NEW HAMPSHIRE

WIC Program

StarLINC Manual Including eWIC

New Hampshire
StarLINC MANUAL Including eWIC

Adapted with permission from ITCA WIC Program

New Hampshire WIC Program
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Revised: 9/4/2018

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eWIC Terminology

APL: Approved Product List; list of UPCs of all approved products

Available Benefit: Food not yet purchased.

Benefit Period: The specific time period during which the WIC food can be purchased- defined by the first use date and the last use date.

Benefit/Shopping List: Total amount of food issued to a household for each benefit period.

Category: A term used by WIC staff to define a food item category such as milk, cereal, eggs, grains, etc.

Current Benefit Period: A benefit period that is available today.

Deactivate/Inactivate: to make an existing card inactive – cannot be used to redeem benefits.

eWIC card: A card issued to a household to be used to purchase their WIC foods.

Future Benefit: A benefit period with a first use date after today.

Household: Family unit sharing benefits on one card; foster children are their own household

Issue Benefits: Loading of the household benefits into the account.

PIN: 4-digit number which is assigned by the participant at WIC before benefits are issued.

Redeemed Quantity: Quantity of food that has been purchased by the household.

Reissue: Replacement of a household's previously issued benefits.

Sub-category: A term used by WIC staff to define in more detail foods in a category. For example, in the milk category are subcategories of lactose free milk half gallons, 1% milk gallons, 1% half gallons, 1% quarts, soy milk etc.

WIC Direct: On line system that stores the WIC benefits.

CARD MANAGEMENT

Issue an eWIC Card and PIN

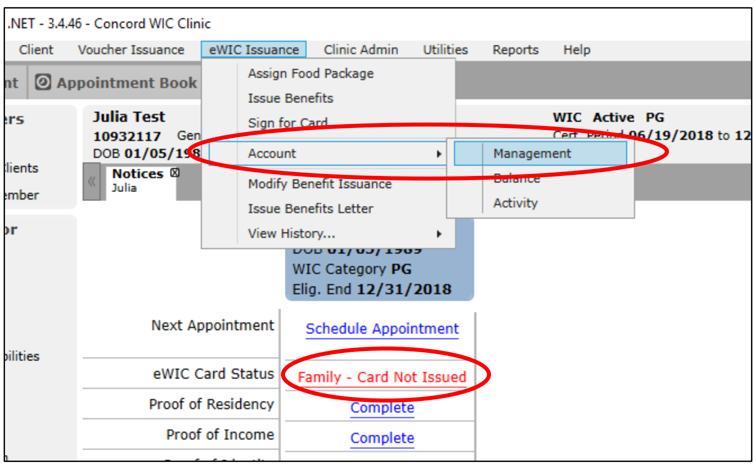
In order to issue an eWIC card, a household account must be created in StarLINC. Benefits reside in the household account and NOT on the card. It is possible to load benefits into an account without issuing a card, but the client will have no way to purchase their items at the store. It is also possible to issue a card with no benefits.

The Primary Caregiver/Alternate Caregiver must be present to receive the first initial issuance of the eWIC card. PIN setting with the participant should also be done while in clinic over the phone through the IVR. If there is no phone available in clinic, participants should be given instructions on how to do so after their appointment. PINs can also be set online through www.wicconnect.com after a participant sets up their portal account.

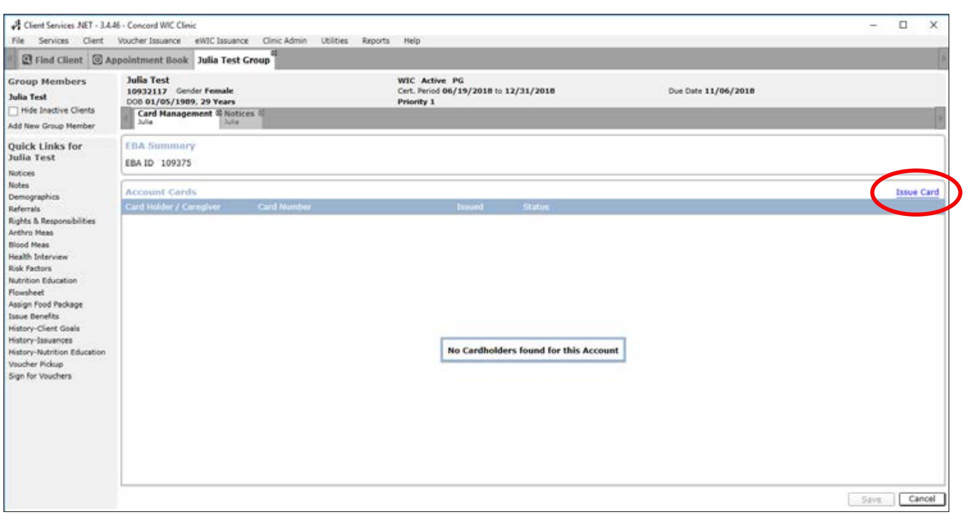
> **PRO TIP:**
>
> *Foster children will receive their own card, and benefits will be separate from the rest of the family.*

eWIC cards may be mailed in special cases. Local Agencies should develop a log to track any mailed cards. Benefits cannot be loaded onto the card until confirmation is obtained that the card has been received by the caregiver.

1. eWIC Issuance > Account >Management. You may also use the shortcut on the Notices tab by clicking on Family – Card Not Issued.



2. Select the Issue Card link.



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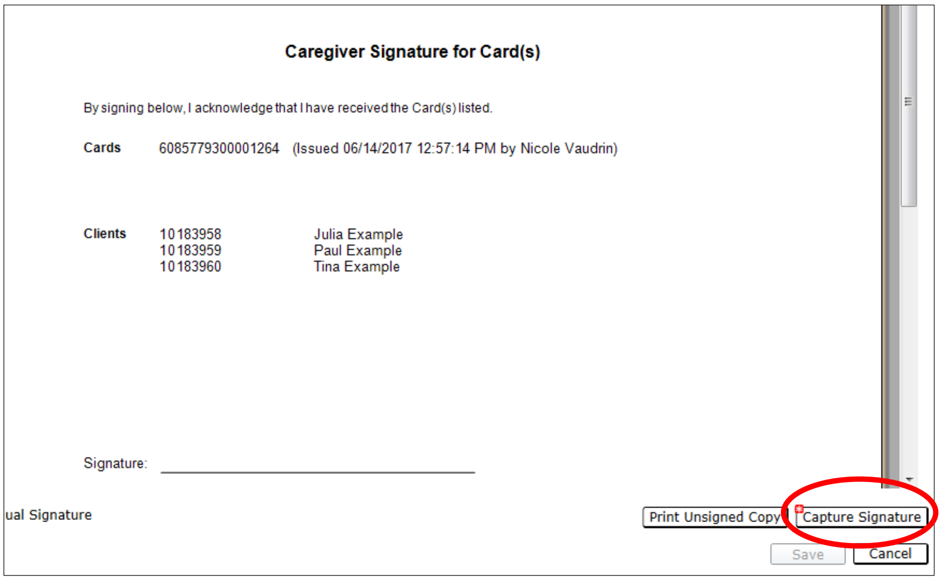
3. Swipe the card or manually enter the card number.

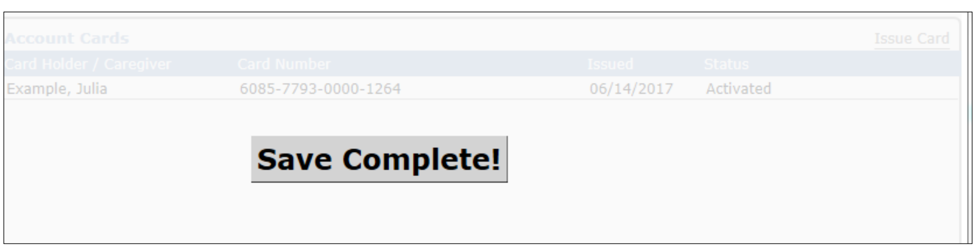
4. Click OK.

