Release 9.1

Certification Enhancement Project

Presented by Kristina Brady, MPH

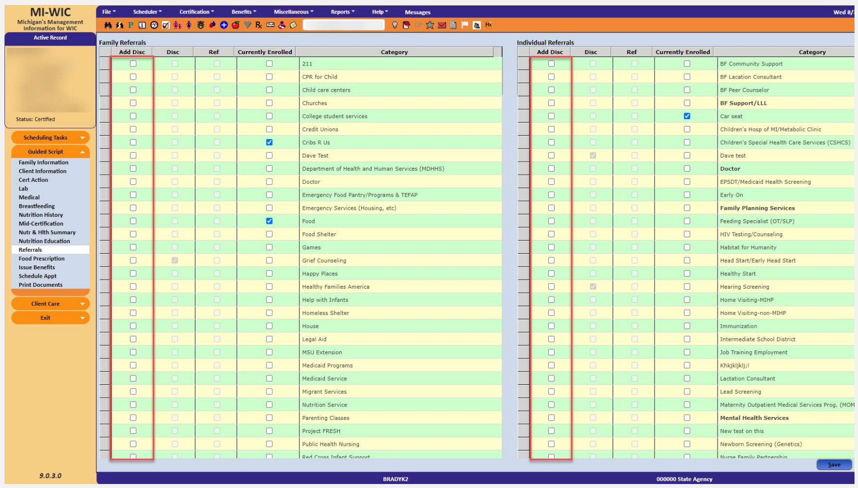
MI-WIC RELEASE WEBCAST

OVERVIEW

- Referral Screen updates
- Reordered Family Information screen
- Client Email address updates
- “Referred from” updates
- Created by/Modified by on the Anthropometric, Lead and Bloodwork grids
- Client Agreement changes
- Appointment duration tracking
- WCC Enhancements

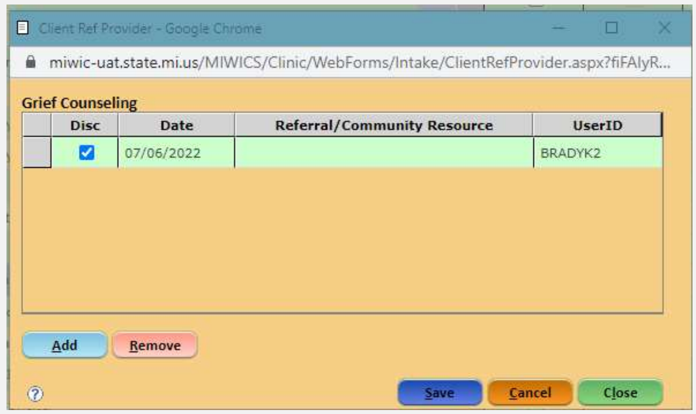
REFERRAL SCREEN UPDATES – DISCUSSION

- Staff can check “Add Disc” for all referral categories that were discussed during the appointment without opening the referral pop-up.



REFERRAL SCREEN UPDATES – DISCUSSION

- Upon save
  - MI-WIC will automatically document the discussion on the Referral pop-up with the appropriate date and staff ID.
  - The check mark in the "Add Disc" column will disappear, and the check mark under "Disc" will appear

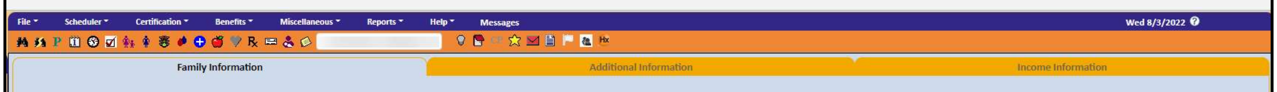


REFERRAL SCREEN UPDATES – ADJUNCT ELIGIBILITY

- When Medicaid or Food Stamps adjunct eligibility is reported as “Yes” on the adjunct eligibility pop-up, all members of the family will be marked as currently enrolled to the applicable referral categories on the Family Referral Grid on the Referral Screen
- The referral grids have been expanded to utilize the open space available on the screen and display more referral categories at a time.

