



Cascades Staff Tool

Troubleshooting Common Issues



WIC Cards - The participant's food benefits are issued to the Electronic Benefit Account (EBA) and available to purchase at the store using the WIC Card.

Create the Electronic Benefit Account (EBA)	<ul style="list-style-type: none"> • Make sure all Parent/Guardians, Caretakers and Proxies have a date of birth entered. <ul style="list-style-type: none"> ○ If a WIC Card is issued with the wrong date of birth for the card holder, correct the DOB, and issue a replacement card. • Enter an address with zip code. <ul style="list-style-type: none"> ○ Mailing address zip code takes priority when setting a PIN. ○ Updated zip codes are sent to the WIC Card system. • Check the EBT Activity History or the Journal of Transactions to see if the EBA was created.
Issue WIC Card	<ul style="list-style-type: none"> • Make sure the card number is correct. We recommend putting the cursor in the Card Number field on the Issue EBT Card screen and swiping the card in the card reader as opposed to typing in the number. • Be sure to issue the WIC Card before issuing food benefits. • Select the cardholder, this person's date of birth is the one used when setting the PIN for the card. • Make sure at least one person in the family is certified. • Participants don't sign for the WIC card (they do sign for food benefits), and staff don't swipe the card to issue benefits.
WIC Card for Foster Children	<ul style="list-style-type: none"> • Mark the Foster child status before issuing the card. • Each foster child has their own WIC Card. • The Foster child is the cardholder for their WIC Card. • The foster child's date of birth is used to set the PIN. • Deactivate the WIC Card issued to a previous custodian and issue a new one to the new foster parent.
Issue Benefits	
Can't issue benefits at certification	<ul style="list-style-type: none"> • Make sure all required screens and fields are completed. <ul style="list-style-type: none"> ○ Look for green check marks for completed screens. ○ Check the Certification Summary screen for missing required information and use the screen title links to return to the specific screen to enter the missing information. • Be sure to press the Certify button at the bottom right of the Certification Summary screen.
Can't issue more than 1 month of food benefits	<ul style="list-style-type: none"> • Check if the person has a missing proof. Staff must see and document the proof before issuing additional benefits. • Check if the Medical Documentation Form expired. If the food requires medical documentation, it must be entered before providing additional food benefits.
Share benefit information with participants	<ul style="list-style-type: none"> • Print the Shopping List to verify correct foods and amounts were issued to the EBA. • Highlight the First and Last Day to spend.



Cascades Staff Tool

Troubleshooting Common Issues



<p>Save Fake or Sign Later are the only options to sign for food benefits</p>	<ul style="list-style-type: none"> • Make sure the card reader is securely plugged in. • Move to another screen, then come back to the Issue Food Instruments screen.
<p>Couldn't issue benefits when participant was in clinic (or participant can't come to clinic for food benefit issuance)</p>	<ul style="list-style-type: none"> • Staff can issue benefits without the participant's (or parent/guardian's) physical presence. • Staff issue benefits, sign for the person (write "RBI" for Remote Benefit Issuance after the signature) and send the Shopping List. • Issue 1 – 3 months of benefits depending on the next appointment or contact needed.
<p>Couldn't issue the "breastfeeding bonus" foods to a pregnant participant after she delivered</p>	<ul style="list-style-type: none"> • Cascades only allows breastfeeding food prescriptions for participants in the breastfeeding category. • Staff can't issue these foods until they certify the participant as breastfeeding. • There isn't the equivalent of the Breastfeeding "Bonus Check" in Cascades.
<p>Can't give breastfeeding foods to a pregnant participant who is currently breastfeeding</p>	<ul style="list-style-type: none"> • Cascades doesn't give the breastfeeding foods to a Pregnant participant who is currently breastfeeding. • Guidance from FNS is to certify the participant as breastfeeding and provide the additional foods. • Staff plot the participant's prenatal weight gain on a paper weight gain grid.
<p>Can't give foods previously tailored out in the current month food benefits</p>	<ul style="list-style-type: none"> • If staff tailored out a food, for example eggs, and issued benefits; the food can't be added back to the food package for the current month if the person redeemed any benefits. <ul style="list-style-type: none"> ○ Update the food package, void future month benefits and re-issue. • If the person didn't redeem any benefits, then void the food instruments, update the food prescription to add the missing foods and re-issue.
<p>Transfers</p>	
<p>Can't transfer a participant out to a different clinic</p>	<ul style="list-style-type: none"> • Make sure you're logged into the receiving clinic location to do the transfer. (Electronic transfers between Cascades clinics is a "pulling" function.) <ul style="list-style-type: none"> ○ Look at the bottom of the screen and make sure you're logged in to the receiving clinic location. • If a person is transferring to another state, issue a Transfer/VOC card.
<p>The transferring participant has an Expired status at the other clinic</p>	<ul style="list-style-type: none"> • Create a new participant record in your clinic and certify the participant. • Contact Cascades Support with both participant ID numbers (from the original clinic and your clinic) and request to have the records linked – with your clinic's participant ID as the primary.



