

QUESTIONS & ANSWERS FOR COVID-19 REMOTE SERVICES

As of April 4, 2020

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<u>Benefits</u>	<u>Equipment/Breast Pumps</u>
<u>Breastfeeding</u>	<u>Income</u>
<u>Cascades</u>	<u>Technology</u>
<u>Certification</u>	<u>Transfers</u>

Topic	Question	Answer
Appointments	What are other agencies finding in regards to what times of day work best for remote appointments?	<p>Here's several answers shared by staff:</p> <ul style="list-style-type: none"> • Participants are available at all times; • We see participants when they're scheduled; • When people call, we see them; • Staff are offering to change the time if it's better for the participant; <p>Afternoons are better as children nap at that time</p>
Appointments	If providing services for someone who is not on the schedule, do we need to add them to the calendar or as a walk-in using the dashboard?	Yes, you can add them as a walk-in.
Benefits/WIC Cards	For new certifications or PEs, how do we get their card to them? Can we mail?	<p>Yes. You can mail the card or give them the option to come pick it up if your clinic is open. (Be sure you wash your hands prior to mailing or giving the cards).</p> <p>Note: we've heard these ideas for following the social distancing guidelines when cards need to be given in person:</p> <ul style="list-style-type: none"> • Place the card on the participant's car and stand 6' away while the person takes the card off their car. • Place the card in a sanitized container (drop-box) and place the container with the card in it in a location the participant is able to pick up on their own, either in the

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		clinic waiting room or parking lot. Wear gloves to pick up the basket and sanitize for the next person.
Benefits/WIC Card	I have had a participant ask if any stores will allow using WIC Cards for home delivery.	No, not at this time.
Benefits/Medical Documentation Forms	What about handling medical documentation forms (MDF)? Can the Registered Dietitian (RD) complete the MDF and provide the formula and medical foods?	<p>Yes. Have the RD fill out the form, fax it to the health care provider with the following message:</p> <p><i>Date</i></p> <p>Dear Health Care Provider:</p> <p>Your patient is requesting a WIC formula or food that requires a WIC Medical Documentation Form. Due to COVID-19 your patient may not be able to come to your clinic. The WIC Registered Dietitian (RD) has assessed the nutritional needs of your patient and documented them on the attached form.</p> <p>Please respond in the next 30 days to:</p> <ul style="list-style-type: none"> • Approve what the WIC RD recommends for your patient • Make changes to the WIC foods we are providing <p>You can notify us by:</p> <ul style="list-style-type: none"> • Sending an email with your approval • Emailing, faxing or calling our staff with your changes <p>Sincerely,</p> <p>WIC RDN/Staff Clinic address</p>

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		<p>Phone Fax Email</p> <p>Scan the returned form into the Medical Documentation Screen.</p> <p>Document in the Participant’s Care Plan that the RDN completed the MDF and sent it to health care provider for approval and update.</p>
Benefits/Medical Documentation Forms	Is there a possibility to waive the requirement for MDFs since our medical system is currently heavily burdened with COVID-19 and many medical offices are discouraging visits unless medically necessary?	Yes. Have the RDN fill out the MDF and put a cover letter on it notifying the Health Care Provider what formula and foods the participant is provided. See information above.
Benefits/Medical Documentation Forms	Are RDNs required to follow up to the MDF request sent? What happens if the MD doesn’t respond?	No. We asked the health care provider to respond and if they don’t respond, then staff still provide up to 2 months of benefits
Benefits/Medical Documentation Forms	Does the RDN sign the MDF? Will we give out formula without the doctor’s signature?	<p>No, the RD doesn’t sign the Medical Documentation Form. Yes, you can still provide the formula without the doctor’s signature.</p> <p>It’s important that RDNs aren’t making the medical diagnosis. For the diagnosis, document in the “Notes” section of the MDF why the caregiver is asking for the formula (why the participant needs the formula).</p>