5. Click 'Save'.

6. Click 'Capture Signature'. Have the client sign for the card using the signature pad.



7. Click SAVE.

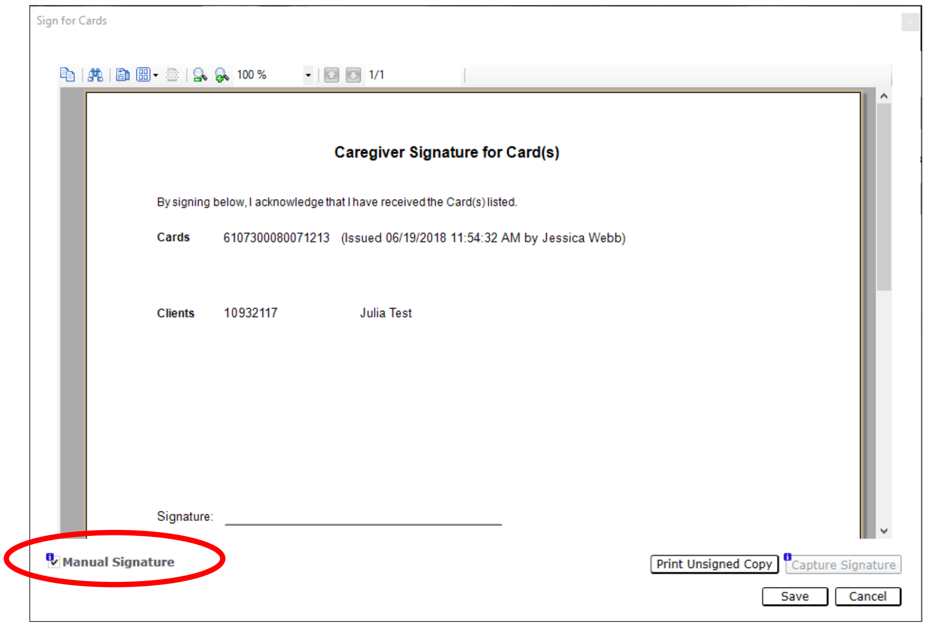


8. Next, staff should assist families in setting up a PIN for their new card. This should be done with the participant over the phone during clinic. If phone access is an issue, staff can provide instructions on how to set a PIN for the participant to complete after leaving the clinic. PIN numbers can also be set up in a participant's www.wicconnect.com account, so if there is no phone access but a staff member feels this participant needs help, staff can help the participant set up their account and their PIN using the internet. Staff should be careful that they are not in the line of sight while a participant enters their PIN, and should never choose or enter it for them. This is confidential information.

Document Receipt of Card when Signature Pad is not working or Available

There are situations in which a signature pad may not be available for the client to sign for the card because it is not working properly. The following procedure should be used in these instances:

1. After Issuing the Card and selecting Save, the Card Signature will pop up.



2. Select the Manual Signature checkbox and click SAVE.

3. The Caregiver Signature for Card Received Form will print.

4. Have the client sign the Caregiver Signature for Card Received Form.

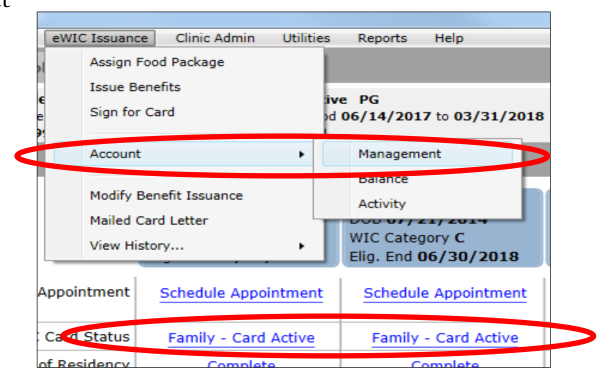
5. File the form in the daily, weekly or monthly file.

Unlock a PIN

A client's PIN will be locked after they try to enter it incorrectly four times at the store. The client does not need to be physically present to unlock the PIN. Prior to unlocking the PIN, staff needs to verify the individual requesting to unlock the PIN is a caregiver on the account by verifying the name of the participant or caregiver, the date of birth of either the participant or caregiver, and the mailing zipcode. PINs will automatically unlock at midnight. PINs can also be unlocked using the customer service phone number listed on the back of their card. Doing it over the phone using the customer service number may be more timely for a participant since it is immedate, rather than trying to call the Local Agency. Local Agencies do have the ability to unlock a card in StarLINC, however they cannot set a new PIN number.

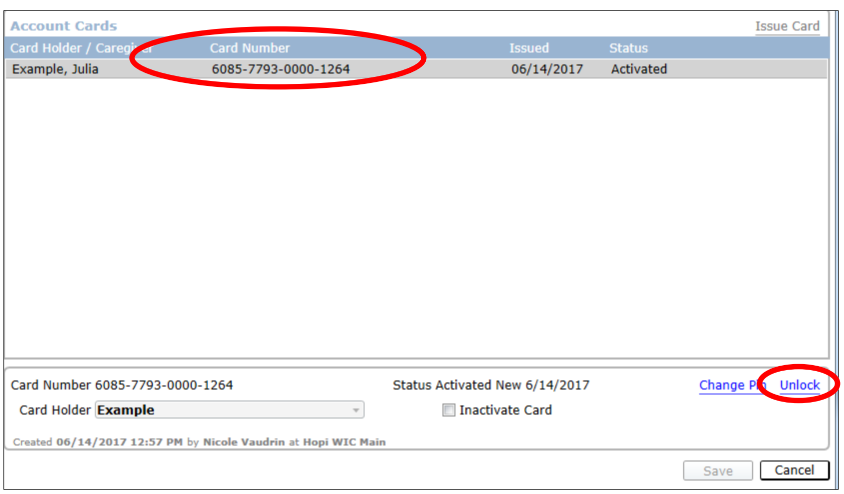
To unlock a PIN:

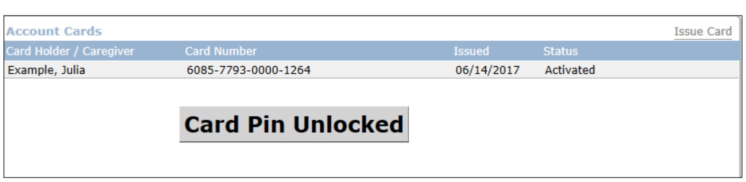
1. eWIC Issuance >Account >Management. You may also use the shortcut on the Notices tab by clicking on Family – Card Active.



2. Click on the line with the cardholder name and card number.

3. At the bottom of the screen, click the Unlock link.





Inactivate an eWIC Card

The client/caregiver does not have to be present to inactivate the card but must come in for a new card to be assigned, unless circumstances require the card to be mailed. If a card is inactivated by request of the client, staff must verify that the individual requesting to inactivate the card is an authorized caregiver. Cards can also be inactivated by using the phone number listed on the back of their card. Doing it over the phone using the number on the back of the card may be more timely for a participant since it is immedate, rather than trying to call the Local Agency. Cards must be deactivated within one business day of being reported, and new cards must be received by the participant within 7 days of being reported.

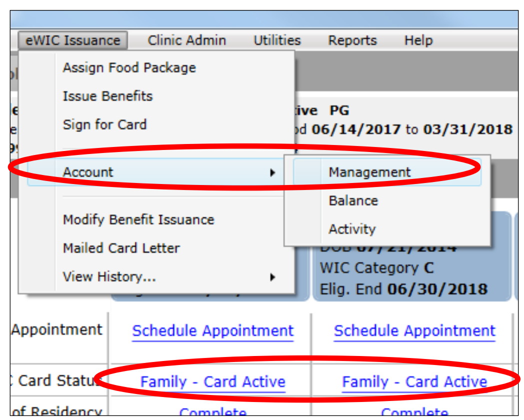
You may need to deactivate an eWIC card if:

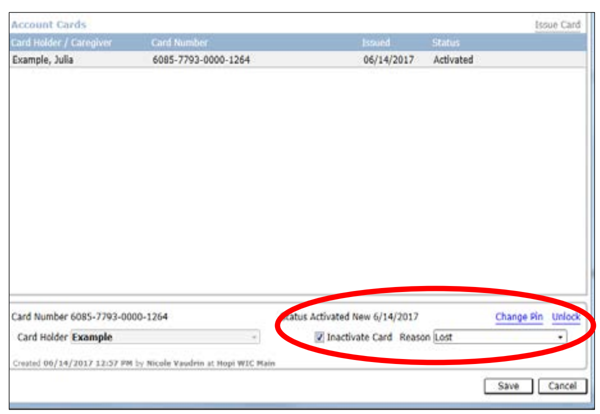
- It is reported lost or stolen
- It is returned to the clinic as lost
- A foster child is moved to new family
- Custody changes for child

PRO TIP:

If you inactivate a lost card and reissue a new card, the client will need to update their card number on the WICShopper app.

1. eWIC Issuance menu > Account > Management. You may also use the shortcut on the Notices tab by clicking on Family – Card Active.
2. Click on the line with the cardholder name and card number.
3. Click the Inactivate Card check box.
4. Enter the reason the card is being inactivated.





5. Click SAVE. The card status will be updated to Deactivated.

6. If the client is in the clinic, issue a new card following the procedure in **'Issue an eWIC Card and PIN'**. Both the new and old cards will be listed on the account management screen.

