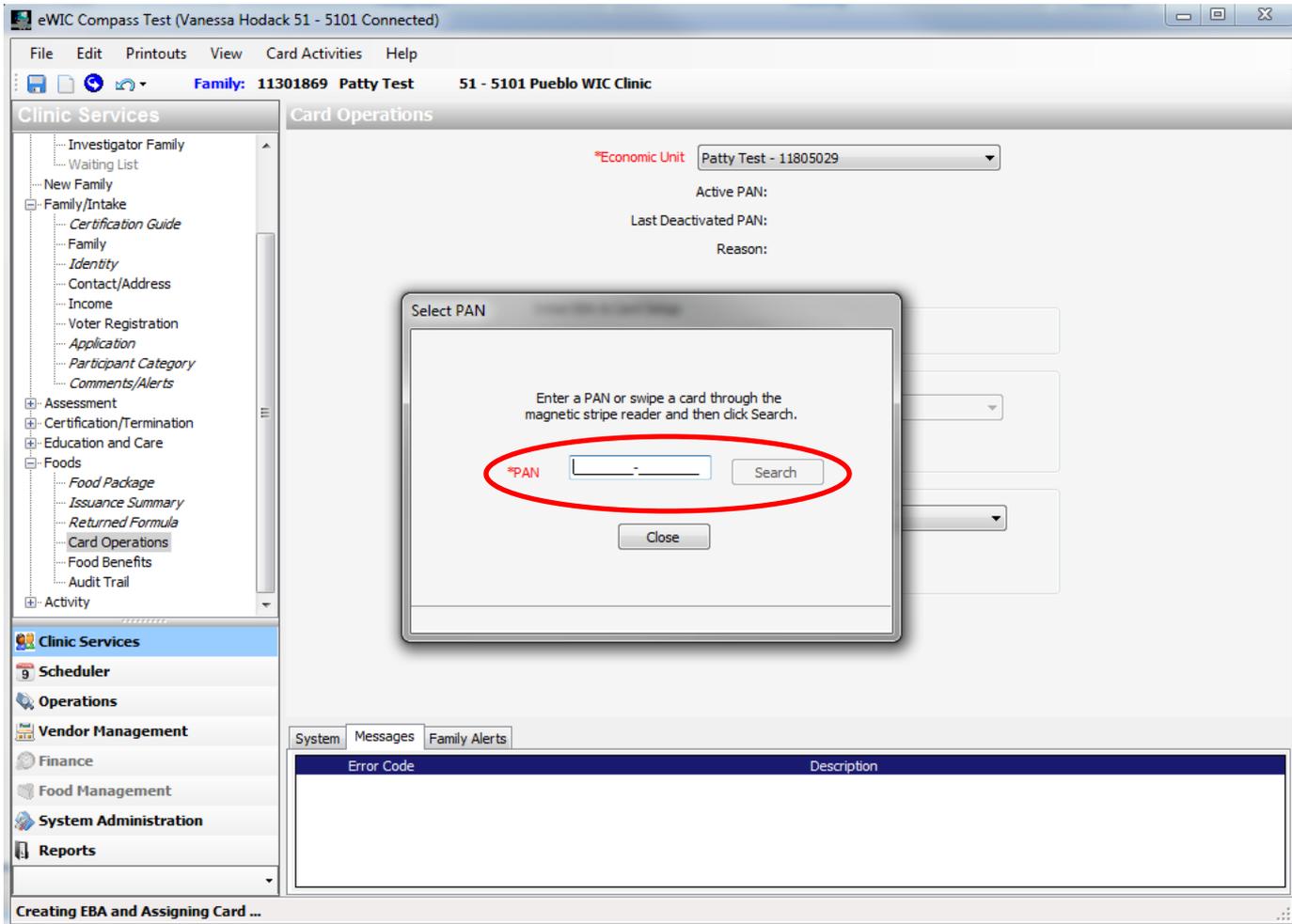
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Since Patty does not have an eWIC card yet, we must issue her one. Go to the Card Operations panel and click "Initial Setup".



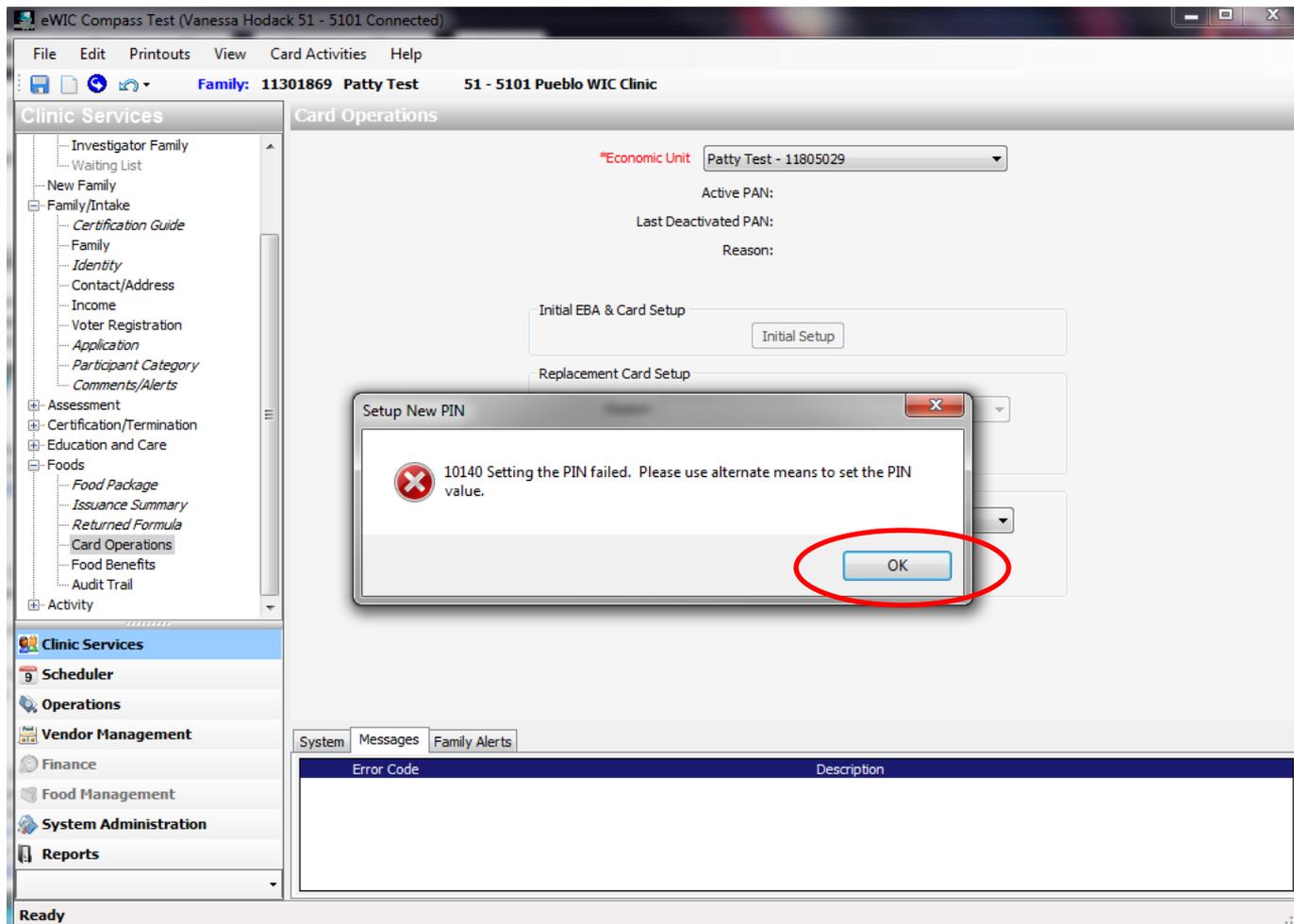
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After clicking "Initial Setup", you will see the Select PAN pop up. Swipe the eWIC card through the magstripe reader. The PAN will populate into the field. Click "Search".



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Since there is no PIN pad device attached to the computer, the Setup New PIN pop up will appear. Just click "OK".



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After clicking "OK", the pop up disappears. You can now see that this PAN is assigned to the family.