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		The RDN documents in Cascades in the Participant's Care Plan that the RDN completed the form and notified the Primary Care Provider (PCP) for approval and updates.
Benefits/Medical Documentation Forms	What do we put in diagnosis and ICD10 in Cascades if we don't hear from the doctor?	<p>We don't use the ICD 10 codes; we use the Medical Reason field to document the medical diagnosis. Right now we're using "Other Medical Diagnosis" for the Medical Reason in Cascades. We are trying to have clear documentation so we can easily run a report for FNS in the future.</p> <p>We'll add COVID-19 as a Medical Reason in Cascades in the Medical Documentation screen. We'll notify you when this is available.</p>
Benefits/Foods & Formula	We are also having participants report shortages of food and formula at stores. Can there be exceptions on MDFs if a baby is on NeoSure and it's not on the shelf so they can get Similac Advance, for example?	No. There is no way for stores to allow substitutions or override what is prescribed on the WIC Card. The participant would have to work with the clinic to change the formula issued on their card.
Benefits/Issuance	Is it ok to issue 3 months of benefits if the participant can't come in for the mid cert HA?	<p>If possible, complete the Mid-Cert HA remotely and issue 3 months of benefits.</p> <p>See Remote policy: Remote Mid-Certification Health Assessment for additional information.</p>
Benefits/Foods & Formula	Are communities reporting formula shortages? We have had a few instances in our area.	<p>Yes, we have heard some reports of formula shortages. We've been told from manufacturers that there is plenty of supply.</p> <p>If you are getting complaints about formula shortages, please share with us using the WAWICFoods@doh.wa.gov email. Get as many details as possible. E.g. what was the store, what was the product, was it limited, or completely out, what day and time, etc. Please contact us versus calling other organizations.</p>

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Benefits/Foods & Formula	Food hoarding – what do we do when participants can't find the foods or formulas?	<p>Food manufacturers are not reporting production or supply concerns; issue is with supply chain transport and stocking of shelves due to consumer demand and hoarding behaviors. Given social isolation measures, this is expected. People want to have something they can control in times of fear, buying food commodities seems to fill that void. Now that households are stocked and as consumer fear lessens, we should see a rebound and stocked shelves.</p> <p>One thing WIC families can do is to call the store beforehand to find out what the situation is and to ask when their delivery days are – that's the time to go shopping.</p> <p>Send details about any food or formula shortages to wicpolicysupport@doh.wa.gov.</p>
Benefits/Foods & Formula	Is the state doing anything to have stores limit formula purchases?	We have asked for stores to limit formula to help participants, but we can't require it. We know that a number of stores are doing this.
Benefits/Foods & Formula	<p>What do we tell participants who are immune compromised and can't get to the store?</p> <p>What do we do if they can't find the foods in the store?</p>	<p>Ask them if they can get another person to do the shopping.</p> <p>We are working on expanding the Approved Food List.</p>
Benefits/Foods & Formula	What if the participant purchased their formula and the baby can't tolerate it and they need a new formula? We can't take the formula from the participant, so can we still issue the new formula?	Yes, you can still issue the new formula even if you can't get the purchased formula back. Reissue the new formula, document in the participant's record and tell the participant to throw away the formula. We don't want participants bringing cans of formula back to the clinic.

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		<ul style="list-style-type: none"> If the caregiver asks if she can give to a friend, let her know that she can't give WIC formula to others or sell the formula.
Benefits/Returned formula & foods	Could we ask USDA to let us keep and distribute or donate returned formula instead of destroying?	<p>If someone calls and wants to exchange cans of formula:</p> <ul style="list-style-type: none"> Exchange the formula remotely. Ask them to throw the formula away due to safety concerns about bringing formula to the clinic. <p>We've been told there should never be redistribution of formula due to safety issues and concerns about how long the virus can live on surfaces.</p>
Benefits/Returned formula & foods	Depending on new guidance for pump cleaning, could we use similar process to clean and disinfect cans of unopened formula, then accept the formula?	Staff can't clean or disinfectant the formula cans. There's still a concern about safety of formula. The participants needs to throw it away.
Benefits/Returned formula & foods	Are we throwing away all returned baby food due to possible contamination as well?	Yes. Due to safety concerns don't accept any returned foods. If you have returned foods, throw them away.
Benefits/Returned formula & foods	<p>What do we tell participants who are immune compromised and can't get to the store?</p> <p>What do we do if they can't find the foods in the store?</p>	<p>Ask them if they can get another person to do the shopping.</p> <p>We are working on expanding the Approved Food List.</p>
Benefits/Expanding Approved Food List	When will the new foods be available for purchase?	<p>We're hoping to get an updated Approved Product List to give to the retailers and post to the web by April 1st.</p> <p>We're also working on lists of the new foods, including translations. We hope to make these available and post them to the web by April 15th. It</p>

