

COVID19 Webinar Notes - 3/24/20

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

Question	Answer	State Staff Follow-up
Can you share an update on Farmers' Market?	We're planning for a regular season. We don't know if the markets will be open or clinics will be. We'll keep you posted.	
Transfer policies		
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>	We're working on a sample letter that RDs can send to the primary care provider with the medical documentation form.
The policy says to check with IT regarding secure video chat platforms. Does this mean local IT staff or state IT staff?	We mean to check with your agency IT.	We'll be developing guidance for local staff and what our recommendations are. Please send IT questions through your coordinator to the LPC email box at WICLPC@doh.wa.gov . Doing so helps us track your agency needs better.
Can the participant email or text information for transfers?	<p>Yes, ultimately we would need to get the hard copy transfer information.</p> <p>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 the risk.</p>	

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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 get a version of the MDF that's editable so we can type information in the form?	We will consider this and add a template letter.	
Have the RDs been cleared to complete the Medical Documentation Form (MDF)? Did it get approved or is it still in draft?	<p>It's still in draft. We haven't received approval from USDA for this waiver.</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. 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>	We'll let you know when we hear back from USDA.
Remote policy web page		
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.	
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?	Yes you still document "not present" on the Participant Demographics when doing a remote PE Complete Assessment appointment. 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.	

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<p>It doesn't work to write a sticky note unless you put anthropometrics into Cascades. Could you please clarify?</p>	<p>Correct, you do have to put measures in, which may be self-reported and not always accurate. The sticky note will reflect that the measure was self-reported.</p>	
<p>How do we obtain signatures on the Missing Proofs form?</p>	<p>We realize that you may not be able to get participant signatures at this time. You will have to sign electronically for the participant and write COVID-19 to note the reason for using the form or signing for the participant.</p>	
<p>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?</p>	<p>Yes you can still issue benefits. When a participant can't provide the proofs, staff select the No Proof Form/Affidavit for the missing proofs and sign the form electronically on the Certification Signature screen. 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.</p>	
<p>It'd be great to have a quick summary of when anthros and blood work is needed so we know how many months of benefits to issue.</p>	<p>USDA approved our waiver and measurements and blood work aren't required. You don't have to restrict benefits because you can't enter measurements.</p> <p>Be sure to mark "Not present" on the Participant Demographics tab and document COVID19 as the reason, so Cascades will remove the requirement to enter anthros and blood work. The only time this doesn't remove the requirement is for the PE –</p>	

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	Complete Assessment. See above for how to handle that situation.	
Shopping App		
Participants can't find the link to the R&R because it's after the WIC is open banner and there's a delay.	Ask the participants to be patient. Depending on connectivity, there may be a delay in how quickly the app changes to the R & R banner.	
Is it possible to put the WIC handout on the App? The nutrition education handout.	We'll look into this.	
General questions		
Announcement: We are working on a FAQ document for staff. We've received many questions and information is changing quickly. We hope to have these out to you by early next week.		
<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 and will have an update for you at the next webinar.</p>	
WIC isn't in the public charge. How can we help participants to get screened and treated without fear of being affected by the public charge?	<p>Contact your local health department or district to learn what's happening in your community.</p> <p>Note: This was shared on call. King County has a COVID19 call center to ask medical questions and get information about where to get tested: 206-477-3977.</p>	We can pass this question on to our DOH response team.
How can we be sure that emailing and texting is secure? What if the participant use these platforms to send us info?	It's the participant's decision whether to use their text or email for this. Let them know	

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	what we know is secure and not secure so they can make an informed decision.	
How to set up Skype? Does IT need to download it and can we use cameras?	We'll check with DOH IT staff. Send your IT questions to wiclpc@doh.wa.gov .	
Staff want a document that they can print that states WIC is an essential service.	On March 23 rd , Governor Inslee issued an order for non-essential personnel to remain home. Some WIC agencies have asked if this applies to WIC as well. Please be aware that WIC services at the local and state level have been deemed as essential services.	We'll be providing more information about this at the 3/26/20 COVID19 webinar and in a memo.
What should we do with participants who need to exchange formula (bring back what they purchased) because they now need a different type?	We'll get back to you during the next webinar.	
We need clarification about WIC staff working remotely. Can they use a WIC designated lap to and cell phone?	Please send your questions about working remotely and equipment needs to the wiclpc@doh.wa.gov email.	
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.	
Can the state lend us laptops?	We are looking into this. Please send your specific clinic needs to the wiclpc@doh.wa.gov email.	
When will we receive the templates for the WIC signage?	Heidi will send them today.	See Memo 2020-23 sent 3/24 pm
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.	