The screenshot shows the eWIC Compass Test application window. The title bar reads "eWIC Compass Test (Vanessa Hodack 51 - 5101 Connected)". The main window is divided into several sections:

- Left Panel (Clinic Services):** A tree view containing categories like "Investigator Family", "New Family", "Family/Intake", "Assessment", "Education and Care", "Foods", and "Activity".
- Top Bar:** Displays "Family: 11301869 Patty Test" and "51 - 5101 Pueblo WIC Clinic".
- Card Operations Section:**
 - "Economic Unit" dropdown: Patty Test - 11805029
 - Active PAN:** 61018893-00005288 (highlighted with a red circle)
 - Last Deactivated PAN: (empty)
 - Reason: (empty)
 - Initial EBA & Card Setup: Initial Setup button
 - Replacement Card Setup: Reason dropdown, Replace Setup button
 - Deactivate Card: Reason dropdown, Deactivate Card button
- Bottom Panel:** Tabs for "System", "Messages", and "Family Alerts". A table with columns "Error Code" and "Description" is visible.
- Status Bar:** Shows "Ready".



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Now go to the Food Benefits panel. All food benefits available for issuance are here.

The screenshot shows the eWIC Compass Test software interface. The window title is "eWIC Compass Test (Vanessa Hodack 51 - 5101 Connected)". The menu bar includes File, Edit, Printouts, View, Card Activities, and Help. The main header displays "Family: 11301869 Patty Test 51 - 5101 Pueblo WIC Clinic".

The interface is divided into two main sections: "Clinic Services" on the left and "Food Benefits" on the right. The "Clinic Services" sidebar lists various options, with "Food Benefits" selected. The "Food Benefits" panel includes buttons for "Issue Benefits" and "Recalculate". It also features a "Screen View" section with "Top Level View" set to "Issuance" and "Expand to See" set to "Food Package".

The "Economic Unit" is "Patty Test - 11805029". The "Active PAN" is "61018893-00005288" and the "Deactivated PAN" is blank. The main display area shows two benefit periods:

- 7/1/2016 - 7/31/2016
 - Kaden Test
 - Enfamil Infant 0-3 Months - Full Formula (Full, Authorized)
- 6/1/2016 - 6/30/2016
 - Kaden Test
 - Enfamil Infant 0-3 Months - Full Formula (Full, Authorized)

Two red arrows point to the benefit period headers. At the bottom, a "Food Benefits Alerts" tab is active, displaying the following information:

Person ID: 11805030, Name: Kaden Test, FB Issuance: 3 Months

- No Foods have been prescribed to Kaden Test for May, 2016.
- 6/1/2016: Food Package 'Enfamil Infant 0-3 Months - Full Formula' - Warning: There is no Nutrition Interview Record for today.
- 7/1/2016: Food Package 'Enfamil Infant 0-3 Months - Full Formula' - Warning: There is no Nutrition Interview Record for today.

The status bar at the bottom left shows "Ready".



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Click "Issue Benefits" to load the benefits for Kaden.

The screenshot shows the eWIC Compass Test software interface. The title bar reads "eWIC Compass Test (Vanessa Hodack 51 - 5101 Connected)". The menu bar includes File, Edit, Printouts, View, Card Activities, and Help. The main window displays "Family: 11301869 Patty Test" and "51 - 5101 Pueblo WIC Clinic". On the left is a "Clinic Services" tree view with categories like Investigator Family, Family/Intake, Assessment, and Foods. The "Issue Benefits" button in the "Food Benefits" section is circled in red. The right pane shows "Screen View" options: "Top Level View" with "Issuance" selected and "Participant" unselected, and "Expand to See" set to "Food Package". Below this, the "Economic Unit" is "Patty Test - 11805029", with "Active PAN: 61018893-00005288" and "Deactivated PAN:". The main display area shows a list of food packages for "Kaden Test" for two periods: 7/1/2016 - 7/31/2016 and 6/1/2016 - 6/30/2016, both with "Enfamil Infant 0-3 Months - Full Formula (Full, Authorized)" checked. At the bottom, a "Food Benefits Alerts" tab is active, displaying a "Person ID: 11805030, Name: Kaden Test, FB Issuance: 3 Months" and three red warning messages: "No Foods have been prescribed to Kaden Test for May, 2016.", "6/1/2016: Food Package 'Enfamil Infant 0-3 Months - Full Formula' - Warning: There is no Nutrition Interview Record for today.", and "7/1/2016: Food Package 'Enfamil Infant 0-3 Months - Full Formula' - Warning: There is no Nutrition Interview Record for today." The status bar at the bottom left says "Ready".



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After clicking “Issue Benefits” then the Signature Capture pop up appears. Capture a signature.

The screenshot shows the eWIC Compass Test application interface. The main window displays the 'Food Benefits' section for a family named 'Patty Test' at the '51 - 5101 Pueblo WIC Clinic'. A 'Signature Capture to User' pop-up window is open, prompting the user to confirm receipt of food benefits and capture a signature. The pop-up includes a signature pad, a 'Signee' dropdown menu, a 'Proof Of Identity' dropdown menu, and a 'No Signature Available' checkbox with a 'Reason' dropdown menu. Below the pop-up, a message states: '9525 Either the signature pad is not plugged in or the INI file is not copied onto appropriate folder'. The background interface shows a navigation tree on the left with 'Food Benefits' selected, and a bottom panel displaying alerts for 'Person ID: 11805030, Name: Kaden Test, FB Issuance: 3 Months', including warnings about missing nutrition interview records for May 2016.



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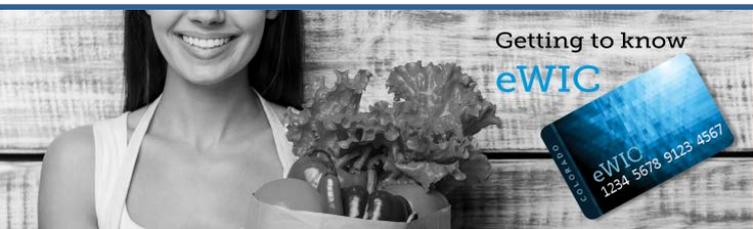
Once a signature is captured, the food benefits are issued and a Family Food Benefits List is sent to your printer.



Family Food Benefits
5/3/2016

Month	WIC Approved Foods	Amount	
7/1/2016 - 7/31/2016	Enfamil Inf Pwd 12.5 oz	9	Can
6/1/2016 - 6/30/2016	Enfamil Inf Pwd 12.5 oz	9	Can

Kaden Test. This participant's certification ends on 3/31/2017.



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Once the benefits are loaded to the account, the check marks no longer appear next to each food package.

The screenshot displays the eWIC Compass Test software interface. The window title is "eWIC Compass Test (Vanessa Hodack 51 - 5101 Connected)". The main menu includes File, Edit, Printouts, View, Card Activities, and Help. The current user is identified as "Family: 11301869 Patty Test" at the "51 - 5101 Pueblo WIC Clinic".

The interface is divided into two main sections: "Clinic Services" on the left and "Food Benefits" on the right. The "Clinic Services" sidebar lists various options such as "Investigator Family", "New Family", "Family/Intake", "Assessment", "Certification/Termination", "Education and Care", "Foods", and "Activity". The "Foods" option is currently selected.

The "Food Benefits" section contains several controls: "Issue Benefits" and "Recalculate" buttons, a "Screen View" dropdown menu set to "Issuance", and an "Expand to See" dropdown menu also set to "Issuance". Below these controls, the "Economic Unit" is set to "Patty Test - 11805029". The "Active PAN" is 61018893-00005288, and the "Deactivated PAN" field is empty.

A list of food packages is displayed in a table:

Food Package	Start Date	End Date
7/1/2016 - 7/31/2016	7/1/2016	7/31/2016
6/1/2016 - 6/30/2016	6/1/2016	6/30/2016

At the bottom of the interface, there are tabs for "System", "Messages", "Family Alerts", and "Food Benefits Alerts". The "Food Benefits Alerts" tab is active, showing a message: "Person ID: 11805030, Name: Kaden Test, FB Issuance: 3 Months" followed by a red bullet point: "No Foods have been prescribed to Kaden Test for May, 2016."



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Finally, review the Family Food Benefits List with Patty and the *Shopping with your eWIC card* brochure.

It is important that Patty knows:

- How to set up her PIN
- How to change her PIN
- What food is in her eWIC account
- How to use her eWIC card at the store
- How to check her food balance after a purchase



Shopping with your eWIC card

Getting Started

Select a PIN

Before using your Colorado eWIC card, you must select a 4-digit Personal Identification Number (PIN).

To select your PIN:



- Log onto www.ebtedge.com and enter your 16-digit card number
- OR-
- Call the automated phone line at 1-844-234-4950



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Common Scenario #2: Removing Future eWIC Benefits

Scenario:

- Mom was discovered to be High Risk at her appointment today. By mistake you issued 3 months of benefits instead of 1 month of benefits.