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		<p>depends on the availability of DOH webmasters, many of whom are working on the DOH COVID-19 response team.</p> <p>We strongly encourage you to continue to promote the WIC Shopper App. It will have the most up-to-date list and will help WIC families choose the correct WIC foods.</p> <p>See the 3/26/20 COVID-19 Update Webinar slides for more information about which foods will be added.</p>
Benefits/Expanding Approved Food List	Are the food changes long term or just during the COVID-19 emergency period?	<p>We're discussing this and want to do what we can to increase choice. We have quite a bit of food dollars right now so we think we might be able.</p> <p>We had to request federal waivers, such as remove the requirement for low fat milk for children and women or having fewer than 50% of our breakfast cereals be whole grain. The waivers are temporary and are only good through May 31st.</p> <p>Update: We received a waiver for low fat milk, however, since the waiver is only through May 31st, we aren't making this change. We didn't get approval to have fewer than 50% of breakfast cereals be whole grain.</p>
Benefits/Expanding Approved Food List	Are there options for other types of milk, such as almond or other non-dairy milk?	<p>We aren't considering these milks at this time. These types of milk require a waiver and would be for a limited time only.</p> <p>We have to weigh the confusion for participants to be able to buy these foods for a limited time only.</p>
Benefits/Expanding Approved Food List	Are there other options for eggs, like liquid eggs?	We will take a look at this suggestion.

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Benefits/Expanding Approved Food List	When will stores get the updated list of foods?	Almost as soon as we add them. It happens very fast. Stores download the APL daily. This will happen faster than we can get communication out.
Benefits/Expanding Approved Food List	Will the new foods be in the ShopperApp?	Yes.
Breastfeeding/Peer Counselors	Are BFPC's still doing home visits during this time?	All staff, including peer counselors, should only provide remote services at this time.
Breastfeeding/Support	Are there creative ways to support breastfeeding? We're concerned about participants getting access to breastfeeding support.	<p>Ideas shared:</p> <ul style="list-style-type: none"> • Chi Franciscan WIC peer counselors are sending links from Kellymom.com along with phone calls • MultiCare has ARNP board certified lactation consultants who provide virtual lactation support, 253-403-2682 or https://www.multicare.org/pregnancy-breastfeeding-support/, interpreters available, costs covered by most insurance, appointments available without referral. • Use the Breastfeeding Resources spreadsheet on our website. • Make sure to staff refer participants to your peer counselors. • Please send us your ideas and resources.
Cascades/Text Messages	Can the text appointment reminder message be changed to let participants know we will be calling them for their appointment?	No, this requires significant work in Cascades and we're not able to do this at this time.
Cascades/SNAP	Will you be able to provide a link to SNAP similar to ProviderOne?	No, this requires significant programming and we're not able to do this at this time.
Cascades/R&R	Can you include in Cascade the R & R to send it by text using the notifications?	No. This isn't possible.

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Cascades/Dashboard	As we provide NE-I or other apt over the phone the same day, are we allowed to check in/out the participants from the dashboard to count as part of the productivity?	Yes, it's recommended to check participants in for their appointments from the Dashboard.
Certification/Remote Services	Can we still do in-person certifications if our agency is open or do we need to do all remote services? (E.g. serve walk-ins, new certifications when participant doesn't have phone).	<p>Governor Inslee, on March 23, issued a "<u>Stay Home, Stay Healthy</u>" order for Washingtonians to reduce the spread of COVID-19 and flatten the curve. The governor extended this Stay Home, Stay Healthy order until May 4th. WIC staff need to provide remote services to participants.</p> <p>Seeing participants in person should be rare. We want to protect you as well as WIC families. If a participant has to come to the clinic, (e.g. participant doesn't have phone, needs WIC Card sooner than it would arrive in the mail), follow the <u>guidelines</u> for social distancing of being at least 6 feet apart, sanitizing surfaces, frequent hand-washing, etc.</p>
Certification/Remote Services	What is the deadline for us to provide remote services?	<p>We haven't provided a specific deadline, we'd like everyone to do remote services <u>now</u>.</p> <p>If you're struggling to provide remote services, email us at <u>wiclpc@doh.wa.gov</u>.</p>
Certification/Remote Services	Some participants don't have working phones, what do we do?	Do your best to serve participants without phones. It will depend on the participant's situation.
Certification/Remote Services	Do we use the "COVID-19" reason for children's subsequent certification (SC) if child isn't	When completing a Subsequent Cert, document "no" the participant isn't present and select "COVID-19" for the Physical Presence Exception Reason.