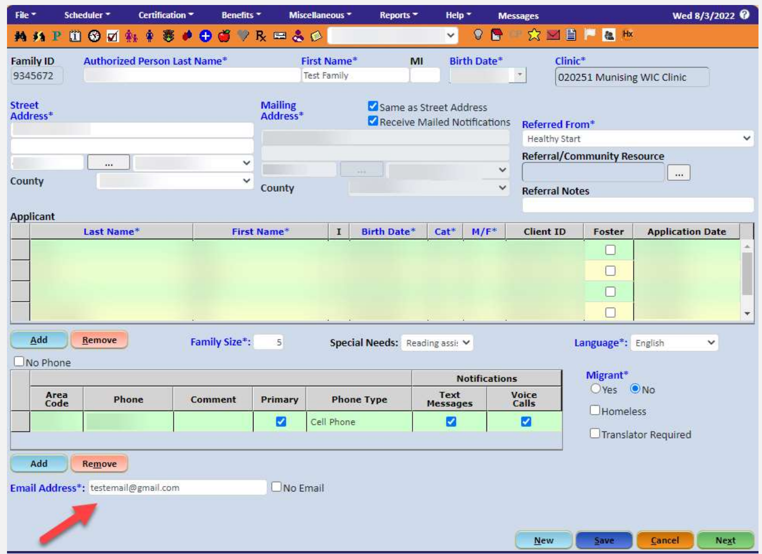
FAMILY INFORMATION – TAB REORDER

- The tabs within the Family Information Screen will be reordered–
  - Family Information
  - Additional Information
  - Income Information



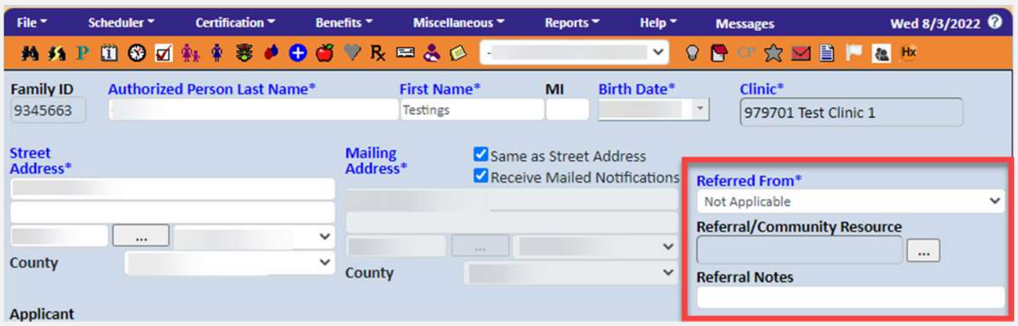
EMAIL ADDRESS FIELD UPDATES

- The Email Address Field will now display on both the Precertification & Family Information screens
- This will be a required field.
  - There is a checkbox to document if there is no email address available.
- When a record is populated from the Incoming Referral Work Queue, the email address field will also be populated



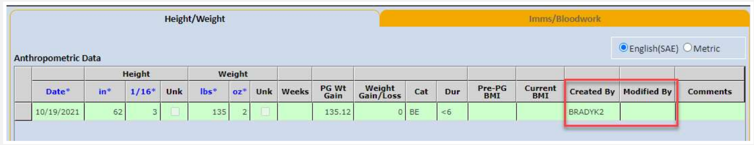
REFERRED FROM FIELD UPDATES

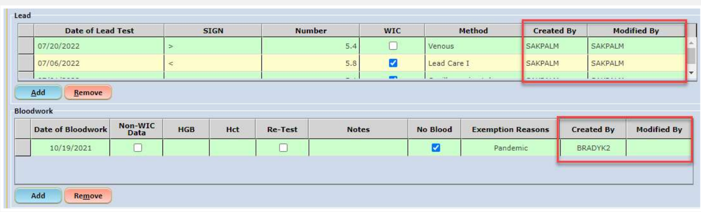
- The "Referred from" field on the Precertification screen will now be required
  - There will be an option to select "Not Applicable"
- A new Referral Notes field has been added to document any additional notes that may need to be captured



ANTHRO, LEAD AND BLOODWORK

- Staff information for Created by/Modified by will be added on the Anthropometric, Lead and Bloodwork grid
  - If a record has never been modified, the modified by field will be blank