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Go to the Food Benefits panel and click on the Recalculate button.

Food Benefits

Issue Benefits

Screen View

Top Level View: Issuance Participant

Expand to See: Issuance

Economic Unit: Mom Buy 6 - 12000027 Active PAN: 61018800-00047555 Deactivated PAN:

- 1/1/2017 - 1/31/2017
- 12/1/2016 - 12/31/2016
- 11/1/2016 - 11/30/2016
- 10/1/2016 - 10/31/2016
- 9/1/2016 - 9/30/2016
- 8/1/2016 - 8/31/2016
- 7/1/2016 - 7/31/2016



Getting to know
eWIC



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Check marks will appear next to mom for the 3 months that were issued. Uncheck the future months benefits.

Food Benefits

Issue Benefits Screen View
Recalculate Top Level View: Issuance Participant
Expand to See

Economic Unit: Mom Buy 6 - 12000027 Active PAN: 61018800-00047555 Deactivated PAN:

- 1/1/2017 - 1/31/2017
 - Mom Buy 6 (Reissue)  Excl BF Woman - Standard (Full, Authorized)
 - Excl BF Woman - Standard (Full, Issued) 10/27/2016 03:28:50 PM
 - Kid 2 Buy 6 (Reissue)
- 12/1/2016 - 12/31/2016
 - Mom Buy 6 (Reissue)  Excl BF Woman - Standard (Full, Authorized)
 - Excl BF Woman - Standard (Full, Issued) 10/27/2016 03:28:50 PM
 - Kid 2 Buy 6 (Reissue)
 - Kid 1 Buy 6 (Reissue)
 - Kid 3 Buy 6 (Reissue)
- 11/1/2016 - 11/30/2016
 - Mom Buy 6 (Reissue) Excl BF Woman - Standard (Full, Authorized)
 - Excl BF Woman - Standard (Full, Reissued) 10/27/2016 03:28:50 PM
 - Excl BF Woman - Standard (Full, Issued) 08/16/2016 02:20:54 PM
 - Kid 2 Buy 6 (Reissue)



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Once the future months benefits have been unchecked, issue benefits. A new family food benefits listing will print and collect a signature from the Endorser.

Food Benefits

Screen View

Issue Benefits

Recalculate

Top Level View: Issuance Participant

Expand to See [Dropdown]

Economic Unit: Mom Buy 6 - 12000027 Active PAN: 61018800-00047555 Deactivated PAN:

- 1/1/2017 - 1/31/2017
 - Mom Buy 6 (Reissue)
 - Excl BF Woman - Standard (Full, Authorized)
 - Excl BF Woman - Standard (Full, Issued) 10/27/2016 03:28:50 PM
 - Kid 2 Buy 6 (Reissue)
- 12/1/2016 - 12/31/2016
 - Mom Buy 6 (Reissue)
 - Excl BF Woman - Standard (Full, Authorized)
 - Excl BF Woman - Standard (Full, Issued) 10/27/2016 03:28:50 PM
 - Kid 2 Buy 6 (Reissue)
 - Kid 1 Buy 6 (Reissue)
 - Kid 3 Buy 6 (Reissue)
- 11/1/2016 - 11/30/2016
 - Mom Buy 6 (Reissue)
 - Excl BF Woman - Standard (Full, Authorized)
 - Excl BF Woman - Standard (Full, Reissued) 10/27/2016 03:28:50 PM
 - Excl BF Woman - Standard (Full, Issued) 08/16/2016 02:20:54 PM
 - Kid 2 Buy 6 (Reissue)



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Common Scenario #3: Exchanging Checks for eWIC

- Follow the steps in your *Part 1 Fls to eWIC Transition Guide: Exchanging Formula and Non-Formula Checks*

Scenario:

- Lauren would like to exchange her daughter Maura's checks for a different formula. Maura is currently getting Gentlease but now she needs Enfamil AR. Maura's May checks were cashed and Lauren brought back 4 cans of unopened formula.



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Exchanging FIs for eWIC: Which scenario fits?

- ✓ 1. Scenario A: Participant returns cans of formula purchased with current months checks.
2. Scenario B: Participant returns uncashed checks for the current month and future months.
3. Scenario C: Participant returns cans of formula for the current month and uncashed checks for both the current and future months.



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In FI Compass: Log in. You will notice you do not have access to the same screens you used to. Many are grayed out.

Compass Test (Vanessa HodackTester 51 - 5101 Connected)

File Help

Clinic Services

- Scheduler
- Operations
- Vendor Management
- Finance
- Food Management
- System Administration
- Reports

Ready

System

Posted Date	Category	Title
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Search for Lauren's family.

Compass Test (Vanessa HodackTester 51 - 5101 Connected)

File Edit Printouts View Help

Family:

Clinic Services

- Search
 - Simple
 - Advanced
 - BF PC Caseload
 - BF PC Assignment
 - Investigator Family
 - Waiting List
- New Family
- Family/Intake
 - Certification Guide
 - Family
 - Identity
 - Contact/Address
 - Income
 - Voter Registration
 - Application
 - Participant Category
 - Comments/Alerts
- Assessment
 - Visit Summary
 - Pregnancy
 - BF PC Documentation
 - Anthropometrics
 - Blood
 - Nutrition Interview
 - Risk
- Certification/Termination
- Education and Care
 - Referrals - Participant
 - Referrals - Family
 - Nutrition Education
 - Care Plan - Participant

Simple

Choose one of the following

Family ID FI Number

Person ID

Old Participant ID

Family ID

Search Results (Simple)

Family ID	LA-Clinic	Person ID	Name	Category	DOB	WIC Status	ZIP	Phone
11233225	51-5101	11651272	Test, Lauren	Not Breastf...	06/09/1994	Active	81004	(719) 994-0185
11233225	51-5101	11794697	Test, Maura	Infant	02/24/2016	Active	81004	(719) 994-0185

System Messages

Error Code	Description
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Ready



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Compass will look a bit different. You will notice many areas grayed out.

The screenshot shows the Compass Test software interface for a family record. The window title is "Compass Test (Vanessa HodackTester 51 - 5101 Connected)". The menu bar includes File, Edit, Printouts, View, and Help. The main header displays "Family: 11233225 Lauren Test 51 - 5101 Pueblo WIC Clinic".

Clinic Services (Left Panel):

- Search
 - Simple
 - Advanced
 - BFF PC Caseload
 - BFF PC Assignment
 - Investigator Family
 - Waiting List
- New Family
- Family/Intake
 - Certification Guide
 - Family
 - Identity
 - Contact/Address
 - Income
 - Voter Registration
 - Application
 - Participant Category
 - Comments/Alerts
- Assessment
 - Visit Summary
 - Pregnancy
 - BFF PC Documentation
 - Anthropometrics
 - Blood
 - Nutrition Interview
 - Risk
- Certification/Termination
- Education and Care
 - Referrals - Participant
 - Referrals - Family
 - Nutrition Education
 - Care Plan - Participant

Main Data Entry Area:

- Endorser: Lauren Test** (Category: Not Breastfeeding)
Date of Birth: 06/09/1994 (21 y) | WIC Status: Active | Cert. End: 08/2016 | Last FB: May 16
3/29/2016, F/U after 5/24/16., Continue to feed on demand. *FB Issuance: 3 Months
- Participant: Maura Test** (Category: Infant (Female) No Longer BF)
Date of Birth: 02/24/2016 (2 m 9 d) | GAA: 1 m 9 d | WIC Status: Active | Cert. End: 02/2017 | Last FB: May 16
3/29/2016, 3 month mmts after 5/24/16., Continue to feed on demand., Monitor for increased hun... *FB Issuance: 3 Months

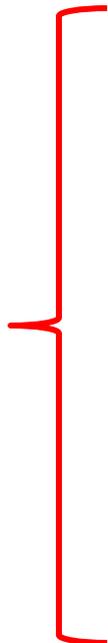
Family Data:

- New Member / Proxy
- *Mother's Ed Level: 12th grade | *Printouts Language: English | BF PC: [Dropdown]
- Needs Interpreter: | Preferred Spoken Language: English | Educator: Josie Federico/JF
- *Referred To WIC By: Family/Friend

System Messages / Family Alerts:

Error Code	Description
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Ready



Getting to know

eWIC



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Go to the Return Formula panel. Lauren had a check for 5 cans of Enfamil Gentlease. She returned 4 unopened cans. Lauren needs Enfamil AR for her infant.