Account Cards — Issue Card

Card Holder / Caregiver	Card Number	Issued	Status
Example, Julia	6085-7793-0000-1264	06/14/2017	Deactivated
Example, Julia	6085-7793-0000-1272	06/14/2017	Activated

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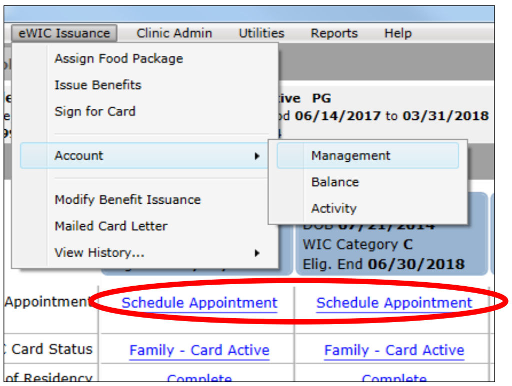
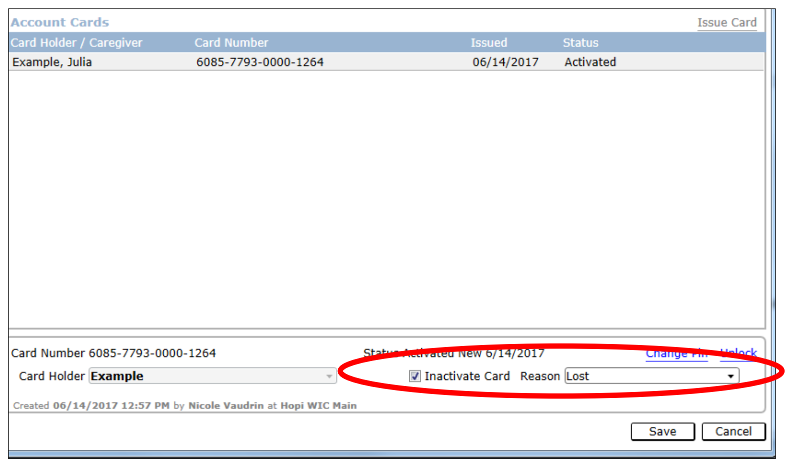
Card Returned to the Clinic

You may need to inactivate an eWIC card if it is returned to the clinic and you are unable to contact the client or the client does not retrieve the card.
The client does not have to be present to inactivate the card but must come in for a new card to be assigned unless circumstances require the card to be mailed.



1. eWIC Issuance > Account > Management. You may also use the shortcut on the Notices tab by clicking on Family – Card Active.

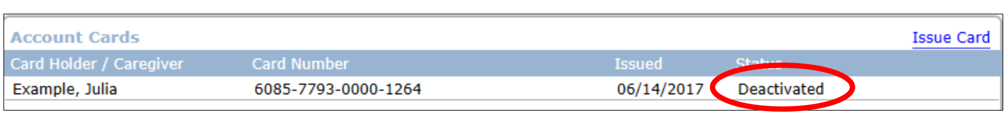


2. Click on the line with the cardholder name and card number.

3. Click the Inactivate Card check box.

4. Enter the reason the card is being inactivated.

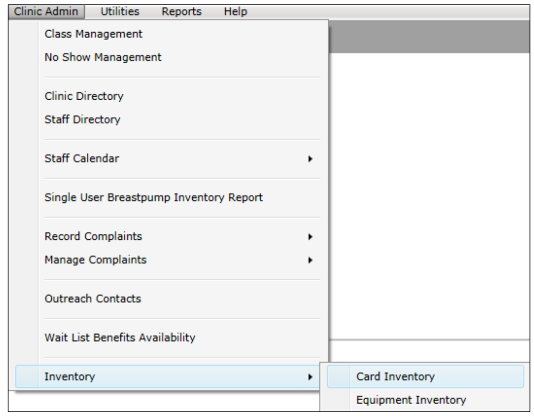
5. Click SAVE.



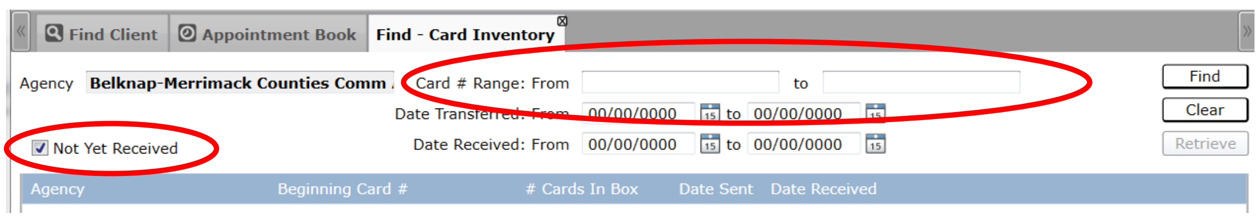
Card Inventory

Cards will be kept at the New Hampshire State Office. Local agencies should request cards and pick them up from the state office as needed. Once they are received by your Local Agency, you may begin to issue the cards. However, you must mark them as received in order for them to be reported on your inventory report.

1. Clinic Admin > Inventory > Card Inventory



2. Ensure the "Not Yet Received" box is marked.



3. Click FIND.

4. Double click on the card range that you would like to mark as received.

5. Update the date received if needed.

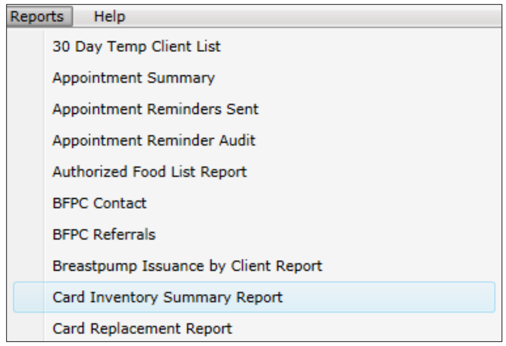
6. Click SAVE.

7. If you uncheck the "Not Yet Received" box and select find, then you should see all the card series your local agency has received in the past

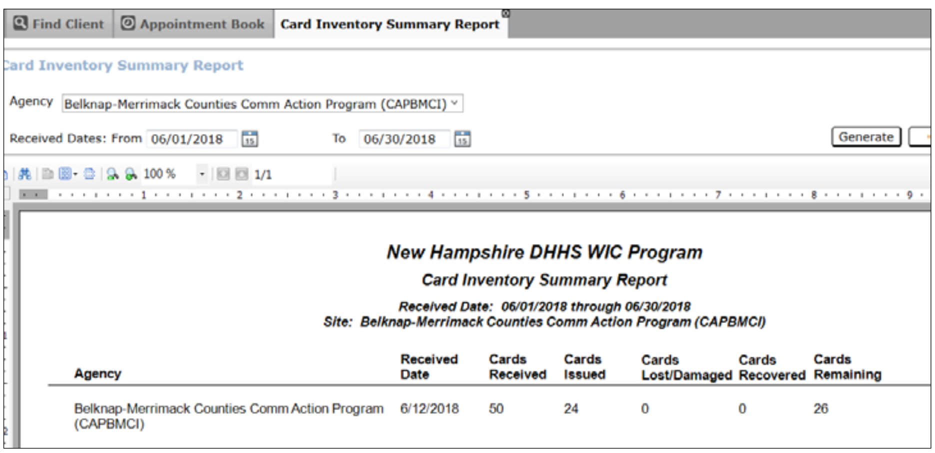
Reconcile Card Inventory

At the end of each month, you will need to reconcile the card inventory. Staff that inventory card stock on a monthly basis cannot be the same staff that receipts the card stock. To reconcile the inventory, complete the steps below.

1. Reports > Card Inventory Summary Report.



2. Select your agency.
3. You may select received dates as long as you are sure that the dates entered include all active boxes of cards, otherwise you may leave this blank.
4. Click Generate.

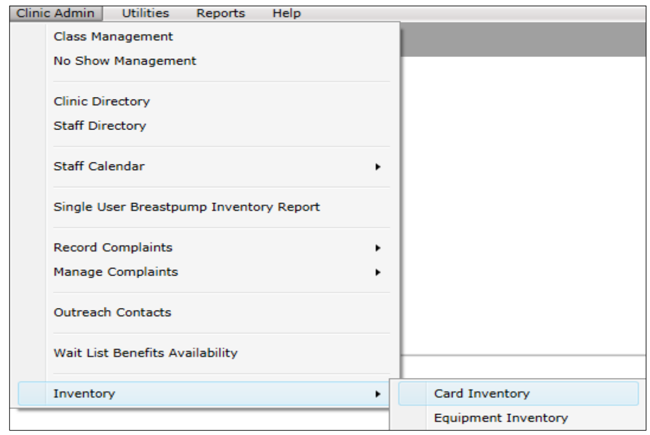


5. Print the report.
6. If all cards are accounted for, a staff member should initial and date the report next to each series to indicate that the cards remaining number is indeed correct.. The report should be maintained on file for state staff to review during a Management Evaluation..
7. If the number of cards on the inventory report does not match the number in inventory, you may need to adjust the inventory. See the steps below on how to adjust the inventory. Once the inventory is adjusted, reprint the report. Two staff should then initial and date report.