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	present or change to "hardship"?	
Certification/Remote Services	How do we communicate to scheduled participants about moving to remote services?	<p>We aren't able to push notifications about COVID19 to participants via text or email. Agencies will need to determine best ways to contact participants, whether phone, text, or email. Here's how the State WIC staff are helping you to communicate this:</p> <ul style="list-style-type: none"> • Will add a "WIC is Open" banner with the COVID-19 information on the WIC web page • Provided "WIC is Open" signs, in English and Spanish, to support local agency messaging • Added a "WIC is Open" banner to the WICShopper app
Certification/Remote Services	Do we contact participants first to let them know about this remote option? Or do we wait to have them contact us if they are concerned about coming in?	It's best practice to call your participants and let them know you're doing remote services and they shouldn't come into the clinic.
Certification/Remote Services	You mentioned that marking not physically present at the PE Complete Assessment doesn't release the requirement to enter information on the Anthro/Lab screen. Do we still document "Not present" on the Participant Demographics screen or only on the Anthro/Lab screen in the Bloodwork Deferment Reason dropdown?	<p>Yes, you still document "not present" on the Participant Demographics when doing a remote PE Complete Assessment appointment.</p> <p>You also have to mark the Deferred Reason "participant not present" on the Anthro/Lab screen to remove the requirement to enter a bloodwork value.</p>

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<p>Certification/Remote Services</p>	<p>All our staff work at the clinic. Does anyone have a plan to prevent COVID-19 exposure among staff?</p>	<p>We're sharing these general guidelines for social distancing of being at least 6 feet apart, sanitizing surfaces, frequent hand-washing, etc.</p> <p>Here's information shared from colleagues around the state: Pacific Co HD – if we have face to face appointments, we limit the appointment to one staff person. The client is brought to a separate entrance to a room near that entrance so they aren't walking through the clinic. We screen participants for symptoms and take their temperature. Our doors are closed to the public, but if we need to see the person for WIC or Family Planning, we use this procedure.</p> <p>Community Action Agency – Skagit County: Staff stay in their separate offices except when they need to go to restroom, kitchen, etc.; staff wipe down all surfaces touched afterwards (e.g. fax, microwave, etc.).</p> <p>International District – We screen participants for symptoms and take temperatures of staff and participants. We do phone contacts and will download benefits remotely. We wipe down surfaces every 2 hours.</p> <p>PHSKC – Screening and making referrals if the screening comes up positive; use Sani-wipes when handling items</p> <p>Chi Franciscan Health – Screening participants</p> <p>Other clinics are using masks and gloves to provide services.</p>

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Certification/Foster children	Can you talk about doing cert for foster children? Are there any special considerations?	No special considerations. If you have a specific question about certifications for foster children, please email us wicpolicysupport@doh.wa.gov .
Certification/R&R	I can't seem to find the updated R/R (post cascades rollout) in other languages online, only English. Where can these other languages be found?	Access R&Rs here Click the "+" beside the gray View Other Languages bar, below the English R&R to see R&Rs in other languages.
Certification/R&R	Do we sign for the R & R like for remote issuance?	Yes, clinic staff assure the participant read the R&R or staff read it to them, ask the participant if they agree, then sign the R&R with staff initials and "Remote Cert". Add a family alert to have caregivers sign a paper copy when they come back to the clinic after COVID-19 emergency period. Staff scan the signed paper copy into the income information screen.
Certification/R&R	Is it possible to post a banner to the app that includes the link to the R&R?	Yes. This is now on a banner in the WICShopper app. Participants will need to wait to see it on the banner, since it comes after the WIC is Open message. All languages are available.
Certification/R&R	Why was the language about immigration status removed from the new R&R?	We were concerned that that statement wasn't true at the time the forms were printed. Now that we know the statement is still true, we're updating the R&Rs.
Certification/Measures	If we can't get measurements for a participant, do we provide only one month of benefits?	No, you may issue up to 3 months of benefits. We received a waiver for measurements during this emergency period.
Certification/Measures	Do we take the participant's word on height and weight?	Yes. Document the measurements and the date they were taken in the Anthro/Lab screen. Add a sticky note indicating where measurements were taken.