Compass Test (Vanessa HodackTester 51 - 5101 Connected)

File Edit Printouts View Help

Family: 11233225 Lauren Test 51 - 5101 Pueblo WIC Clinic

Participant Maura Test 2 of 2

Category: Infant (Female) No Longer BF HR BW

Date of Birth: 02/24/2016 (2 m 9 d) GAA: 1 m 9 d WIC Status: Active Cert. End: 02/2017 Last FB: May 16

Returned Formula

Add Row Remove Row

Return Date	Issuance Period	Formula Returned	Quantity	Staff Member
05/03/2016	05/01/2016 - 05/31/2016	21 018 Enfamil Gentlease 12.4 oz powder	4	Vanessa HodackTester

System Messages Family Alerts

Error Code	Description
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Ready



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- In FI Compass, you have just shown that Lauren returned 4 cans of Enfamil Gentlease.
- This ensures that WIC keeps track of returned formula for auditing purposes.
- Now... lets move on to complete the appointment in eWIC Compass.



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Next, log into eWIC Compass.

Logon to eWICCompass

Use Disconnected NDT Server

 User ID

Password [Change Password](#)

Log onto

Ready



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Search for the Lauren's family.

The screenshot shows the eWIC Compass Test application window. The title bar reads "eWIC Compass Test (Vanessa Hodack 51 - 5101 Connected)". The menu bar includes "File", "Edit", "Printouts", "View", "Card Activities", and "Help". The main interface is divided into several sections:

- Left Sidebar:** A tree view under "Family:" with categories like "Clinic Services", "New Family", "Family/Intake", "Assessment", "Certification/Termination", "Education and Care", "Foods", and "Reports".
- Search Section:** A "Simple" search mode is selected. Radio buttons allow searching by "Family ID" (selected), "PAN", "Person ID", "Economic Unit Number", or "Old Participant ID". A text box contains "11233225" and a "Search" button is present.
- Search Results (Simple):** A table with columns: Family ID, LA-Clinic, Person ID, Name, Category, DOB, WIC Status, ZIP, and Phone. Two results are shown:

Family ID	LA-Clinic	Person ID	Name	Category	DOB	WIC Status	ZIP	Phone
11233225	51-5101	11651272	Test, Lauren	Not Breastf...	06/09/1994	Active	81004	(719) 994-0185
11233225	51-5101	11794697	Test, Maura	Infant	02/24/2016	Active	81004	(719) 994-0185
- Bottom Section:** A "System Messages" tab is active, showing a table with columns "Error Code" and "Description".
- Bottom Bar:** The status "Ready" is displayed.



Getting to know
eWIC



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The Family panel displays. Notice the family does not have a PAN yet because this is the first time you've seen them in eWIC Compass.

The screenshot shows the eWIC Compass Test software interface. The title bar reads "eWIC Compass Test (Vanessa Hodack 51 - 5101 Connected)". The main window displays the "Family" panel for "Family: 11233225 Lauren Test" at "51 - 5101 Pueblo WIC Clinic".

Family Details:

- Endorser:** Lauren Test (Category: Not Breastfeeding)
- Date of Birth:** 06/09/1994 (21 y)
- WIC Status:** Active
- Cert. End:** 08/2016
- Last FB:** [Edit]
- 3/29/2016, F/U after 5/24/16., Continue to feed on demand.**
- *FB Issuance:** 3 Months

Participant Details:

- Participant:** Maura Test (Category: Infant (Female) No Longer BF)
- Date of Birth:** 02/24/2016 (2 m 9 d)
- GAA:** 1 m 9 d
- WIC Status:** Active
- Cert. End:** 02/2017
- Last FB:** [Edit]
- 3/29/2016, 3 month nmmts after 5/24/16., Continue to feed on demand., Monitor for increased hun...**
- *FB Issuance:** 3 Months

Family Data Section:

- Family Data:** [New Member / Proxy]
- Investigator:** [Dropdown]
- *Mother's Ed Level:** 12th grade
- *Printouts Language:** English
- BF PC:** [Dropdown]
- Needs Interpreter:**
- Preferred Spoken Language:** English
- Educator:** Josie Federico/JF
- Economic Unit:** Lauren Test
- EU Nbr:** 11651272
- Current PAN:** [Red Circle]
- Status:** [Field]
- *Referred To WIC By:** Family/Friend

System Messages:

Error Code	Description
------------	-------------



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Go to the Food Package panel to assign a food package. Notice the End Date. (Today's date: 5/3/16)

The screenshot shows the eWIC Compass Test software interface. The main window displays the 'Food Package' panel for participant Maura Test. The 'End Date' is set to 05/31/2016 and is circled in red. The interface includes a menu bar, a sidebar with 'Clinic Services' and other navigation options, and a main content area with various fields and buttons for managing the food package.

Participant: Maura Test

Category: Infant (Female) **No Longer BF** **HR** **BW**

Date of Birth: 02/24/2016 (2 m 9 d) **GAA:** 1 m 9 d **WIC Status:** Active **Cert. End:** 02/2017 **Last FB:**

Food Package

Effective Date: 03/29/2016 **End Date:** 05/31/2016 **Do Not Auto-Update:**

Unverified **Special Diet:** (Prescribed Formula/Food, Religious Reason) [Documentation](#)

Verify **Self-Reported:** **Details:**

Copy **Model Food Package:**

View: Full 2/3 1/3 **FB Issuance:** 3 Months **1st Day:** 1

Food Package Name: Gentlease 0-3 Months - Full Formula

Category	Subcategory	Qty	UOM	Month	Doc ID
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Comments:

Kerri Hamilton **03/29/2016**

System **Messages** **Family Alerts** **Food Benefits Alerts**



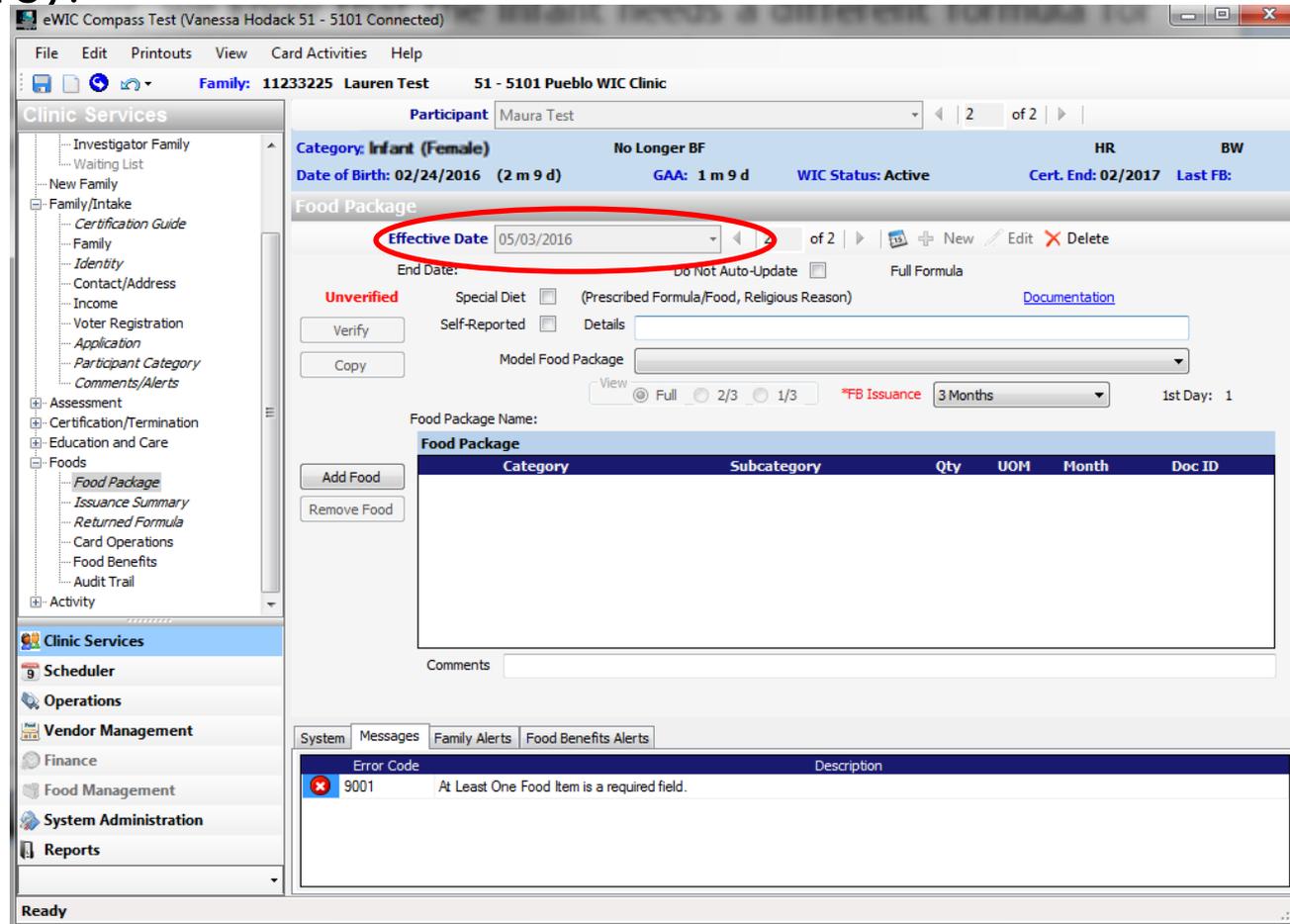
When we first click "New" the Effective Date is 6/1/16.