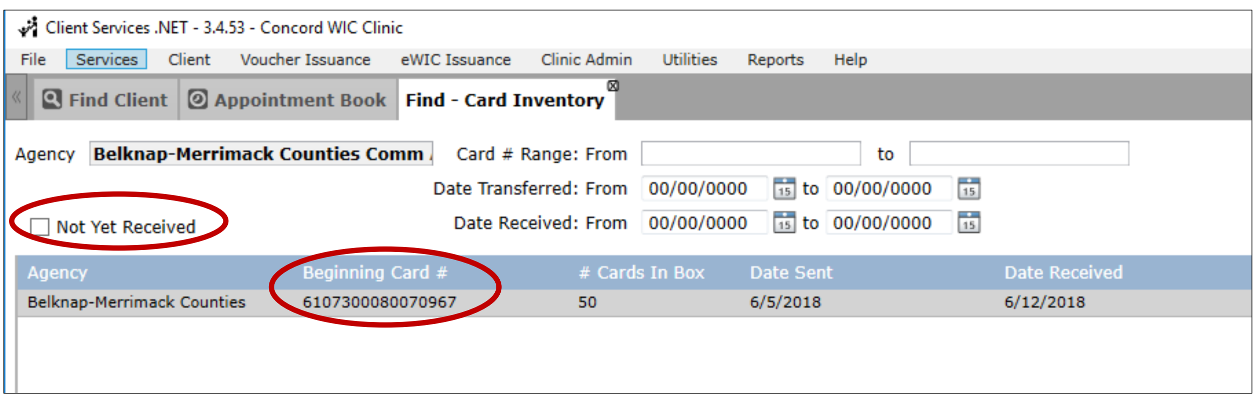
Reconcile Card Inventory: Lost/Found or Damaged Cards

When completing your card inventory, you may find that cards have been lost, a card may be damaged or you may have located cards that you previously thought were lost. The Card Inventory screen may be used to adjust the inventory to account for these cards.

1. Clinic Admin > Inventory > Card Inventory

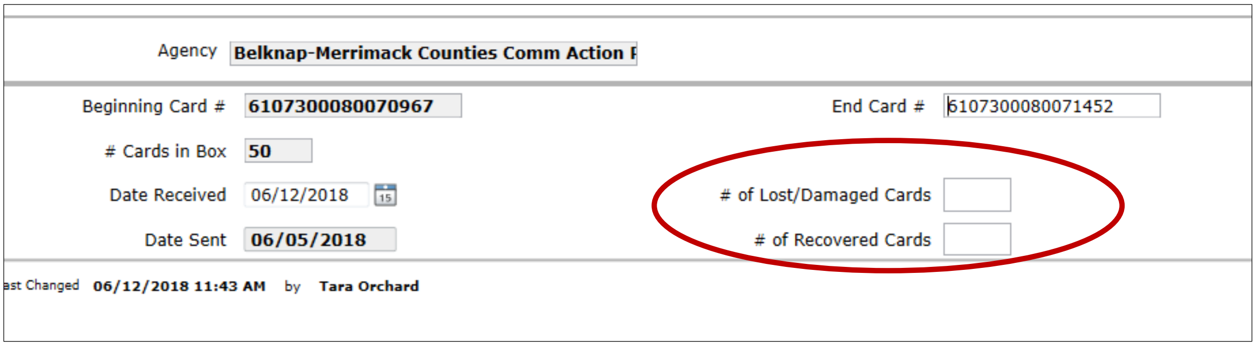


2. Ensure the "Not Yet Received" box is unchecked.
3. Click FIND.
4. Double click on the card range that you need to adjust.

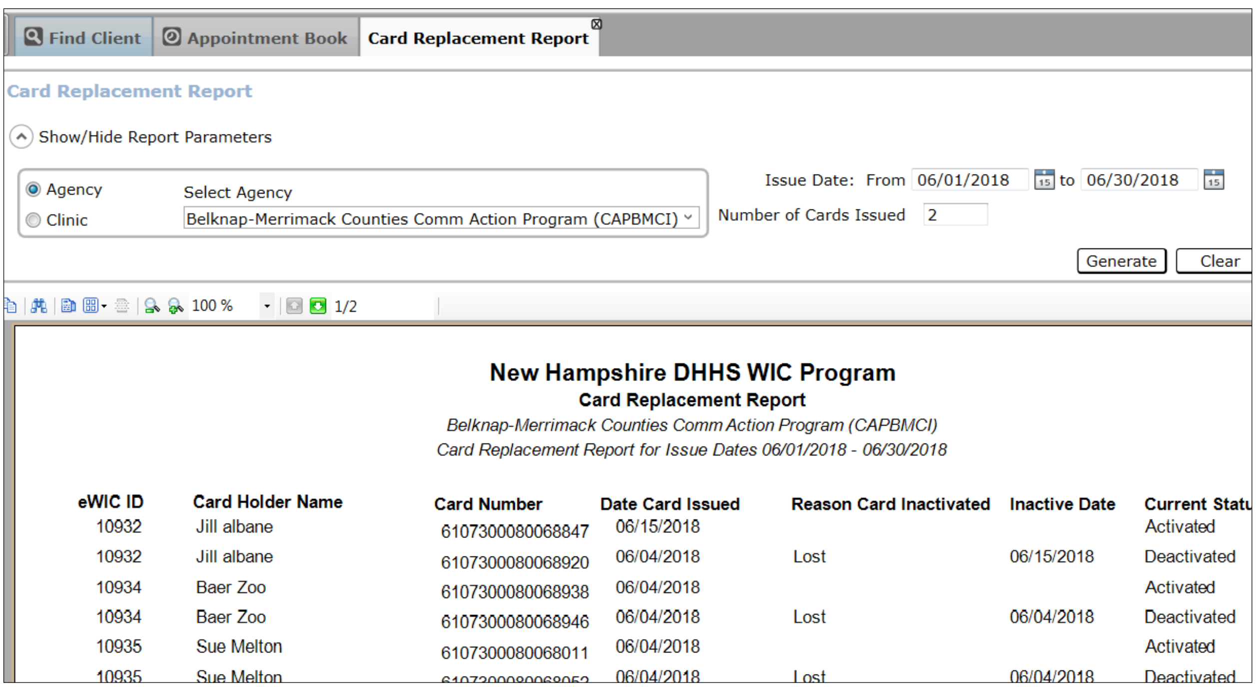


5. If cards are lost or damaged, enter the number that are lost or damaged in the # of lost/damaged cards box. Damaged cards can be reported on the 'Card Inventory Detail' screen. The screen can be updated as many times as you need. Damaged cards should be kept by the Local Agency until the series is reconciled to zero "Cards Remaining". Once a series is reconciled, Local Agencies can return those damaged cards to the State Office.

6. If cards previously reported as lost/damaged are recovered, enter the number that were recovered in the # of recovered cards box. Click SAVE.



7. There is also a card replacement report that can be used to track the replacement cards issued and the reason the cards were inactivated. You can search for participants having more than a requested number of cards issued. New Hampshire does not currently restrict the replacement of cards, but will track this for future discussions and updates to the policy.

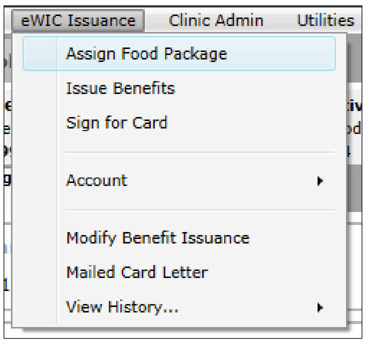


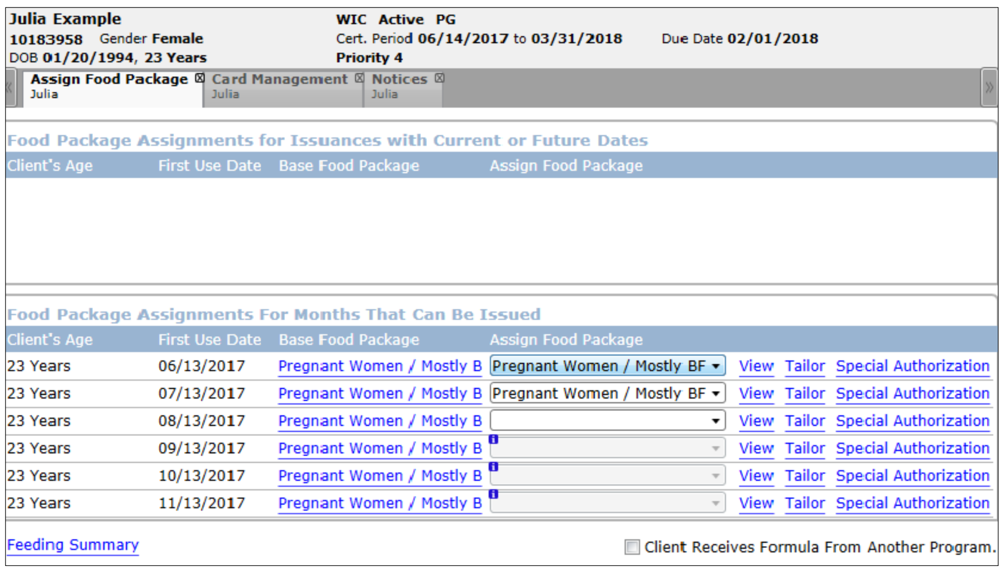
BENEFIT ISSUANCE

Issue Benefits

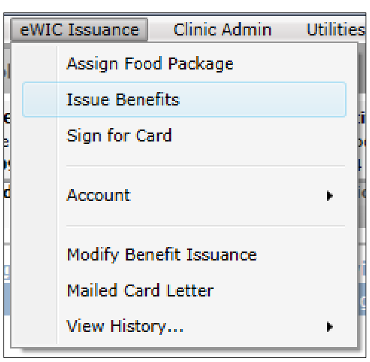
eWIC benefits may be issued for a new household or when a household no longer has vouchers/benefits with a first use date in the future.