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Certification/Measures	Do we need to make up measurements if they were due this month? Do measurements in June?	No, you don't have to get measurements if the participant doesn't have current measurements to share. We received a waiver from USDA to waive measurements during this emergency period.
Certification/Measures	A participant knew her infant's weight, but not length. Cascades requires both. Do you have any guidance here? Should we put it in notes or just not record either?	You can't enter a sticky note on the Anthro/Lab screen unless you enter measurements. Staff can add a sticky note on the Health Information screen, Participant Demographics screen or in the Participant's Care Plan. Your agency can decide where these measurement notes should be documented.
Certification/Proofs	If the participant sends us proofs via email, is this OK?	Yes, it's okay as long as the participant knows the risks if their email isn't secure. Staff document that the participant was informed about potential risk so it's clear it's the participant's choice.
Certification/Release of information	Can we get verbal authorization for release of information?	No, we have to get a signed release of information form per Washington State law. We can accept a photo of a signed release form. The participant can sign and date the release form and fax, email or mail the signed form (or the photo of the signed form) to the clinic.
Certification/Separation of Duties	Are we required to do separation of duties at this time?	No, we received approval for this waiver. Local staff don't have to meet separation of duties during this emergency period.
Equipment/Breast pumps	How will we issue breast pumps?	See the final BF Q&A guidance emailed with Memo 2020-22 link below for more information. A: Continue to assess the need for a pump. If the participant needs an electric pump, Issue a personal use pump even if you are issuing formula. We don't recommend issuing Lactinas at this time unless you feel the participant needs a multi-user for

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		<p>lactation reasons. We will have plenty of personal use pumps available. This is a change in policy at this time. We want to support breastfeeding while minimizing exposure to the virus.</p> <p style="text-align: center;">  COVID-19-BF-Q&A-March 2020-Final.doc </p>
Equipment/Breast pumps	I found CDC recommendations about cleaning personal pumps but my question is more about clinics cleaning pumps that will be re-issued. Any extra cleaning precautions? Any suggestions for what cleaner to use?	<p>See the final BF Q&A guidance emailed with Memo 2020-22.</p> <p style="text-align: center;">  COVID-19-BF-Q&A-March 2020-Final.doc </p>
Equipment/Breast pumps	What if agency doesn't have personal use pumps?	Clinic staff can order breast pumps using this order form link . We have plenty in stock and are working on getting more in supply.
Equipment/Breast pumps	Can we mail pumps to participants?	<p>Yes after assessing a need for a pump. Mailing a pump is one method of issuing a pump to participants. After determining if the participant mailing address is safe and accessible for them to receive packages. Share with the participant next steps once the pump is received like who to contact at the clinic to let us know they've received their pump and release form. Discuss on the initial call as much detail as possible of what's included in the package, reviewing the pump release form, and other supportive handouts (i.e. hand expression). Document the call in the family care plan, nutrition assessment.</p> <p>Staff follow remote guidance re: release form.</p>
Equipment/Breast pumps	Could you please ask clinics to not hoard pumps?	Please don't hoard breast pumps. We have plenty of pumps and we can order more.