The screenshot shows the eWIC Compass Test application window. The title bar reads "eWIC Compass Test (Vanessa Hodack 51 - 5101 Connected)". The main window displays the "Food Package" section for participant "Maura Test". The "Effective Date" is set to "06/01/2016", which is circled in red. The "Date of Birth" is "02/24/2016 (2 m 9 d)". The "WIC Status" is "Active". The "Food Package" section includes a table with columns: Category, Subcategory, Qty, UOM, Month, and Doc ID. The table is currently empty. Below the table, there is a "Comments" field. At the bottom of the window, an error message is displayed: "Error Code 9001 At Least One Food Item is a required field." The sidebar on the left contains various navigation options, including "Clinic Services", "Scheduler", "Operations", "Vendor Management", "Finance", "Food Management", "System Administration", and "Reports".



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However, we know that the infant needs a different formula for this month. Change the Effective Date to today's date (5/3/16).

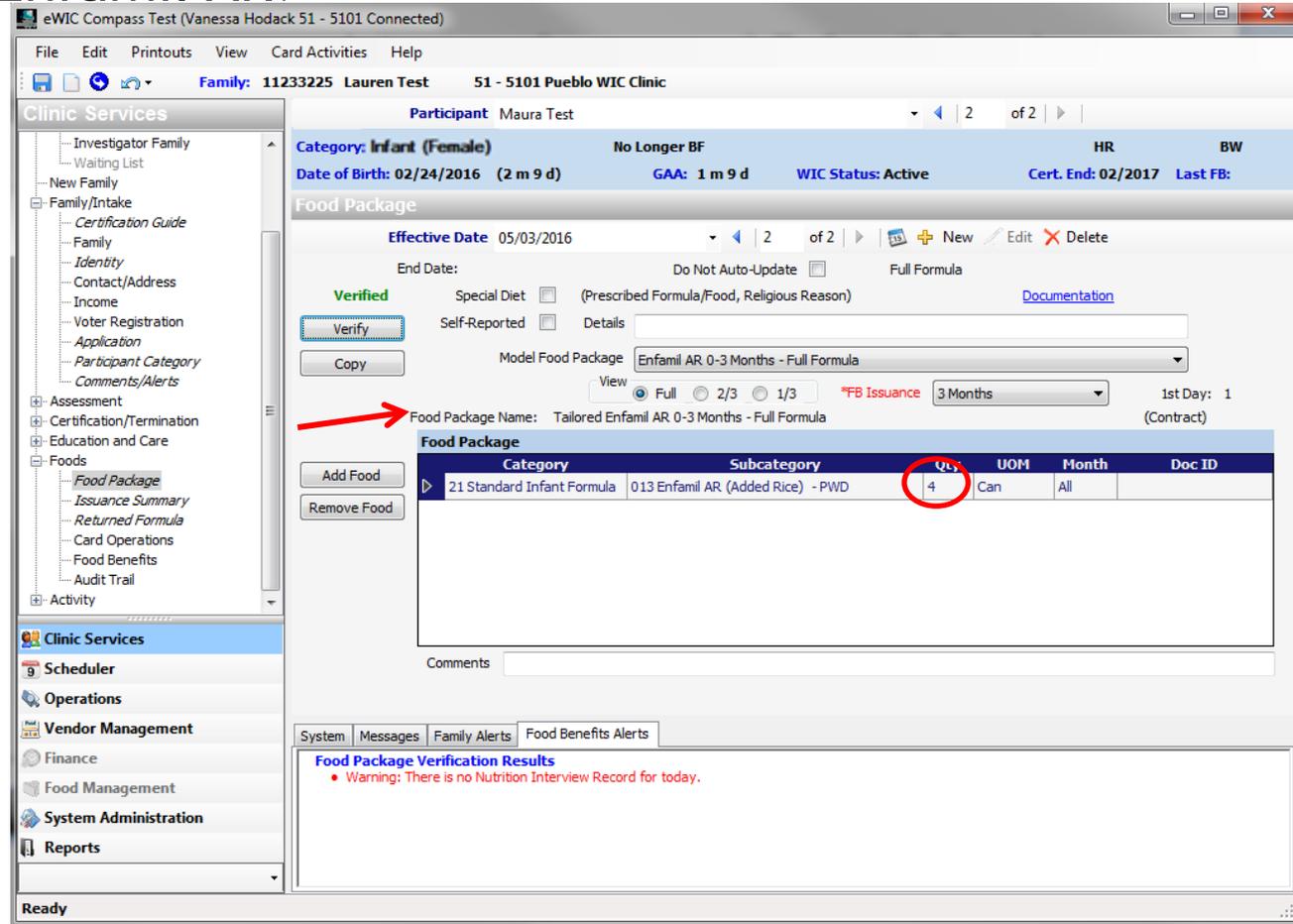


The screenshot displays the eWIC Compass Test software interface. The main window shows a participant record for Maura Test, categorized as an Infant (Female). The 'Effective Date' field is highlighted with a red circle and contains the date 05/03/2016. Below this, there are options for 'Unverified', 'Special Diet', and 'Self-Reported'. A table titled 'Food Package' is visible, but it is currently empty. At the bottom of the interface, an error message is displayed: 'Error Code 9001 At Least One Food Item is a required field.'



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Lauren returned 4 cans of unopened Enfamil Gentlease. Since her infant needs Enfamil AR, a new food package is created for 4 cans of Enfamil AR.



eWIC Compass Test (Vanessa Hodack 51 - 5101 Connected)

Family: 11233225 Lauren Test 51 - 5101 Pueblo WIC Clinic

Participant: Maura Test

Category: Infant (Female) No Longer BF HR BW

Date of Birth: 02/24/2016 (2 m 9 d) GAA: 1 m 9 d WIC Status: Active Cert. End: 02/2017 Last FB:

Food Package

Effective Date: 05/03/2016

End Date: Do Not Auto-Update Full Formula

Verified Special Diet (Prescribed Formula/Food, Religious Reason) Documentation

Verify Self-Reported Details

Copy Model Food Package: Enfamil AR 0-3 Months - Full Formula

View Full 2/3 1/3 *FB Issuance 3 Months 1st Day: 1 (Contract)

Food Package Name: Tailored Enfamil AR 0-3 Months - Full Formula

Category	Subcategory	Qty	UOM	Month	Doc ID
21 Standard Infant Formula	013 Enfamil AR (Added Rice) - PWD	4	Can	All	

Comments

System Messages Family Alerts Food Benefits Alerts

Food Package Verification Results

- Warning: There is no Nutrition Interview Record for today.



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Next, click "New" to assign a new food package for June so Maura can get the full formula package of 9 cans.

The screenshot displays the eWIC Compass Test software interface. The main window shows the participant's information: **Participant: Maura Test**, **Category: Infant (Female)**, **No Longer BF**, **Date of Birth: 02/24/2016 (2 m 11 d)**, **GAA: 1 m 11 d**, **WIC Status: Active**, **Cert. End: 02/2017**, and **Last FB: Jul 1**. The **Food Package** section is highlighted with a red circle, showing **Effective Date: 06/01/2016**. Below this, the **Model Food Package** is set to **Enfamil AR 0-3 Months - Full Formula**. A red arrow points to the **Food Package Name: Enfamil AR 0-3 Months - Full Formula**. The **Food Package** table below shows the following details:

Category	Subcategory	Qty	UOM	Month	Doc ID
21 Standard Infant Formula	013 Enfamil AR (Added Rice) - PWD	9	Can	All	

The **Qty** column is circled in red. At the bottom of the interface, a **Food Package Verification Results** section displays a warning: **Warning: There is no Nutrition Interview Record for today.**



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Next, assign a food package to Lauren. Notice the End Date is 5/31/16. Mom's last set of checks were May checks.