1. eWIC Issuance > Assign Food Package. Assign and save a food package





2. eWIC Issuance > Issue Benefits.



3. Check the Issue check box for the appropriate month(s) and client. Mark the check box if the client is not present.

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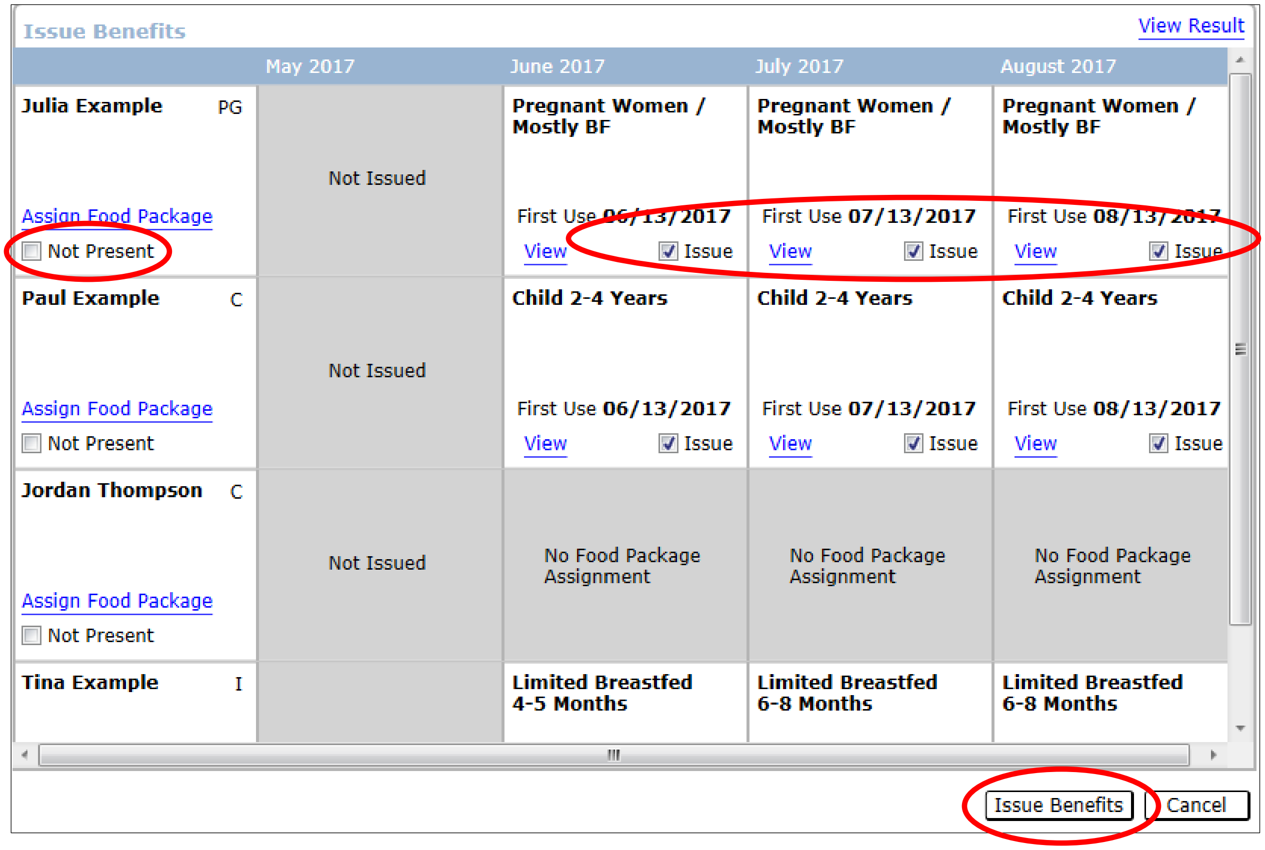
4. Click the Issue Benefits box at the bottom of the screen.



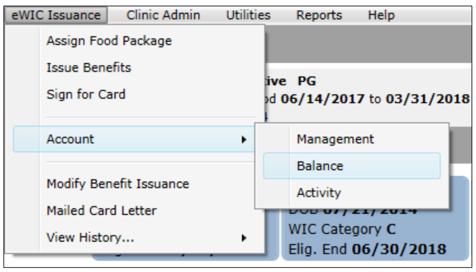
PRO TIP:

Under certain circumstances, eWIC benefits can be issued without the client present. No signature or PIN is required to issue benefits. ***Be sure to mark the 'not present box' on the issue benefits tab.***

Print or View Benefit Balance

You may need to check or print the benefit balance when a client has a question about their benefits. The benefit balance should be printed for a client after each time new benefits are loaded to the card.

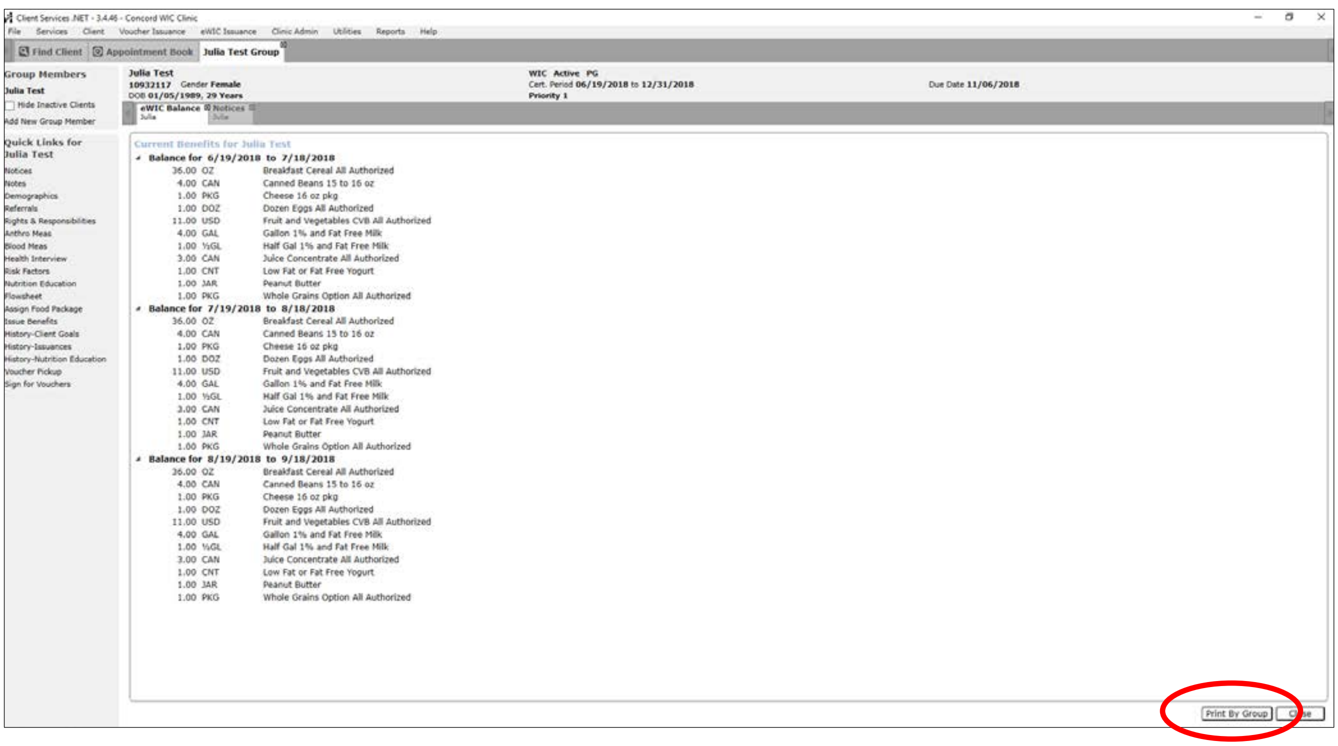
1. eWIC Issuance > Account > Balance.



