COVID19 Webinar Notes – 4/2/20

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
Expanding WIC food list		
Can we add a banner in the app about the new foods, or can the app announce new foods?	Yes, we are working on this.	We will send out information next week.
Medical Documentation Form guidance		
Does the RDN sign the form? Will we give out formula without the doctor's signature?	No, the RDN doesn't sign the Medical Documentation Form. Yes, you can still provide the formula without the doctor's signature. 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). RDN document 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.	
Can we get verbal authorization for release of information?	No, we can't get verbal authorization. By state law, we have to get a signed release of information form. 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 to the clinic.	
Are RDNs required to follow up to the MDF request sent? What happens if the MD doesn't respond?	No. We asked the PCP to respond and if they don't respond, then staff still provide up to 2 months of benefits.	We're still working on confirming our understanding of FNS' waiver for MDFs.
Remote Access		
Is the cell phone an issue only for appointments?	It isn't about what it's being used for. It's about security. We want to have a conversation with you about this so please include this on your request and your LPC can talk more with you.	

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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: - We don't want staff to share their personal cell phone numbers with participants. - 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. - 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. 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.	
What does it mean to "add a family alert to the chart so participants know the communication is by phone"?	Some staff add a Family Alert to document they left a voice message for the participant to verify the appointment or to share that the appointment will be done by phone.	
We're looking into an app called Doximity for use with personal cell phones. Is this ok to use?	We need to evaluate apps and software to assure it meets DOH requirements. Please send your requests to use specific apps to us at wiclpc@doh.wa.gov and we will look into it.	
Are we able to change the notifications sent out by Cascades?	No, this change requires a significant amount of work, so we're not able to do this.	
Appointment Flow Chart		
What are other agencies finding in regards to what times of day work best for remote appointments?	Here's several answers shared by staff: - Participants are available at all times; - We see participants when they're scheduled; - When people call, we see them;	

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	• Staff are offering to change the time if it's better for the participant; • Afternoons are better as children nap at that time	
Could the appointment flow chart be emailed out?	Yes. Nutrition First is also posting everything that we share during the webinars on the Nutrition First website: https://nutritionfirstwa.org/covid-19-info/	We will email the slides with handouts to staff.
Questions and Answers		
Language Link interpreter services has 10-15 minute wait right now.	Thanks for sharing.	We will check with the contractor and see if there's something they can do to reduce this wait time.
Can we waive the April time study?	No, we can't waive staff completing the April time study so please continue doing the time study until further notice. We are looking into this.	We will ask FNS staff about this. Update: We asked FNS staff about this Thursday (4/2) afternoon and they said they'll get back to us.
It's hard to assess a participant's nutrition needs for a MDF without proper weights and measurements.	We acknowledge it is difficult. Do your best with the information you have.	
What do we put in diagnosis and ICD10 in Cascades if we don't hear from the doctor?	Washington WIC doesn'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. Jean: Would it be helpful to add a COVID-19 option for the Medical Reason field? Local staff: Yes	We will add "COVID-19" as a Medical Reason in the Cascades Medical Documentation screen. FYI: Link to ICD10 data: https://www.icd10data.com/
If providing services for someone who is not on the schedule, do we	Yes, you can add them as a walk-in.	

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need to add them to the calendar or as a walk-in using the dashboard?		
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 wicpolicysupport@doh.wa.gov.	
When does the Separation of Duties (SOD) waiver go into effect?	We received approval for this waiver on March 30th.	We'll confirm when the waivers went into effect.
Are we recording these webinars?	No, we are not recording the webinars. We'll email the PowerPoint slides, handouts and webinar notes to coordinators and staff,	We're required to assure all recorded webinars meet federal accessibility requirements. This means we have to get them close captioned and make other changes to assure they are accessible to all audiences (vision impaired, hearing impaired, etc.). We wouldn't be able to get them to you in a timely way to make it worthwhile.
Announcement about a new sign about WIC remote services	An additional sign was added to the webinar with a simpler message: Stay Home and Call WIC. This was added in response to staff commenting participants didn't know WIC was offering services remotely.	
Can we talk about monitoring and Q&A about phone services?	Yes, we'll take this suggestion and use it to help plan future webinars.	Add these topics to a future webinar agenda.