The screenshot displays the eWIC Compass Test software interface. The window title is "eWIC Compass Test (Vanessa Hodack 51 - 5101 Connected)". The main menu includes File, Edit, Printouts, View, Card Activities, and Help. The participant information is for Lauren Test, Family ID 11233225, at the 51 - 5101 Pueblo WIC Clinic. The participant's category is "Not Breastfeeding", date of birth is 06/09/1994 (21 years old), and WIC status is Active. The certificate end date is 08/2016. The "Food Package" section shows an effective date of 04/01/2016 and an end date of 05/31/2016, which is circled in red. The food package name is "PP/Novel BF - alt canned beans & peanut butter". The interface also includes a sidebar with "Clinic Services" and a bottom navigation bar with "System", "Messages", "Family Alerts", and "Food Benefits Alerts".

Participant: Lauren Test
Category: Not Breastfeeding
Date of Birth: 06/09/1994 (21 y)
WIC Status: Active
Cert. End: 08/2016
Last FB:

Food Package
Effective Date: 04/01/2016
End Date: 05/31/2016
Do Not Auto-Update:
Unverified
Special Diet: (Prescribed Formula/Food, Religious Reason)
Documentation
Verify
Self-Reported: Details
Copy
Model Food Package
View: Full 2/3 1/3
FB Issuance: 3 Months
1st Day: 1
Food Package Name: PP/Novel BF - alt canned beans & peanut butter

Category	Subcategory	Qty	UOM	Month	Doc ID
----------	-------------	-----	-----	-------	--------

Comments
Kerri Hamilton 03/29/2016



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Create a new food package for Lauren. The Effective Date will automatically populate as 6/1/16. Pick a food package.

eWIC Compass Test (Vanessa Hodack 51 - 5101 Connected)

File Edit Printouts View Card Activities Help

Family: 11233225 Lauren Test 51 - 5101 Pueblo WIC Clinic

Participant: Lauren Test | 1 of 2

Category: Not Breastfeeding
Date of Birth: 06/09/1994 (21 y) | WIC Status: Active | Cert. End: 08/2016 | Last FB:

Food Package
Effective Date: 06/01/2016 | 2 of 2 | New Edit Delete

End Date: Do Not Auto-Update

Verified Special Diet (Prescribed Formula/Food, Religious Reason) [Documentation](#)

Verify Self-Reported Details

Copy Model Food Package: PP/Novel BF - Standard

View: Full 2/3 1/3 *FB Issuance: 3 Months | 1st Day: 1

Food Package Name: PP/Novel BF - Standard

Category	Subcategory	Qty	UOM	Month	Doc ID
02 Cheese and Tofu	000 Cheese - All Authorized	1	Pound	All	
03 Eggs	000 Eggs - All Authorized	1	Dozen	All	
05 Breakfast Cereal	000 Breakfast Cereal - All authorized	36	Ounce	All	
06 Legumes	000 Peanut Butter/Beans - All Authorized	1	Jar/Bag/...	All	
19 Fruit & Vegetables Ca...	000 Fruit and Vegetables - CVB	11	\$\$\$\$	All	
52 Milk - Fat Reduced	000 Fat Reduced Milk - All Authorized	3.25	Gallon	All	

Comments:

System Messages Family Alerts Food Benefits Alerts

Error Code	Description
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Ready



Getting to know
eWIC



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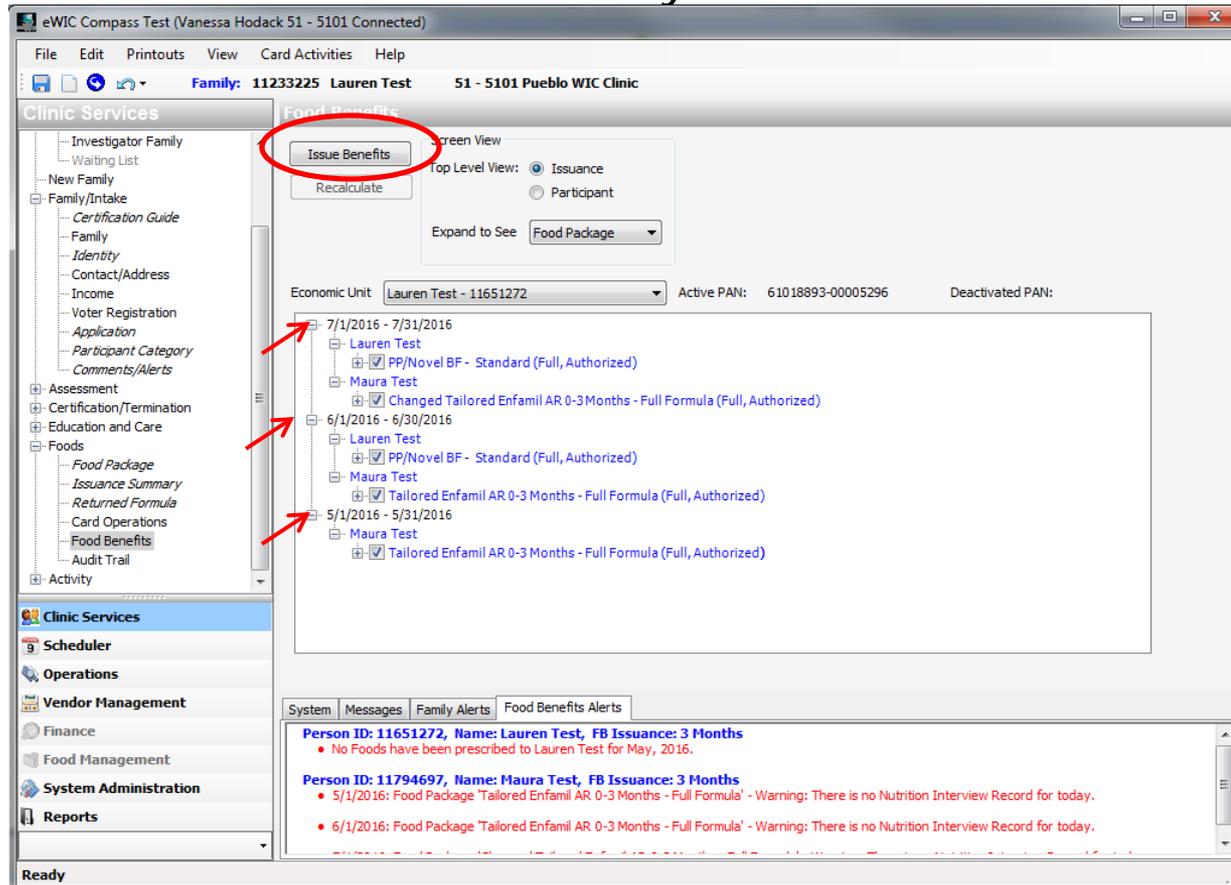
Go to the Card Operations panel and assign an eWIC card (PAN) to Lauren.

The screenshot shows the eWIC Compass Test software interface. The main window title is "eWIC Compass Test (Vanessa Hodack 51 - 5101 Connected)". The menu bar includes File, Edit, Printouts, View, Card Activities, and Help. The main content area is titled "Card Operations" and shows the "Economic Unit" dropdown set to "Lauren Test - 11651272". Below this, there are fields for "Active PAN:", "Last Deactivated PAN:", and "Reason:". A "Select PAN" dialog box is open in the center, prompting the user to "Enter a PAN or swipe a card through the magnetic stripe reader and then click Search." The dialog box contains a text input field with the value "61018893-00005296" and a "Search" button. A red oval highlights the input field and the "Search" button. The dialog box also has a "Close" button at the bottom. The left sidebar shows a tree view of "Clinic Services" with categories like "Investigator Family", "New Family", "Family/Intake", "Assessment", "Education and Care", and "Foods". The "Foods" category is expanded, showing sub-items like "Food Package", "Issuance Summary", "Returned Formula", "Card Operations", "Food Benefits", and "Audit Trail". The "Card Operations" sub-item is highlighted. At the bottom of the sidebar, there are buttons for "Clinic Services", "Scheduler", "Operations", "Vendor Management", "Finance", "Food Management", "System Administration", and "Reports". The bottom status bar shows "Creating EBA and Assigning Card ...".



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Go to the Food Benefits panel and issue benefits. Maura had a food package exchange for May so she receives eWIC food benefits for May, June and July. Lauren already has checks through May, so eWIC food benefits are available for June and July.