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Equipment/Breast pumps	How long does it take to order more pumps?	We've ordered more stock to support the growing need of pump supplies. We're working to get stock in and will alert the ordering agency of any out of stock products. If you experience delays, email WICBreastPumps@DOH.WA.GOV or rachel.markham@doh.wa.gov .
Income/Grace period	What is the protocol for participants who were graced 30 days in February for missing proofs? Can we grace them again?	If the participant isn't able to provide the proof because they don't have secure email or text, or the clinic doesn't have secure video chat, use the Statement of Income form as the proof selection. Staff sign electronically on the Certification Signature screen. This meets the barrier to WIC services portion of the policy allowance for not providing proof. This isn't giving another grace period, it is saying the person CAN'T provide the proof and requiring it would present a barrier to WIC services. Staff are able to issue benefits without restriction.
Income/No Proof	If an applicant has no proof of income – do we need to have the affidavit of income signed?	Yes, clinic staff select the Statement of Income form and sign with staff initials and "Remote Cert." Add a family alert to have Parent Guardian sign a paper copy when they come into the clinic and scanned the signed copy into the income information screen.
Income/No Proof	We're having some challenges with participants not coming back the second month who are still with missing proofs and our organization doesn't allow text or emails. What do we do? Can we still issue benefits?	Yes you can still issue benefits. When a participant can't provide the proofs, select the No Proof Form/Affidavit for the missing proofs and sign the form electronically on the Certification Signature screen. <ul style="list-style-type: none"> This documents that the person can't provide the proof and requiring it would present a barrier to WIC services. Once you select these proof selections and save, it will release the 30-Day Temporary End Date from the previous grace period and you can issue benefits without restriction.
Income/CARES Act payments	Will the payments people receive as part of the Cares Act	We don't know yet.

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	(Coronavirus Aid, Relief and Economic Security Act) count as income for WIC eligibility?	
Income/Unemployment	Many people are calling because they've been laid off and are applying for unemployment benefits. How do we assess income for unemployed people?	<p>See guidance in Chapter 6: When assessing income for unemployment use income the family expects to receive in the next 30 days.</p> <ul style="list-style-type: none"> • When the person knows what their unemployment benefits will be use this amount to determine income eligibility. • If they're laid off and they don't know what the unemployment benefits will be, you can use zero income to determine income eligibility. Use the Statement of Income form as the proof selection, then staff sign with staff initials and "Remote Cert" on the Certification Signature screen. <p>Ask the participant to call with the unemployment information when they receive it. Add this information to a sticky note.</p>
Income/Unemployment	For participants coming on to WIC due to job lay-offs, do we need to ask them to tell us when they return to work?	<p>Yes, we need to ask participants to tell us when there are changes in their income when they return to work.</p> <p>The following statement on the R & R is intended to address this requirement: "All of the information I give WIC is true. I will tell WIC staff right away if there are any changes."</p>
Technology/Video Chat	Do our participants need to have access to the same video chat as we do to provide the services?	Yes, they must have access to the same service to connect with clinic staff. Remember – you don't have to do video chats, you can choose to do phone conversations.
Technology/Video Chat	If agency sets up skype account to issue to participants to allow the visual confirmation of	The state office will provide Go-to-Meeting as the video chat platform. Skype and Zoom aren't secure.

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	information (or zoom). Is the allowable?	See memo 2020-27 – Local Agency Process for Requesting Remote Access to Cascades
Technology/Video chat	Did DOH consider Skype?	<p>Yes, we did explore Skype. It isn't an option for us to use due to DOH's rules and licensing constraints.</p> <p>We'll purchase GoToMeeting (GTM) licenses for staff to use. This is an approved DOH platform and we'll provide guidance to help staff use it for participant appointments, peer counseling sessions and staff meetings.</p>
Technology/Video chat	Do we have to have a telephone line for GTM?	No. All you or participants need is an internet connection. You can also run a GTM using your cellular service, though video may not work as well.
Technology/Video chat	Can we use our agency's GTM license?	Yes, you can.
Technology/Video chat	Can we use GTM for staff meetings? What is the maximum number who can participate?	<p>Yes, you can.</p> <p>The maximum depends on the license. We'll provide you with that information as we make GTM available to you.</p>
Technology/Video chat	Could we get a list of other options besides GTM?	No, we were advised to limit the number of options we provide to you. That is why we're providing only GTM at this time. We also want to effectively support your staff and having many different platforms won't allow us to do this.
Technology/Video chat	Can GTM be used for an outbound call where participants can pick up the phone without having to log in and enter an access code?	<p>GTM doesn't work like answering the phone. Participants will have to get an invitation to log in and enter in an access code.</p> <p>Staff may choose to offer remote services using a phone if GTM isn't an option for you or the participant.</p>