PRO TIP:

*The **benefit balance** typically refers to a list of benefits for the current month only. It updates when purchases are made. When printed from StarLINC, it also includes benefits issued for future months and is often called the **benefit list.***

2. Print the list by Group (benefits for the household) using the link at the bottom of the screen.



3. Close when finished.

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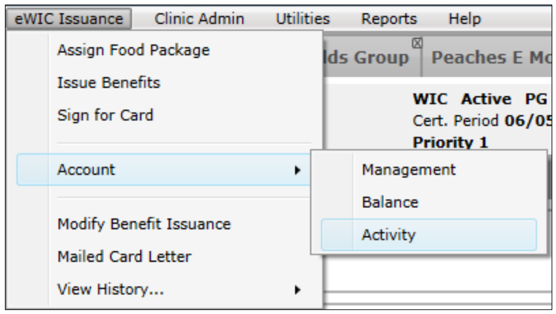
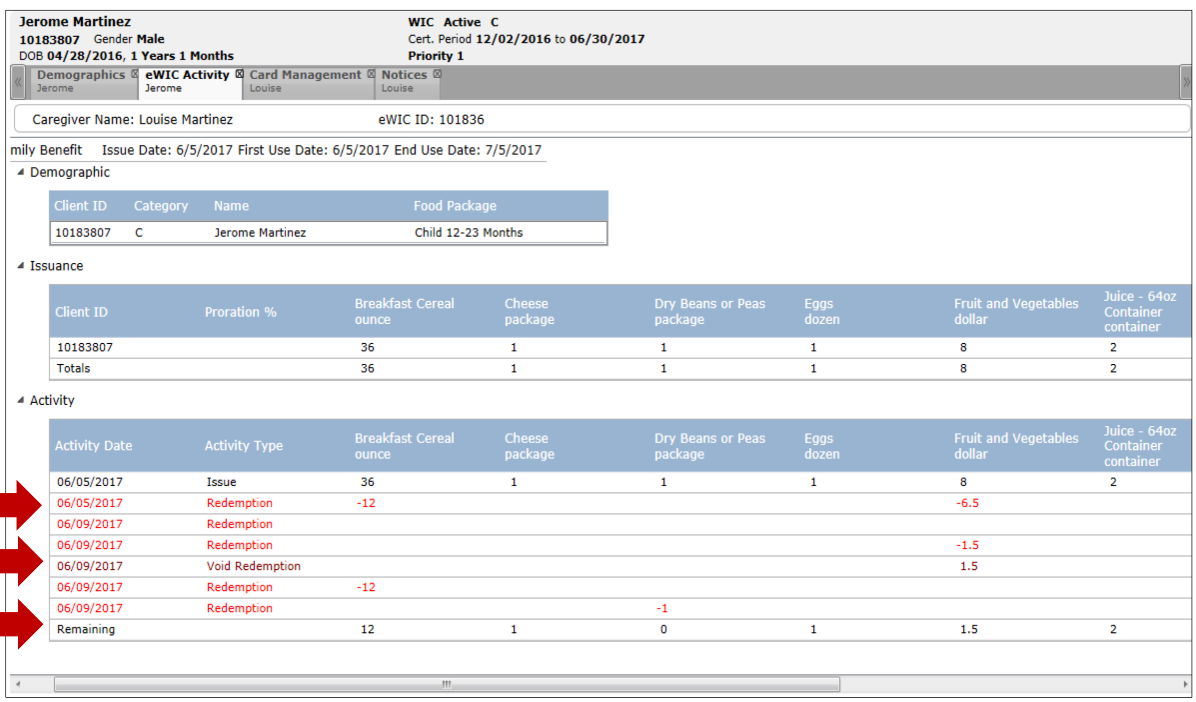
View Activity/Transactions

On occasion, you may need to view a client's transaction activity to help resolve an issue with redemptions. For example, a client may think that an item was not redeemed that is no longer available in her benefit.

1. eWIC Issuance > Account > Activity.



2. Under the Activity list, you can see the items in red that have been subtracted from the account due to redemptions. You may occasionally see voided redemptions that are added back to an account.



Client ID	Category	Name	Food Package
10183807	C	Jerome Martinez	Child 12-23 Months

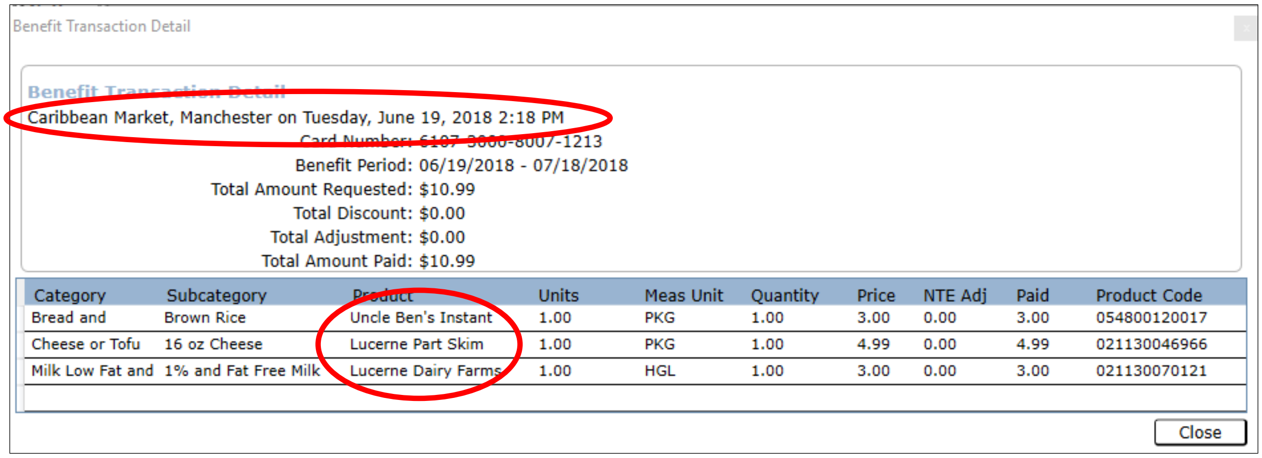
Issuance

Client ID	Proration %	Breakfast Cereal ounce	Cheese package	Dry Beans or Peas package	Eggs dozen	Fruit and Vegetables dollar	Juice - 64oz Container container
10183807		36	1	1	1	8	2
Totals		36	1	1	1	8	2

Activity

Activity Date	Activity Type	Breakfast Cereal ounce	Cheese package	Dry Beans or Peas package	Eggs dozen	Fruit and Vegetables dollar	Juice - 64oz Container container
06/05/2017	Issue	36	1	1	1	8	2
06/05/2017	Redemption	-12				-6.5	
06/09/2017	Redemption						
06/09/2017	Redemption					-1.5	
06/09/2017	Void Redemption					1.5	
06/09/2017	Redemption	-12					
06/09/2017	Redemption			-1			
Remaining		12	1	0	1	1.5	2

3. Click on a Redemption row to obtain more details about the transaction.


Benefit Transaction Detail

Benefit Transaction Detail

Caribbean Market, Manchester on Tuesday, June 19, 2018 2:18 PM

Card Number: 6107-3000-8007-1213

Benefit Period: 06/19/2018 - 07/18/2018

Total Amount Requested: $10.99

Total Discount: $0.00

Total Adjustment: $0.00

Total Amount Paid: $10.99

Category	Subcategory	Product	Units	Meas Unit	Quantity	Price	NTE Adj	Paid	Product Code
Bread and	Brown Rice	Uncle Ben's Instant	1.00	PKG	1.00	3.00	0.00	3.00	054800120017
Cheese or Tofu	16 oz Cheese	Lucerne Part Skim	1.00	PKG	1.00	4.99	0.00	4.99	021130046966
Milk Low Fat and	1% and Fat Free Milk	Lucerne Dairy Farms	1.00	HGL	1.00	3.00	0.00	3.00	021130070121

Close

4. Contact NH State Office or refer the client to customer service for additional redemption information if the client has further questions.

Remove/Void Unredeemed Benefits

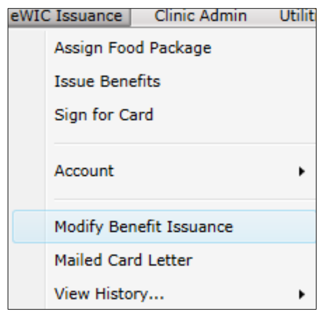
(Also known as Modify Benefit Issuance)

Benefits can only be voided for future months or for the current month if no purchases were made by the household. Formula can be voided and reissued at any time.

Benefits may need to be removed from an account when:

- Client transfers out of state
- Voluntary verbal or written request to be withdrawal from program
- Error such as benefits issued to wrong client/household or wrong foods issued
- Household or Economic Change
- Program Fraud or Abuse

1. eWIC Issuance menu > Modify Benefit Issuance.



2. Check the "void issuances for months with no redemptions" check box.

3. Click NEXT.

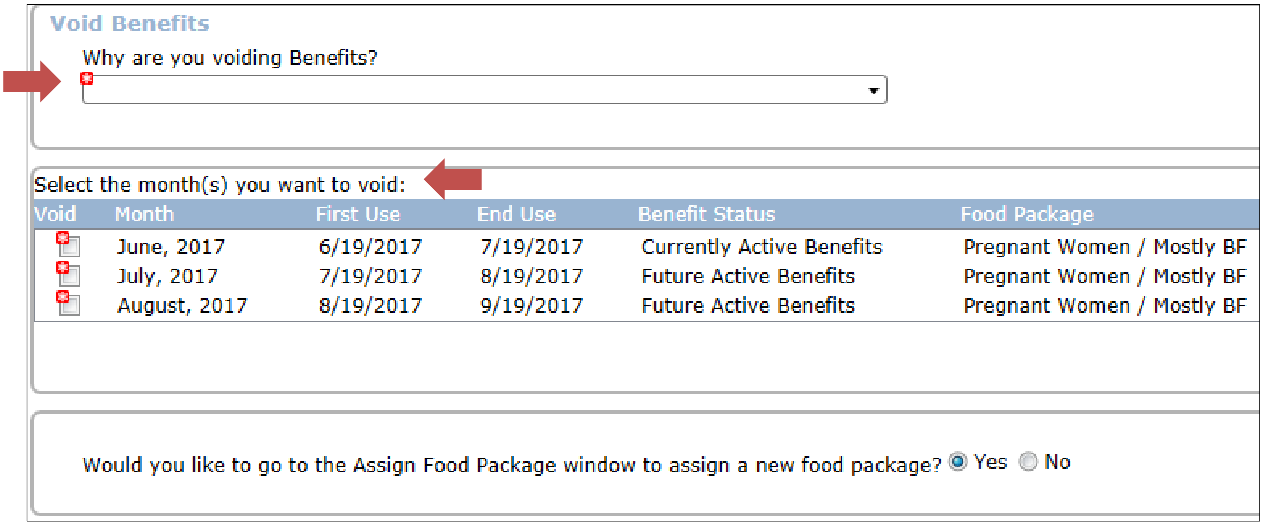
4. Select the reason you are voiding benefits.