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Once a signature is collected, then the Family Food Benefits list prints out.



Family Food Benefits

5/3/2016

Month	WIC Approved Foods	Amount	
7/1/2016 - 7/31/2016	Cheese	1	Pound
	Eggs	1	Dozen
	Breakfast Cereal	36	Ounce
	Peanut Butter/Beans	1	Jar/Bag/Can
	Fruit and Vegetables	11	\$\$\$\$
	Enfamil AR Pwd 12.9 oz	10	Can
	1%/Skim milk - all auth	3.25	Gallon
	12-oz frozen conc juice	2	Can
	6/1/2016 - 6/30/2016	Cheese	1
Eggs		1	Dozen
Breakfast Cereal		36	Ounce
Peanut Butter/Beans		1	Jar/Bag/Can
Fruit and Vegetables		11	\$\$\$\$
Enfamil AR Pwd 12.9 oz		9	Can
1%/Skim milk - all auth		3.25	Gallon
12-oz frozen conc juice		2	Can
5/1/2016 - 5/31/2016	Enfamil AR Pwd 12.9 oz	4	Can

Lauren Test. This participant's certification ends on 8/31/2016.

Maura Test. This participant's certification ends on 2/28/2017.



Getting to know

eWIC



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Key Topics to Remember: Tailoring Food Packages

- Rarely needed since so many items are combined
- Refer to eWIC Food Package Contents reference sheet

eWIC Food Package Contents

Pregnant/Part BF women

Food	Full	2/3	1/3
Milk (gallons)	4.75	3	1.75
Cheese (pounds)	1	1	0
Eggs (dozen)	1	1	1
Cereal (ounces)	36	24	12
Grains (ounces)	16	16	16
Legumes (jar/bag/can)	2	2	1
Juice (12 oz frozen)	3	2	1
Fruit & Vegetable (\$)	11	11	11

Exclusively BF women

Food	Full	2/3	1/3
Milk (gallons)	5.25	3.75	1.50
Cheese (pounds)	2	1	1
Eggs (dozen)	2	1	1
Cereal (ounces)	36	24	12
Grains (ounces)	16	16	16
Legumes (jar/bag/can)	2	2	1
Juice (12 oz frozen)	3	2	1
Fish (ounces)	30	20	10
Fruit & Vegetable (\$)	11	11	11

Postpartum/non-breastfeeding women

Food	Full	2/3	1/3
Milk (gallons)	3.25	2	1.25
Cheese (pounds)	1	1	0
Eggs (dozen)	1	1	1
Cereal (ounces)	36	24	12
Legumes (jar/bag/can)	1	1	1
Juice (12 oz frozen)	2	1	1
Fruit & Vegetable (\$)	11	11	11



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Key Topics to Remember: Review Tailoring

Follow the same steps as in FI Compass
Step 1) Click "Add Food"

The screenshot displays the FI Compass software interface. On the left is a navigation tree with categories like 'Investigator Family', 'Family/Intake', 'Assessment', 'Foods', 'Clinic Services', 'Scheduler', 'Operations', 'Vendor Management', 'Finance', 'Food Management', 'System Administration', and 'Reports'. The 'Foods' category is expanded, showing 'Food Package' as the selected item. A red arrow points from the text 'Click "Add Food"' to the 'Add Food' button in the main window. The main window shows details for a 'Food Package' for an 'Infant (Male)' with a date of birth of 09/01/2016. The 'Effective Date' is 11/01/2016. The 'Model Food Package' is 'Enfamil Infant 0-3 Months - Full Formula'. Below this is a table with the following data:

Category	Subcategory	Qty	UOM	Month	Doc ID
21 Standard Infant Formula	001 enfamil Infant - PWD	9	Can	All	

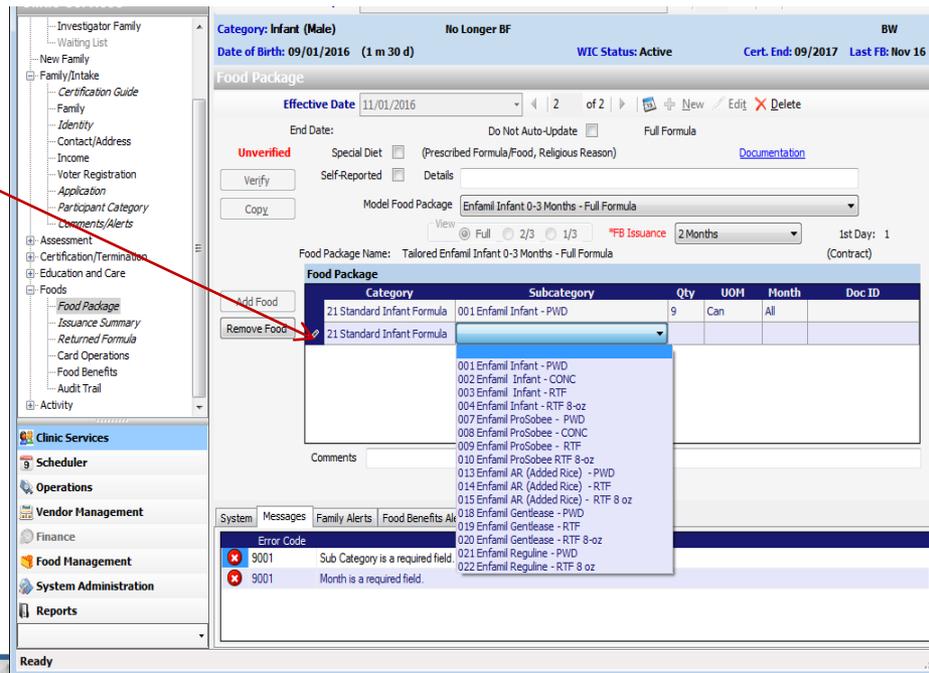
At the bottom of the window, there is a 'Food Package Verification Results' section with a warning: 'Warning: There is no Nutrition Interview Record for today.'



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Key Topics to Remember: Review Tailoring

Step 2) Enter the category, subcategory and quantity



Investigator Family
Waiting List
New Family
Family/Intake
Certification Guide
Family
Identity
Contact/Address
Income
Voter Registration
Application
Participant Category
Comments/Alerts
Assessment
Certification/Termination
Education and Care
Foods
Food Package
Issuance Summary
Returned Formula
Card Operations
Food Benefits
Audit Trail
Activity

Clinic Services
Scheduler
Operations
Vendor Management
Finance
Food Management
System Administration
Reports

Ready

Category: Infant (Male) No Longer BF BW
Date of Birth: 09/01/2016 (1 m 30 d) WIC Status: Active Cert. End: 09/2017 Last FB: Nov 16

Food Package

Effective Date: 11/01/2016 2 of 2 New Edit Delete
End Date: Do Not Auto-Update Full Formula
Unverified Special Diet (Prescribed Formula/Food, Religious Reason) Documentation
Verify Self-Reported Details
Copy Model Food Package: Enfamil Infant 0-3 Months - Full Formula
View Full 2/3 1/3 *FB Issuance 2 Months 1st Day: 1 (Contract)

Category	Subcategory	Qty	UOM	Month	Doc ID
21 Standard Infant Formula	001 Enfamil Infant - PWD	9	Can	All	
21 Standard Infant Formula					

Comments

System Messages Family Alerts Food Benefits Alerts

Error Code
9001 Sub Category is a required field.
9001 Month is a required field.

001 Enfamil Infant - PWD
002 Enfamil Infant - CONC
003 Enfamil Infant - RTF
004 Enfamil Infant - RTF 8-oz
007 Enfamil ProSobee - PWD
008 Enfamil ProSobee - CONC
009 Enfamil ProSobee - RTF
010 Enfamil ProSobee RTF 8-oz
013 Enfamil AR (Added Rice) - PWD
014 Enfamil AR (Added Rice) - RTF
015 Enfamil AR (Added Rice) - RTF 8 oz
018 Enfamil Gentlease - PWD
019 Enfamil Gentlease - RTF
020 Enfamil Gentlease - RTF 8-oz
021 Enfamil Reguline - PWD
022 Enfamil Reguline - RTF 8 oz

Getting to know

eWIC



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Key Topics to Remember: Review Tailoring

Step 3) Highlight the original food item and click
“Remove Food” to delete

The screenshot displays a software interface for managing food packages. On the left, a sidebar lists various categories, with 'Foods' expanded to show 'Food Package'. A red arrow points from the 'Remove Food' button in this sidebar to the 'Remove Food' button in the main interface. The main interface shows a 'Food Package' configuration screen for an 'Infant (Male)' with a birth date of 09/01/2016. The 'Effective Date' is 11/01/2016. The 'Model Food Package' is 'Enfamil Infant 0-3 Months - Full Formula'. Below this, a table lists food items:

Category	Subcategory	Qty	UOM	Month	Doc ID
21 Standard Infant Formula	001 Enfamil Infant - PWD	9	Can	All	
21 Standard Infant Formula	003 Enfamil Infant - RTF	26	Can	All	

A 'Delete Confirmation' dialog box is open, asking 'Are you sure you want to delete this Food?' with 'Yes' and 'No' buttons. A red arrow points from the 'Remove Food' button in the main interface to this dialog box.