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Technology/Texting and Emailing	How can we be sure that emailing and texting is secure? What if the participant use these platforms to send us info?	<p>The participant needs to determine if their email and/or texts are secure. It varies among email and cellular providers.</p> <p>It's the participant's decision whether to use their text or email to send you information. Let them know that it's best practice to check with their providers to see if their email and text services are secure. We want to support participants make informed decisions.</p>
Technology/Laptops	If our department closes and forces us to work from home, are we able to provide remote services using our portable laptops that we currently use for our satellite clinic?	<p>It depends on your laptop set-up, internet access, etc. We're developing guidance for local agencies so you have the technical requirements and know how to set this up for success.</p> <p>See memo 2020-27 – Local Agency Process for Requesting Remote Access to Cascades</p>
Technology/Laptops	Can we get MiFi to use DOH laptops remotely?	We have provided MiFi for satellite clinics. We'll address these needs on a case by case basis. Please send your specific clinic needs to the wiclpc@doh.wa.gov email.
Technology/Laptops	Can the PC laptops be used?	We want the PC services to continue. If you are considering using PC <i>laptops</i> , contact Jessica Armstrong, Rachel Markham, Lezly Hughes or Jean O'Leary, so we can help you.
Technology/Laptops	Will the state provide laptops to staff that don't have agency laptops?	We are exploring this option. We need to see a local agency policy and directive that staff need to work from home. We can't tell you to work from home. If you're told you must work from home, please contact us so we can help you continue to provide services. You must have internet access at home and our preference is for staff to use laptops.
Technology/Laptops	Can any laptop be used or do the laptops need special software?	You can't use a personal laptop. You must use an agency laptop and yes, the laptops need special software for security reasons.

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Topic	Question	Answer
		Our plan is to send a memo about working remotely, what to consider and we'll share the required specifications.
Technology/Laptops and cell phones	Can we load software like Shore Tel that allows staff to use the computer to handle phone calls?	It depends. We'll need to consider this on a case by case basis. Email your questions about different apps or software to wiclpc@doh.wa.gov .
Technology/Laptops and cell phones	We need clarification about WIC staff working remotely. Can they use a WIC designated laptop and cell phone?	Please see COVID-19 Webinar slides from 4/2/20 webinar and Memo 2020-27 – Local Agency Process for Requesting Remote Access to Cascades. Please send your questions and requests for equipment and funding to the wiclpc@doh.wa.gov email by April 10 th .
Technology/Cell phones	Can our PC (peer counselor) phones be allowed for working remotely?	Yes, however, you'll need to track the time and charge the monthly billings and fees from BFPC to WIC NSA funding. Staff need to track the hours they are working as a peer counselor separately from hours worked as a CPA. The only exception would be if the local agency is using WIC NSA funds to support the peer counselor's time.
Technology/Cell phones	Participants have expressed positive feedback about the phone calls. Are phone calls still allowed?	Yes, using the phone to provide remote services works too. We want to provide many options for your staff and WIC families because we know there are many different needs.
Technology/Cell phones	Is there any chance to have dedicated phones to take home?	We don't have DOH cell phones to provide staff. If you need agency cell phones, please include this in your funding and equipment request and email it to wiclpc@doh.wa.gov .
Technology/Cell phones	Is there something special about agency cell phones vs. personal cell phones?	Agencies have their own policies about phone use. We want staff to be careful about using personal cell phones for these reasons:

QUESTIONS & ANSWERS FOR COVID-19 REMOTE SERVICES

Topic	Question	Answer
		<ol style="list-style-type: none"> 1. We don't want staff to share their personal cell phone numbers with participants. 2. We don't want participants' information on staff's personal cell phones. This include the participant's phone number and photos of documents the participant may send via text or email e.g. proofs, release of information form, etc. 3. If there is a public record disclosure request and you are using your personal phone, you may be required to hand your phone over to legal authorities. <p>We know there are apps available that help make personal cell phones more secure, however, we need to discuss these with you. Please send your questions and the apps you'd like to explore to wiclpc@doh.wa.gov. Include information about cell phone needs in your request and email it to wiclpc@doh.wa.gov by April 10th.</p>
Technology/Cell phones	Do staff who use their personal phones get a stipend?	If agencies allow staff to use personal cell phones, it'd be up to the agency to determine if staff get reimbursed for using their personal cell phones.
Technology/Internet access	How do we get internet access set up for staff working remotely?	<p>We'll work with you to explore internet access options for your staff and clinics. Send your questions and include your clinic needs in your requests; send requests to wiclpc@doh.wa.gov by April 10th.</p> <p>Options shared for free internet access:</p> <ul style="list-style-type: none"> • Some of the local internet providers are offering free internet to low income families because of school closures. • Charter is offering free internet to families with children in the Sunnyside area.

QUESTIONS & ANSWERS FOR COVID-19 REMOTE SERVICES

Topic	Question	Answer
Technology/Internet access	What about the participants that don't have email addresses?	We understand that using GoToMeeting may not work in all situations. We're working to provide different options for you and your WIC families. The GoToMeeting URL can be typed into a browser if needed. If there is an agency cell phone a GoToMeeting invite can be texted. Participants click the GoToMeeting link to start the session. They don't have to download an app.
Technology/Internet access	Can we get MiFi to use DOH laptops remotely?	We have provided MiFi for satellite clinics. We'll address these needs on a case by case basis. Please send your specific clinic needs to the wiclpc@doh.wa.gov email.
Technology/Internet access	Is the staff home internet bill an allowable cost if they are providing services from home?	We think it is an allowable cost; but the service can only be used for WIC purposes.
Technology/Desktops	Does anyone know if the DOH monitors have cameras so we can use for video chats?	Computer monitors for desktop computers don't have webcams or microphones, but most laptops do. We can help purchase web cams and microphones if desktops are used but we'd like to talk with you about your needs. Please tell us about your needs and submit your request to wiclpc@doh.wa.gov by April 10 th .
Transfers/Physical Presence	From transfer between clinics, if participant is not able to be present, is any way the State could give us the exception to transfer and provide benefits?	Yes, you can provide remote services for all types of transfers. See Remote Transfer policies .
Transfers/Email and texting information	Can the participant email or text information for transfers?	Yes. Ultimately we would need to get the hard copy transfer information. It's best practice to ask the participant if they know if they have secure texting or email. It's their choice if they want to do this, but we want to be sure they know about any risks if their email or text services aren't secure.

QUESTIONS & ANSWERS FOR COVID-19 REMOTE SERVICES

Topic	Question	Answer
Transfers/Out of state	Why are FMNP benefits listed as additional information to document on the participant's transfer card if they are moving out of state?	It's to prevent dual participation. This lets the receiving clinic know what the participants have received from WA State.
	Can we give grace periods for medical prescriptions for formula for transfers?	<p>Yes, you can give a grace period.</p> <p>We're allowing RDs to fill out the MDF form and fax it to the medical provider with a note saying we know you aren't seeing WIC participants due to COVID19 and please contact us if you have any concerns.</p> <p>Add a sticky note in the MDF section of the participant's record to document the MDF was sent to the primary care provider and then scan it into Cascades.</p>
Other/Time studies	Is there any way that the time studies for April can be waived?	We're looking into this. We'll let you know once we hear back from FNS.
Other/Staff productivity	Is there a way to track completion of appointments and staff productivity if they work from home?	We'll look into this.
Other/WIC outreach	Could the state provide more advertising to get the word out that WIC is open?	<p>Word of mouth is the #1 way people find out about WIC. We encourage you to tell your participants to share with their friends and family that WIC is open.</p> <p>Suggestion: If all staff repost the message that WIC is open, that's a great way to get the word out. See message on WIC web page and on the WIC Signs PowerPoint slides which includes English and Spanish messaging.</p>

QUESTIONS & ANSWERS FOR COVID-19 REMOTE SERVICES

Topic	Question	Answer
		We're checking into the suggestion to have Governor Inslee announce this in his press conferences.