PRO TIP:

It is possible to click both boxes (reissue formula and void issuance) and NEXT. If this occurs and you do not want to reissue formula, close and re-open the Modify Benefit Issuance tab.

5. Select the month(s) that you would like to void. Note that all future months are voided when a prior month is voided.

6. Check the box indicating that you'd like to assign a new food package if you will be reissuing different benefits.


Void Benefits

Why are you voiding Benefits?

Select the month(s) you want to void:

Void	Month	First Use	End Use	Benefit Status	Food Package
	June, 2017	6/19/2017	7/19/2017	Currently Active Benefits	Pregnant Women / Mostly BF
	July, 2017	7/19/2017	8/19/2017	Future Active Benefits	Pregnant Women / Mostly BF
	August, 2017	8/19/2017	9/19/2017	Future Active Benefits	Pregnant Women / Mostly BF

Would you like to go to the Assign Food Package window to assign a new food package? Yes No

7. Click SAVE.

8. *If reissuing benefits* –Follow procedure in **'Issue Benefits'**. You will automatically be taken to the Assign Food Package screen.

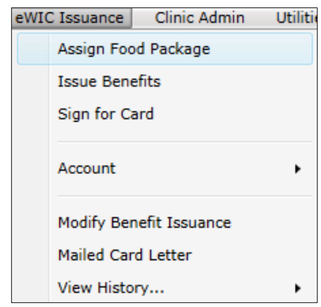
Reissue Benefits/Formula

Formula benefits may be reissued when there is a change in the client's formula or the incorrect formula was issued. Only formula benefits may be reissued at this time. Formula that is unredeemed and unopened cans of formula that are returned to the WIC office may be reissued.

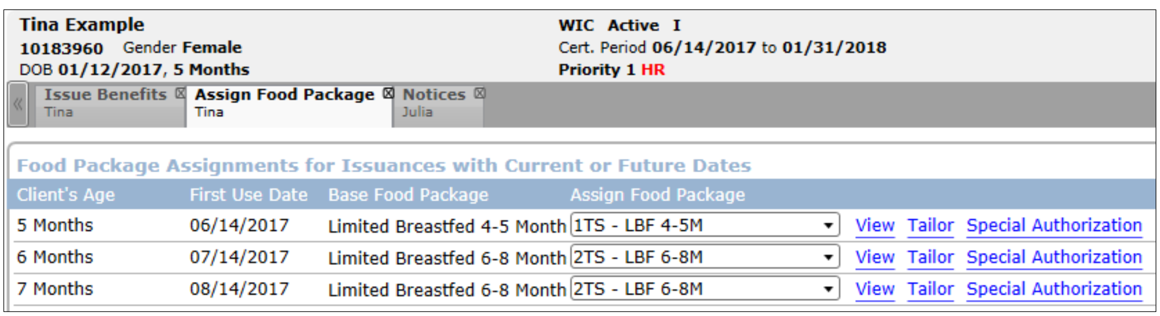
FOR NOW:

- Any benefits can be voided and reissued for the current month if no purchases have been made for *anyone in the household.*
- Only formula can be voided and reissued once a purchase has been made for *anyone in the household.*
- Remember- Foster children are their own household.

1. eWIC Issuance > Assign Food Package.

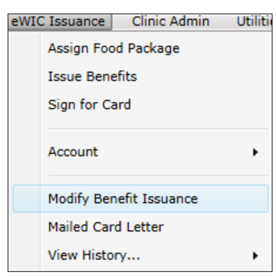


2. Assign the formula that you would like to reissue. See the sections on **'Tailor a Food Package for Standard Foods'** and **'Issue a Special Formula/Special Foods'** for details. Months with issued benefits are at the top in the Food Package Assignments for Issuances with Current or Future Dates section.



3. Click SAVE

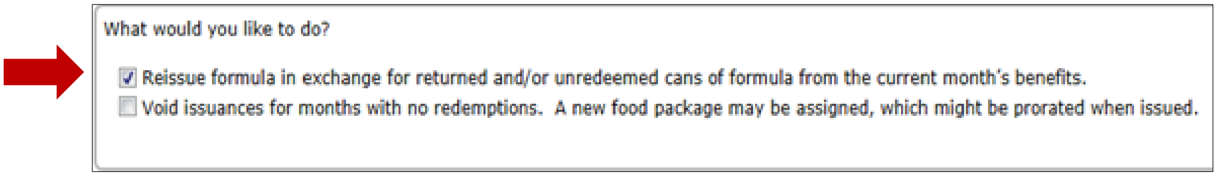
4. eWIC Issuance > Modify Benefit Issuance.



5. Check the "Reissue formula in exchange for …" check box.

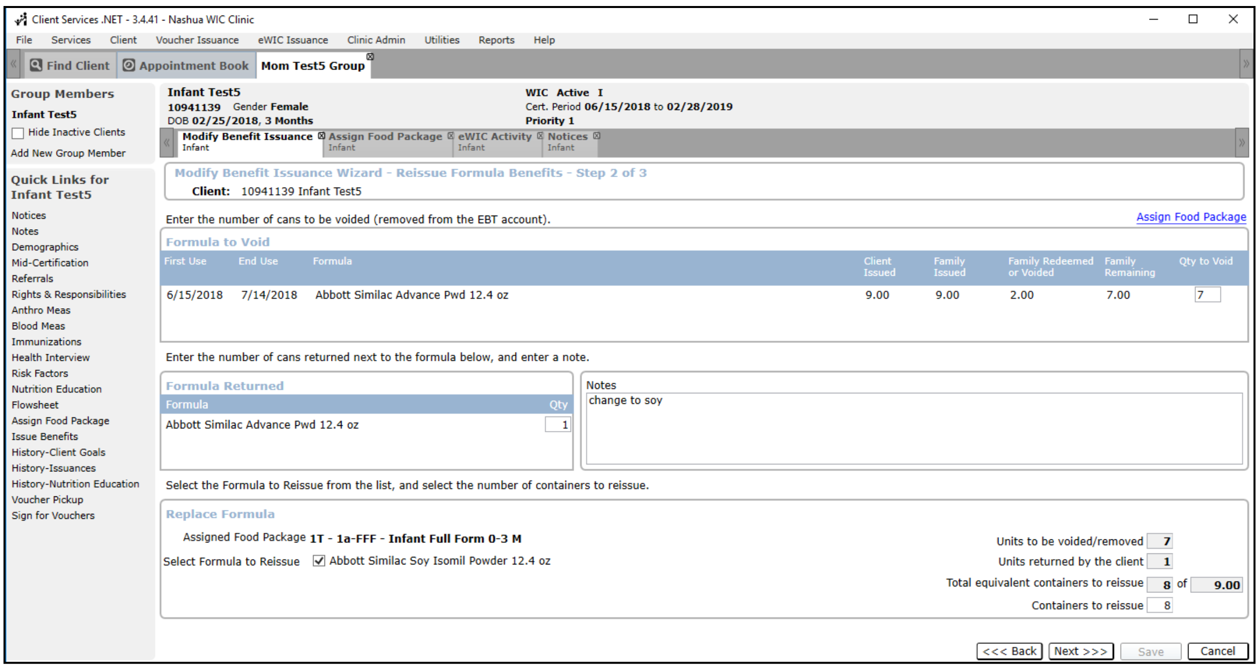
PRO TIP:

You can click both reissue formula and void future months if more than one month of benefits was issued.



6. Click NEXT.

7. Fill out the screen appropriately, documenting how many were physically returned, and what you would like to void from the benefit balance.



8. Click SAVE.

Revised: 9/4/2018

Understanding Proration of Benefits

Benefits may be automatically adjusted in StarLINC in order to align first use dates in a family when moving a new member is added or transferred to the group. For example, the benefit for an infant that is added to a family mid-cycle may be pro-rated from 8 cans to 4 cans since the benefit period is shortened. The infant would receive the full month benefit with the next issuance cycle.

