

## COVID19 Webinar Notes - 3/20/20

These notes capture what was shared on this webinar. Information is changing quickly. We'll share updated information during the webinars and in future webinar's notes as it becomes available.

Question	Answer	State Staff Follow-up
<b>USDA guidance and waivers</b>		
When will we get approval for waivers?	Guidance says within 60 days, but the Western Region staff can expedite so we're hopeful.	<p>We submitted the waivers we shared in the webinar which include:</p> <ul style="list-style-type: none"> <li>• Proof of income, ID and residency</li> <li>• Separation of Duties</li> <li>• R &amp; R signature by staff</li> <li>• Remote benefits issuance (approval to do routinely)</li> <li>• Medical Documentation Form requirements</li> </ul> <p>We received approval for physical presence, anthropometric, and bloodwork waivers. These are reflected in the remote services policies that were previously posted on line.</p>
Is WIC considered an essential service?	Yes it is an essential service.	
<b>WIC Vendors and reported shortages</b>		
We heard this from participants: Participants can call manufacturer and they will ship formula to participant's home. Is this true?	This is false.	We checked with the companies and they confirmed that the rumor about formula is incorrect.
<b>WIC Signs and Web Changes</b>		
Can signs be translated into Spanish?	Yes we will translate signs into Spanish.	We emailed English and Spanish WIC Sign templates 3/24, see Memo 2020-23.
We will be posting the R&R in the app	It will be the link to the web and participants will have access to the R&R in all the languages.	Regarding the App and R&R, there is an issue with Android phones we just learned about today. We're working with app developer to fix the wording in the app and link to other languages.

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		We'll let you know when the other languages are available to view in the app.
Why can't we use the WIC Card and have home delivery since others can use card app?	We are looking into all options to support WIC families getting their foods.	
<b>BF Guidance</b>		
What if agency doesn't have personal use pumps?	Clinic staff can order them using this order form <a href="#">link</a> . We have plenty in or supply.	
Clinics: Please don't hoard pumps	We have plenty of pumps and we can order more.	
Draft guidance has some changes and we'll be sharing the updated, final guidance		The updated guidance was emailed to coordinators with Memo 2020-22.
Can we mail pumps to participants?	<p>Yes. Mailing a pump is one method of issuing a pump to participant. Be sure to assess the need for a pump. Determine if the participant has a mailing address they can receive packages. Discuss with the participant the expectation once the pump is received such as contacting the point of contact at the clinic to let us know they've received the pump and the release form.</p> <p>Discuss on the initial call as much detail as possible about the pump release form, clinic point of contact information and share other supportive handouts (like hand expression) that'll be included in the package. Document the call in the family care plan.</p> <p>Staff follow the remote certification guidance re: release form.</p>	<p>Rachel Markham will provide guidance on how to document the release form when the participant is unable to sign it at upcoming webinars.</p> <p><b>Rescheduled!</b> Pump inventory webinar: March 26<sup>th</sup> – 1:00pm-2:30pm This webinar is rescheduled to April 30<sup>th</sup> from 10:00am-11:30am.</p> <p><b>Pump Inventory webinar select the date to register:</b></p> <p><a href="#">March 31<sup>st</sup> - 10:00am-1130am</a></p> <p><a href="#">April 30<sup>th</sup> – 10:00am-11:30am</a></p> <p>See Memo2020-25</p>

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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 <a href="mailto:WICBreastPumps@DOH.WA.GOV">WICBreastPumps@DOH.WA.GOV</a> .	
<b>Questions and Answers</b>		
Social media scam: Participants are receiving calls that they won't be able to use their cards after March 29 <sup>th</sup> .	This is not true. We've been hearing about other scams too.	
How can participants can get additional benefits?	In Family First Act, it states additional WIC funding however this doesn't mean more benefits per person.  The legislation shares other food benefits for SNAP and school lunch.  Please share with participants that the amount of food they get each month hasn't changed.	
Also hearing that WIC participants can get \$400 per person, so more participants want to get back on WIC.	This is also a rumor, it's not true.	We will share with their DOH social media group, may need to do something.
What if participant has one grace period and can't bring in the missing proof, can we extend grace periods for missing proofs?	This situation meets the barrier to receiving WIC services portion of the policy allowance for not providing proof.  Select the "No Proof Form/Affidavit" selection from the proof dropdown list and save. This will release the 30-Day	

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	<p>Temporary Certification from the previous grace period and you can issue benefits without restriction. This isn't giving another grace period, it becomes the person's proof.</p> <p>Then on the Certification Signature screen, electronically sign the corresponding Affidavit. Add COVID-19 after the staff signature to note the reason for using the form.</p>	
<p>Can we issue more than one month of benefits for participants who have a low hemoglobin?</p>	<p>Yes you can issue more than one month of benefits for participants with a low hgb. Monthly benefits aren't required for the 6 month follow-up blood test.</p> <p><b>Cascades</b> creates an alert about bloodwork. It requires a programming change to change the alert. Staff <b>can</b> issue 3 months of benefits and they can dismiss the system-generated alert and create an alert that is in alignment with policy – to check iron in 6 months.</p>	<p>We're working to change this in Cascades, but we're not sure when this will be done.</p>
<p>What do we do about transfers?</p>	<p>Transfer policy will be posted to the web soon.</p>	<p>We shared the Remote Transfer Policy with Memo 2020-22 and they'll be posted to the web soon.</p>
<p>Can they keep formula and foods to redistribute if they follow the cleaning guidelines used for breast pumps?</p>	<p>No not at this time. USDA guidance was pretty clear that we can't do this. We may explore this and see if this is something to request a waiver.</p>	
<p>Do we still have to have the Primary Care Provider (PCP) fill</p>	<p>No. 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</p>	<p>We requested a waiver from USDA for this. We haven't received approval yet, but we're making this change to</p>

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out the Medical Documentation Form (MDF)?	<p>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 PCP and then scan it into Cascades.</p>	support social distancing for our WIC families and to not overburden the medical providers.
What's being communicated to participants on social media?	<p>NWA has a COVID19 toolkit We're putting something together for the WIC webpage and Facebook.</p> <p>Nutrition First also has this information on their <a href="#">website</a>.</p> <p>Go to <a href="#">COVID19 web page at NWA</a> and scroll down to see what other states are doing.</p>	We'll send a link to all agencies and also share other information we're putting together.
What secure video chat platforms should we use? Can we use Zoom?	We're discussing this and working hard to get some guidance for you next week.	<p>We are exploring GoToMeeting as the platform for video chats and meetings.</p> <p>We've learned that Zoom is not a DOH approved platform.</p>
Please advise if the pending requested waiver is truly waiving the need for (Anthro, proofs, signature, etc.) at the normal time, vs a postponement of this requirement, with a requirement to get it at a later date within the same cert period?	USDA guidance says it is a "waiver during the emergency period".	
Can the state create a video to show an initial certification and how to use a card?	We do have a video on YouTube that shows how to educate participants on using their WIC card.	We'll consider this suggestion.