CLIENT AGREEMENT

- Clients can now sign the client agreement via the WCC platform before their certification/recertification appointments

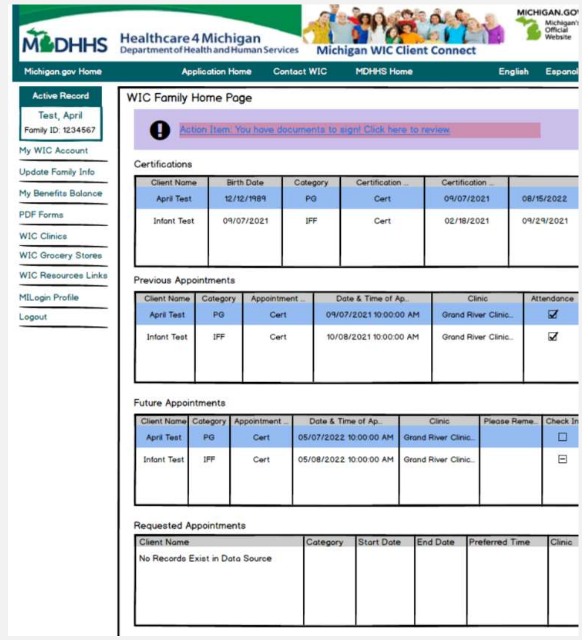
CLIENT AGREEMENT

When an existing client is scheduled for a Certification, Recertification or Priority Certification appointment

OR

When a potential client has requested or scheduled a WCC appointment through the web/mobile app

They will see an alert at the top of their WCC Home Page



CLIENT AGREEMENT

By clicking on the link, clients will be given an opportunity to download and review the client agreement and provide their digital signature

MI-WIC NAVIGATION
WCC SIGNED CLIENT AGREEMENT

- If a client has signed the Client agreement, staff will receive a pop-up message on the Client Agreement/Signature screen during the appointment

"*The client has signed the Client Agreement via WCC on [date of signing]. Please review the signed client agreement and confirm that the client still agrees to the terms and conditions. If the signature is more than 30 days in the past please obtain a new signature.*"

- If dated within the last 30 days, staff simply need to verbally confirm with the client they still agree and click the "Confirm" button
- If dated more than 30 days ago, staff will need to obtain a new signature

CLIENT AGREEMENT VALIDATION – CERT ACTION

- The client agreement must be signed within 30 days of the certification start date.
- If there is not a client agreement signed for the client within 30 days, staff will get an error message on the cert action screen

"A valid Client Agreement has not been signed in the last 30 days. Please obtain signature from Signature Screen or Scan the Client Agreement form with signature."

- NOTE: The client must also be in the family at the time the agreement is signed for it to be valid. Even if an agreement has been signed within 30 days, if a client has been added to the family since that time, a new agreement including that client must be signed

VIEWING THE WCC SIGNED AGREEMENT

Staff can view the WCC Signed Client Agreement from:

Miscellaneous – Images

Print Docs

Clients can view the WCC Signed Client Agreement from:

WCC (web or mobile) – PDF Forms

APPOINTMENT DURATION TRACKING

- As included in the July MMR, we will now be tracking appointment duration
- Appointment duration will be documented as the time between when the client was checked in until staff

    Select "Print Selected" on the Print Docs Screen

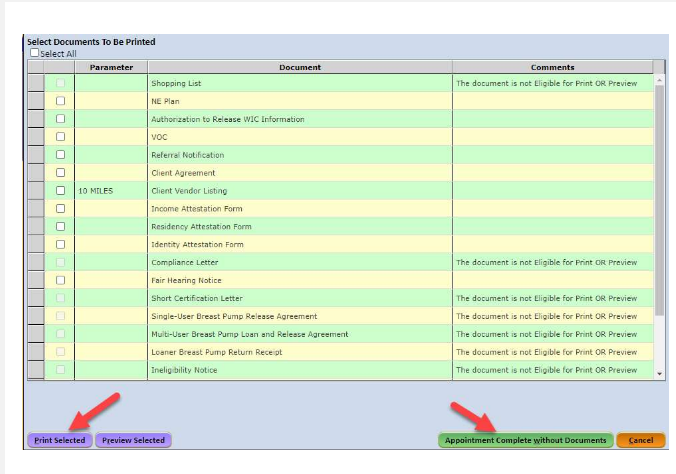
    OR

    Select "Appointment complete without Documents" on Print Docs

    OR

    Check "Done" on the onsite list

    If multiple of these actions are taken, duration will be associated with the first one completed.

