WIC EBT UNEXPECTED

Vendor Management in Wyoming

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In the beginning……

Communication begins with one simple question to the WIC authorized grocers:

“Who do you call when you have a problem with your cash register system?”

Communication

- Identify and contact all of the companies that technically support the WIC authorized grocers (including corporate offices).
- Organize two separate grocer advisory groups:
  - Independent cash register suppliers/developers that supports our small chains, independent stores, and mom & pop stores
  - Corporate technical support/development

Communication

- Establish and lead recurring calls with these groups (bi-monthly at a minimum) to discuss:
  - Technology Preference: Offline/Online
  - Technical Considerations:
    - Hardware
      - Integrated: WIC incorporated into the store's cash register system with one card reader/PIN pad
      - Non-integrated: Stand-beside, Point of Sale (POS), separate card reader/PIN pad
    - Software
    - Communication lines
  - Technology Development/Preparation

Policies & Procedures

- Do not reinvent the wheel!!!
- Beg, borrow, and steal what you can from other states!
  - Technical Standards
  - Vendor Policies/Procedures
  - Vendor Agreement, Vendor Manual, and other related forms
  - Vendor Training Materials
    - Different training for stores that are integrated or non-integrated

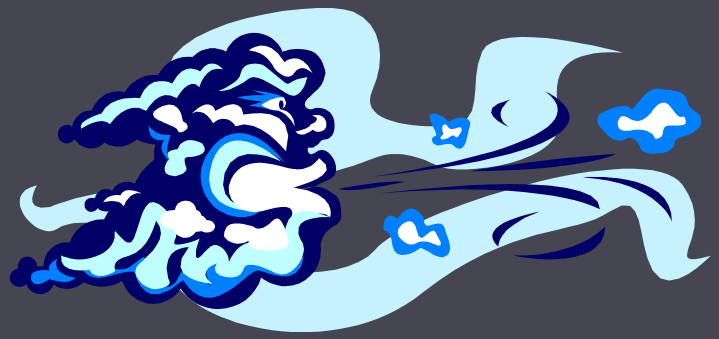
EBT Added Job Responsibilities

- There are many new responsibilities to consider when making the transition to EBT. There may be some job evolution, but there will certainly be many additional responsibilities.
  - For Wyoming, this meant hiring additional staff, as well as vendor staff acquiring new responsibilities.

Vendor Responsibilities Overview

- MIS/Host System Design, Testing, and Implementation
- UPC Database Development/Maintenance
- Test Card Set-Up and Disbursement
- Grocer Certifications

NOTE: Refer to the spreadsheets for more detailed listing of EBT responsibilities.



Grocer System Certifications

- There are 3 levels of certifications
  - Lab Certification
    - Level 1: System Developer Base Code
    - Level 2: Customized System Code
  - In-Store Certification
    - Level 3: Production Environment
- Coordinate joint certifications with offline WIC community
  - System presence
  - Date availability
  - FNS availability

Ongoing Responsibilities

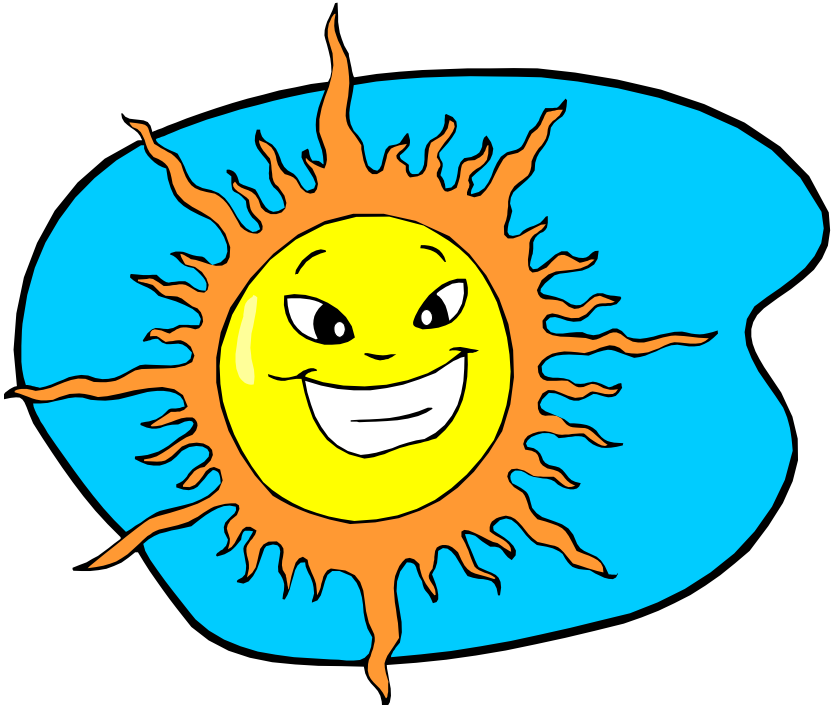
- Due to ongoing retailer technology changes, retailer (re)certifications will be part of WIC vendor oversight indefinitely
- Resolution of:
  - Payment disputes
  - Technical issues (grocer and state)
- UPC Maintenance
- Continue communication with grocer advisory groups quarterly, or more often as needed

Certifications – Be Prepared….