Cascades Staff Tool

Troubleshooting Common Issues



<p>The participant doesn't have current benefits issued</p>	<ul style="list-style-type: none"> Participants must have benefits issued for the current month to transfer electronically. Contact Cascades Support to issue current benefits.
<p>The participant has future benefits issued</p>	<ul style="list-style-type: none"> Future benefits must be voided if transferring a person out of a family. Contact Cascades Support to have future benefits voided, then re-issued after the transfer is completed.
<p>Replace Current Benefits – use this screen to replace foods issued for the current month when some items have been redeemed.</p>	
<p>The two grids on the Replace Current Benefits screen are the same</p>	<ul style="list-style-type: none"> Create a new prescription with the correct foods in order to see the replacement foods in the Replacement FI Details section, then replace the current benefits.
<p>Can't replace current formula benefits</p>	<ul style="list-style-type: none"> This function isn't used to replace formula. Use the Exchange/Increase Formula screen to replace formula or WIC Eligible Nutritionals (like PediaSure) for all WIC categories.
<p>Increase or Exchange Formula after Issuance - The Exchange/Increase Formula screen allows you to change the type of formula or increase the amount provided to a participant for the current month.</p>	
<p>Issued formula today and need to exchange or increase the amount</p>	<ul style="list-style-type: none"> This feature isn't available on the same day the original food prescription is created.
<p>Error message that the mom and baby's food packages don't match</p>	<ul style="list-style-type: none"> Update the Health Information screen to make sure the breastfeeding status of pair matches. Create a new food prescription for the correct amount of formula. Update the mom's food prescription as needed. Check the food prescription carousel to make sure future month prescriptions are correct and the breastfeeding dyad food packages match.
<p>Can't Certify</p>	
<p>Can't complete a certification for a migrated participant</p>	<ul style="list-style-type: none"> Check the Certification Summary screen to see where required information is missing. Click the screen title which is a link, go to the screen and enter required information
<p>Can't select Pregnant category for a participant who miscarried and is pregnant again</p>	<ul style="list-style-type: none"> Need to Terminate the pregnant certification with current eligibility on the Certification Summary screen. Go to Subsequent Certification, click Apply and select Pregnant for the current pregnancy.
<p>Can't Apply for a Subsequent Certification</p>	<ul style="list-style-type: none"> Must be within 30 days of the end of the current eligibility ends date in order to apply for a subsequent certification.
<p>Started the certification in the wrong category</p>	<ul style="list-style-type: none"> If realize you started the certification using the wrong category, for example as Breastfeeding instead of Pregnant,



Cascades Staff Tool

Troubleshooting Common Issues



	<p>go to the Certification Summary screen, and press the Ineligible button in the lower left corner of the screen.</p> <ul style="list-style-type: none"> • In the Application Ineligibility Determination pop up, select “Wrong category selected.” • Collect the required information to complete a certification in the correct category. • Start the certification the next day and enter the information. <ul style="list-style-type: none"> ○ A person can’t have 2 certifications start on the same day.
General	
General problem solving	<p>Check the Journal of Transactions to see what occurred for the participant.</p> <ul style="list-style-type: none"> • You can view all the transactions or you can filter by selecting a specific activity. <u>Examples of activities include:</u> certification, food prescribed, WIC Card issuance, WIC Food Instrument issuance, Transfers, Nutrition Education Contacts received, BFPC Contact, Breast Pump Issuance, etc. • You can also filter by selecting a date range. • Select a row in the Transaction History to view details.

This institution is an equal opportunity provider.
Washington State WIC Nutrition Program doesn’t discriminate.

For persons with disabilities, this document is available on request in other formats.
To submit a request, please call 1-800-841-1410 (TDD/TTY 1-800-833-6388).