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Key Topics to Remember: Review Tailoring

Following the steps ensures correct proration

Food Package

Effective Date: 11/01/2016 | 2 of 2 | New Edit Delete

End Date: Do Not Auto-Update Full Formula

Unverified Special Diet (Prescribed Formula/Food, Religious Reason) Documentation

Verify Self-Reported Details

Copy

Model Food Package: Enfamil Infant 0-3 Months - Full Formula

View Full 2/3 1/3 FB Issuance: 2 Months 1st Day: 1 (Contract)

Food Package Name: Tailored Enfamil Infant 0-3 Months - Full Formula

Category	Subcategory	Qty	UOM	Month	Doc ID
21 Standard Infant Formula	003 Enfamil Infant - RTP	17	Can	All	

Food Package

Effective Date: 11/01/2016 | 2 of 2 | New Edit Delete

End Date: Do Not Auto-Update Full Formula

Unverified Special Diet (Prescribed Formula/Food, Religious Reason) Documentation

Verify Self-Reported Details

Copy

Model Food Package: Enfamil Infant 0-3 Months - Full Formula

View Full 2/3 1/3 FB Issuance: 2 Months 1st Day: 1 (Contract)

Food Package Name: Tailored Enfamil Infant 0-3 Months - Full Formula

Category	Subcategory	Qty	UOM	Month	Doc ID
21 Standard Infant Formula	003 Enfamil Infant - RTP	6	Can	All	



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Key Topics to Remember: Food Packages

Buying peanut butter and beans

If your benefits state “Peanut butter/beans” you may choose any of the following

1.00 jar/bag/can peanut butter/beans =



Note: 4 cans of beans = 1 jar/bag/can
1 can of beans = 0.25 jar/bag/can

Buying milk:

Your benefits list shows the kind of milk to buy:

Benefit	Choose:	From these kinds of milk:
1%/Skim milk - all auth	<ul style="list-style-type: none"> • 1% • Skim 	<ul style="list-style-type: none"> • Fresh • Canned • Powdered • UHT long life • Lactose-free • Meyenberg goat milk
Whole milk - all auth	<ul style="list-style-type: none"> • Whole 	<ul style="list-style-type: none"> • Fresh • Canned • Powdered • UHT long life • Lactose-free • Meyenberg goat milk
Soy milk	<ul style="list-style-type: none"> • Soy 	<ul style="list-style-type: none"> • Soy milk
Kosher milk	<ul style="list-style-type: none"> • Kosher 	<ul style="list-style-type: none"> • Kosher milk
<p>You may choose any combination of milk up to the total allowed on your benefits.</p>		



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Key Topics to Remember: Food Packages

- Option for bananas in lieu of baby food is not available at this time
- Option for CVV in lieu of baby food at 9 months is not available at this time



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Key Topics to Remember: Exchanging/Reissuing food packages: eWIC to eWIC

- Enter returned formula
 - Reissue a full replacement
 - Compass adjusts for purchases
 - Reissue for all family members
-
- Note: There is an issue in the system where sometimes a participant is under or overissued formula for the current month. If you notice that the amount is incorrect, please contact the Help Desk.



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Key Topics to Remember: eWIC Issuance

- Initial eWIC Compass issuance: 2 month vs. 3 month
 - Participants with current month checks will only get two future months vs. three months when they are first seen in eWIC Compass.
 - Ex: Participant has checks through 5/31/16.
 - In May, eWIC Compass will issue: June, July
 - In July, eWIC Compass will issue: August, September, October (back on normal issuance schedule)



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Key Topics to Remember: eWIC Stores and PINs

- Inform participants that stores are ready for eWIC state-wide.
- Setting up PINs:
 - Mailing address is associated with PIN (if participant has one). Make sure to update mailing address if needed.
 - Foster child's birthday associated with the foster child's eWIC card.
 - You may want to have the endorser set the PIN up in your office (via phone or website).



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Key Topics to Remember: Date of Birth (DOB)

- The Date of Birth is critical to setting up the PIN.
 - Prior to certifying a new participant, verify all DOBs are correct.
 - If a participant is certified and the DOB is incorrect, please email the Help Desk (cdphe.wicinfo@state.co.us) with the correct DOB.



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Key Topics to Remember: Mag Stripe Readers



1. Mag Stripe Reader



2. Plug into USB port on computer.



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Key Topics to Remember: Mag Stripe Readers



3. Attach to monitor.



4. Swipe eWIC card facing as shown.



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Key Topics to Remember: MICR Printers

- MICR printers can be re-purposed to use as report printers.
- Instructions located on the Colorado WIC website.
 - On the right side of the printer is a removable panel which covers a small circuit board (TROY card.) It is plugged into the printer with a black USB cable. With the printer powered off, unplug the USB cable from the printer. Leave everything else as is, replace the panel and power the printer back up. This removes all TROY interaction with the printer.



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Key Topics to Remember: When Problems are Reported

If a client or a store reports a problem:

- Be a detective! Ask questions!
- Get as much information as you can so that the LARC or the State Office can help you solve the problem!



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Key Topics to Remember: When Problems are Reported

- Follow your *eWIC Triage Tool!*
- Please note: The State Office is dedicated to answering your questions as quickly as possible. Some problems/questions are easy to fix quickly, but others take time and research to resolve. Thank you in advance for your patience.



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Your Resources

- Have these items at your desk:
 - *Pre-Training Quick Reference Guide*
 - *Part I and Part II Transition Guides*
 - *Changes due to eWIC Implementation*
 - *Shopping with your eWIC card brochure*
 - *Local Agency eWIC Triage Tool*



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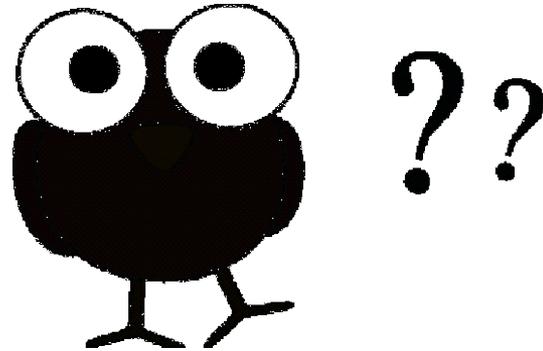
Remember!

- You have added time to each appointment
- Let the client know
- It's OK to look things up and ask for help



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Questions?



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Ordering special formula



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[Boards & commissions](#)

[Divisions](#)

[Concerns & emergencies](#)

[Data](#)

[News](#)

[LPHAs](#)

WIC manuals and guides

[Back to WIC local agencies](#)

WIC manuals

- [FFY 2016 WIC Program Manual](#).
 - [FY16 CO WIC Policy Letter #1: WIC Income Eligibility Guidelines \(7.13.16\)](#)
- [WIC FY16 Mini Manual](#).

WIC guidance

- [2013 Colorado WIC Formula Guide and WIC-Eligible Medical Foods Product Guide](#).
- [Infant Formula Ranges Cheat Sheet](#).
- [Maximum monthly amount of formula authorized by Colorado WIC](#).
- [Maximum monthly amount of metabolic formula authorized by Colorado WIC](#).
- Fls (checks)
 - [Ward Road Ordering Process](#).
- eWIC
 - [Submit an eWIC special formula order](#).
 - [eWIC Ward Road ordering process](#).

[WIC policy letters](#)

[Colorado WIC Program Nutrition Risk Manual](#)



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Ordering special formula

Remember:

- Issue benefits in eWIC before submitting orders.
- All orders must go through state office
- If an Rx changes, check the audit trail to ensure payment before changing formulas.



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Conference calls

- Noon time calls November 2 & 3
- Telephone number: 877-820-7831
- Passcode: 302885



COLORADO
Prevention Services Division
Department of Public Health & Environment