- Test card set up and pre-testing
- Two designated WIC staff are needed for each grocer system certification
  - One to run the grocer system
  - One to document
- On-site travel
- Long days

The Sunny Side of EBT

- WIC Programs have access to an unlimited amount of data.
- Participants are able to purchase what they need when they need it.
- Participants won't have to separate out their WIC foods and can shop with a mixed basket.
- Stores are paid within 48 hours.
- Cashiers no longer have to be the WIC police. WIC maintains a UPC database, so only WIC approved foods will scan and are available for purchase by WIC participants.



Wyoming EBT Duties

CARDS
Card Inventory
Card Replacement Affidavits
Monthly Card Logs
Clinic Support
Other Returned Inventory
Clinic Returned Inventory
Order Cards
VENDOR DISPUTES
Receiving Calls/Faxes/Emails
Research
Follow-up
Process Manual Adjustments
Approve Manual Adjustments
VENDOR APPEALS
Receiving
Research
Hearing
Follow-up
Process Manual Adjustments
Approve Manual Adjustments

CARDS FOR TESTING
Receive Requests
Card Setup
Shipment
Tracking Send/Receipt
Review/Research/Confirmation
Prepare/Send Test-Related Correspondence/Findings
Follow-up, As Needed
Ordering Cards (training/test)
Ordering KDS Cards
VENDOR SYSTEM/CLAIMS SUBMISSION ERRORS (WESS WEB, WESS Email)
Monitoring Issues/Errors (Daily/Weekly/Other)
Receive Store/Technician Calls/Emails
Research/Confirmation
Initiate Correspondence for Corrective Action(s)
Follow-up
WY WIC SYSTEM ERRORS (WESS Emails re. PUG4, PUG3, FTP)
Monitoring Error Reports
Research/Confirmation
Initiate Corrective Actions
Follow-up

NEW STORE CERTIFICATIONS
Receive Requests
Card Setup
Write/Revise Scripts
Travel Onsite/Conduct Certification Testing
Shipment, As Applicable
Tracking Send/Receipt, As Applicable
Review/Research/Confirmation
Prepare/Send Test-Related Correspondence/Findings
Follow-Up, As Needed

EXISTING STORE RE-CERTIFICATIONS
Receive Requests
Card Setup
Write/Revise Scripts
Travel Onsite/Conduct Certification Testing
Shipment, As Applicable
Tracking Send/Receipt, As Applicable
Review/Research/Confirmation
Prepare/Send Test-Related Correspondence/Findings
Follow-Up, As Needed

VENDOR CLAIMS PROCESSING/SETTLEMENT SUPPORT
Receive Calls/Requests for Assistance
Research
Plan/Schedule/Coordinate TEST ENVIRONMENT Activities
Review/Analyze TEST Activities/Results
Schedule/Coordinate Follow-up, As Needed
INTRASYSTEM AND INTRA(SUB)SYSTEM INTERFACES
Clinic FOXPRO-DB/WYO W.E.S.T and FOXPRO Reports
WYO W.E.S.T. – to – CRIS Interface
CRIS – to – WESS Interface
WESS WEB User Interface/WESS WEB Reports
EBT POLICIES
Create/Maintain EBT Policies
Coordinate/Initiate Correspondence, As Needed
Submit for Approval
TECHNICAL STANDARDS/SPECIFICATIONS
Identify Need for New & Modified Standards/Specifications
Draft New, As Needed
Modify/Maintain Existing, As Needed
Coordinate/Initiate Correspondence, As Needed

FUTURE WIC TECHNOLOGY/HW-SW/APPLICATION NEEDS
ID/Justify/Quantify Future IT HW-SW and Application Needs
Plan/Schedule/Coordinate HW-SW Upgrades
DEPARTMENT OF HEALTH – IT OPERATIONS, WIC IT SERVICES/ MAINTENANCE/ SUPPORT
Coordinate/Schedule WIC HW-SW Upgrades
Coordinate/Schedule WIC Maintenance Downtime
Coordinate/Schedule WIC System Downtime/Unavailability
CONTRACTED SUPPORT: PRODUCT ACCEPTANCE TESTING/IMPLEMENTATION, MAINTENANCE AND ONGOING SUPPORT
ID/Receive Reports of System/Application Issues & Problems
Review/Modify/Finalize "System Problem/Change Request"
Forward "System Problem/Change Request" to Contractor
Review/Approve Contractor Analysis/Proposed Approach
Establish Priority, Follow-Up/Completion Date
Monitor/Report Progress at Weekly Meeting, As Needed
Receive System Fix/Upgrade/Enhancement
Schedule/Coordinate TEST Load and Testing
Define User Acceptance Test Scope/Scenarios
Coordinate/Perform UAT
Monitor/Manage/Review UAT Results
Approve/Recommend Approval
Oversight Approval
Schedule/Coordinate Integration of Approved Fix/Upgrade
Monitor/Assess Post-Implementation Improvements

Wyoming Food Management Duties

FOOD
Manufacturer Communication
Request Submissions for Food List
Review Information
Authorization/Eligibility
Food List
Cat/Subcat List
Food Package List
Food Package Contents
Clinic Education and Materials
Participant Education Materials
Vendor Monitor Education
Vendor Education Materials (must be shared with State Library)
Warehouse/Supplier Education and Communication
Public Education (State Library, Other State Agencies, Physicians)
Clinic Database Maintenance
UPC Database Maintenance
Web Maintenance

FORMULA
Formula Issuance/Authorized Amounts
Clinic Database Maintenance
UPC Database Maintenance
Tracking Issuance/Purchases
Tracking-Vendor Related
Clinic Questions
Manufacturer Communication
Authorization/Eligibility
Ordering
Rebate
Reports