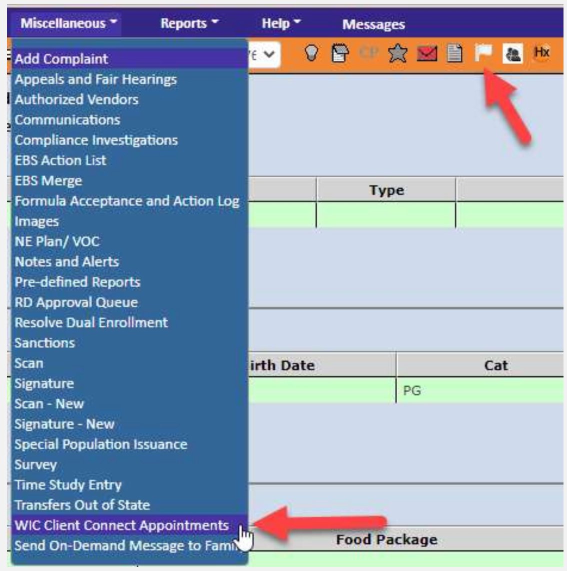


WIC CLIENT CONNECT UPDATES

Full update, as provided during the "What's New with WIC Client Connect" training, available on MPHI Archived Webcasts:
WIC – Administrative Tasks/Operations

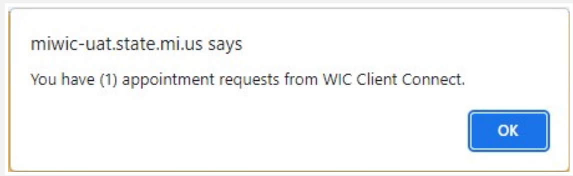
WCC – APPOINTMENT REQUESTS

- When WCC appointments are not available, new applicants can submit an appointment request for staff to view in MI-WIC
- These requests will show up in the WIC Client Connect Appointment pop-up
  - Accessible through the Miscellaneous drop down or the Flag on the icon toolbar



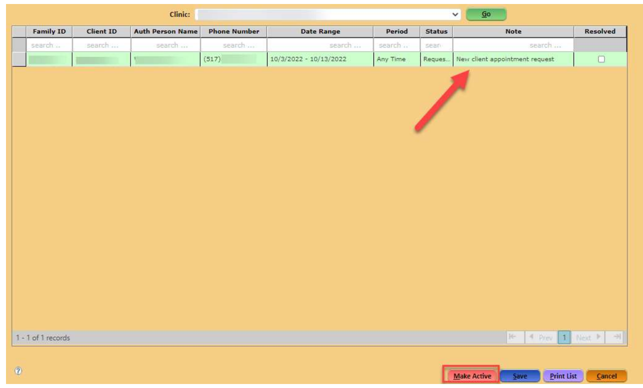
WCC – APPOINTMENT REQUESTS

- If there is an outstanding appointment request, when logging in, staff will see a pop-up message alerting them to the pending request



WCC – APPOINTMENT REQUESTS

- When the request is from a new applicant, the Note column will display "New client appointment request“
- Staff will simply need to select the client, and click “Make Active” to be directed to the MI-WIC record that will be prepopulated based on what has been entered through WCC



WCC – NEW FIELDS

- New fields have been added to WCC to allow clients to enter and update more information.
  - Medicaid Card ID Number
  - Physician Name
  - Physician Phone Number
  - Race/Ethnicity
    - editable only until client has been certified in MI-WIC
  - Education
    - women categories only
  - Marital Status
    - women categories only
  - Internet Access
- These updates will be reflected in the MI-WIC record

QUESTIONS?

Please join us for a live Q & A Session

Wednesday August 24 at 9:30am

No registration required!

Link available at https://miwicevents.com/webcasts/

Email questions in advance to BradyK2@michigan.gov

THANK YOU

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