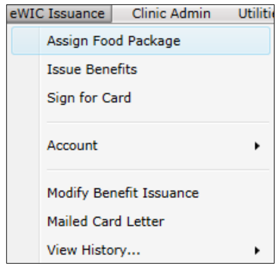
Benefits are prorated based on the number of days left in the benefit cycle for the family using the table below:

Number of Days Remaining	**Percent of Benefits Issued**
0-5 days	25%
6-17 days	50%
18-23 days	75%
24-31 days	100% (full package provided)

Tailor a Food Package for Standard Foods

Clients must be provided with options for their authorized foods when available. For example, clients should be allowed to choose dry beans, canned beans or peanut butter as appropriate. The steps below outline how to tailor standard items, the **'Issue a Special Formula/Special Foods'** section describes how to provide clients with special foods that require additional documentation.

1. eWIC Issuance > Assign Food Package.



2. Select the Tailor Link to the right of Assign Food Package box for the month for which you would like to tailor the food package.

Food Package Assignments For Months That Can Be Issued

Client's Age	First Use Date	Base Food Package	Assign Food Package			
3 Years 5 Months	06/26/2017	Child 2-4 Years		View	Tailor	Special Authorization
3 Years 6 Months	07/26/2017	Child 2-4 Years		View	Tailor	Special Authorization
3 Years 7 Months	08/26/2017	Child 2-4 Years		View	Tailor	Special Authorization

3. On the tailor screen, change the amounts of each food item in the Current column to reflect the items and amounts you need to issue. The system will not let you issue more than the limit for a food item or group of foods.

4. For example, if I am working with a child, the default food package contains 1 jar of peanut butter. If the client would like some canned beans, I would delete the "1" in the peanut butter row and add 4 to the canned beans.

C 2-4 Yrs - Child 2-4 Years	Current	Limit
Beans and Peanut Butter	**1**	**1 - 1 pounds**
Canned beans	4	0 - 4 cans
Dry beans or peas		0 - 1 packages
Peanut butter		0 - 1 containers

5. When finished tailoring the food package, click NEXT. Enter your note on what/why the food package was tailored.

6. Click SAVE.

7. You will now have the standard and tailored option of food packages to select. Please double check to be sure you are selecting the correct food package for each month you are issuing.

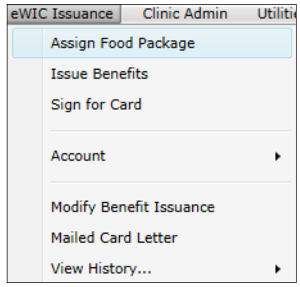
Food Package Assignments For Months That Can Be Issued

Client's Age	First Use Date	Base Food Package	Assign Food Package			
3 Years 5 Months	06/26/2017	Child 2-4 Years	1T - C 2-4 Yrs	View	Tailor	Special Authorization
3 Years 6 Months	07/26/2017	Child 2-4 Years	Child 2-4 Years / 1T - C 2-4 Yrs	View	Tailor	Special Authorization
3 Years 7 Months	08/26/2017	Child 2-4 Years		View	Tailor	Special Authorization

Issue a Special Formula/Special Foods

Some clients require special formula and/or foods due to medical or environmental needs. Issuance of all special formulas requires a Special Authorization Form. Ensure you have the appropriate documentation in place for each item that is being issued that requires special authorization.

1. eWIC Issuance > Assign Food Package.



2. Select the Special Authorization link to the right of Assign Food Package box for the month for which you would like to authorize the food package.

Food Package Assignments For Months That Can Be Issued

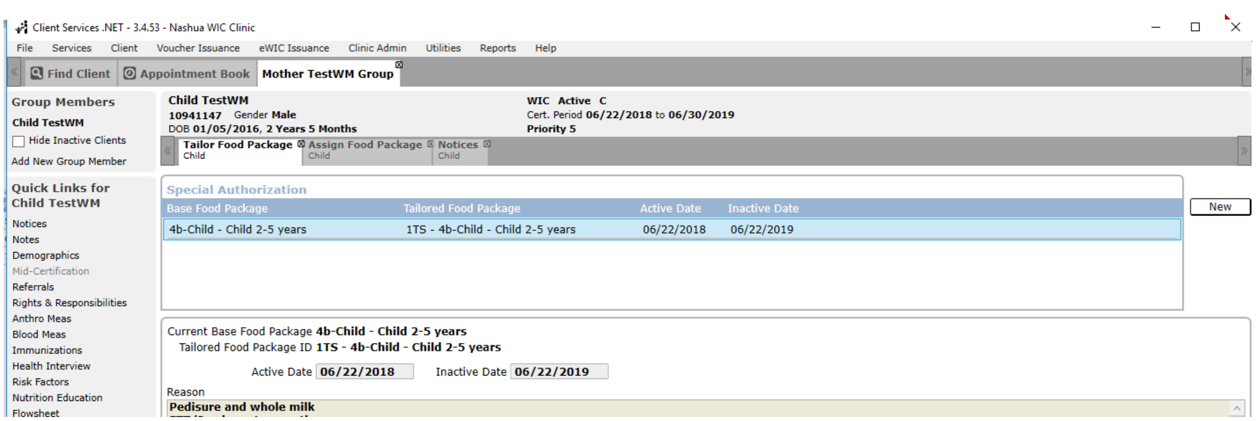
Client's Age	First Use Date	Base Food Package	Assign Food Package			
2 Years 5 Months	06/22/2018	Child 2-5 years		View	Tailor	Special Authorization
2 Years 6 Months	07/22/2018	Child 2-5 years		View	Tailor	Special Authorization
2 Years 7 Months	08/22/2018	Child 2-5 years		View	Tailor	Special Authorization

3. On the Special Authorization screen, Click NEW.

4. Enter the active date and inactive dates for the authorization.

5. Enter the reason for issuance of the special formula or food. If this is a special formula, enter the reason exactly as it appears on the Request for Special Formula Form. For more information on entering a Request for Special Formula form (RSF), please refer to the New Hampshire Policy and Procedure manual.

6. Click OK.



7. On the tailor screen, change the amounts of each food item in the Current column to reflect the items and amounts you need to issue. The system will not let you issue more than the limit for a food item or group of foods. Be sure to uncheck the issue box in the Special Authorization for the original food and check it for the new food

8. When finished tailoring the food package, click Next.

9. Enter note if applicable and Click Save.

10. You will now have the standard and tailored option of food packages to select.

Food Package Assignments For Months That Can Be Issued

Client's Age	First Use Date	Base Food Package	Assign Food Package			
2 Years 5 Months	06/22/2018	Child 2-5 years	1TS - 4b-Child	View	Tailor	Special Authorization
2 Years 6 Months	07/22/2018	Child 2-5 years		View	Tailor	Special Authorization
2 Years 7 Months	08/22/2018	Child 2-5 years		View	Tailor	Special Authorization

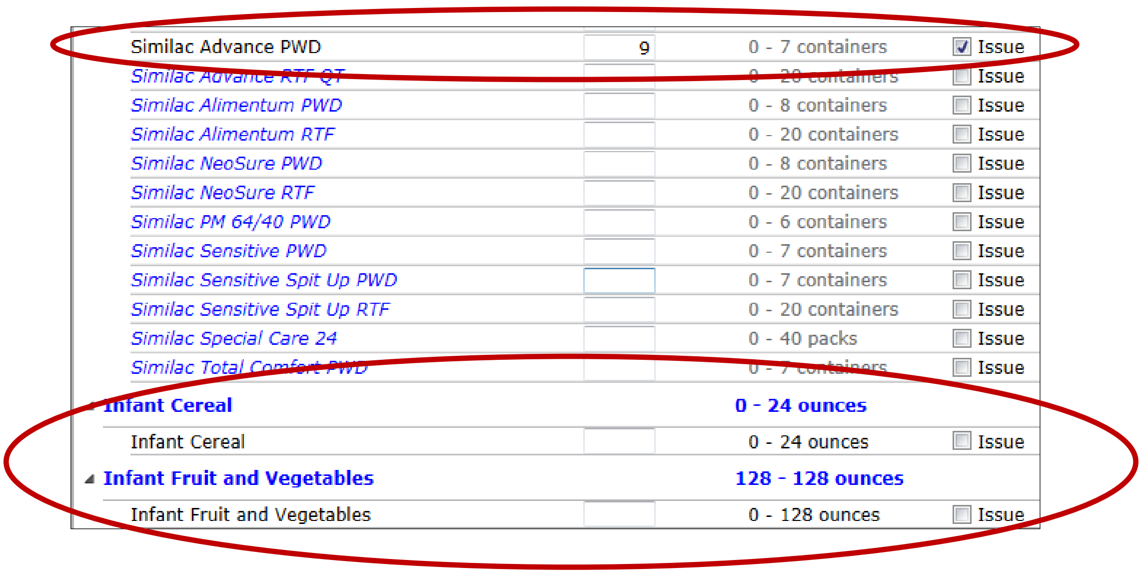
PRO TIP:

Note that a food package must be reassigned and/or reauthorized when the base food package changes such as when an infant or child's age changes or the breastfeeding status changes.

Issue Extra Formula to an Infant > 6 mos

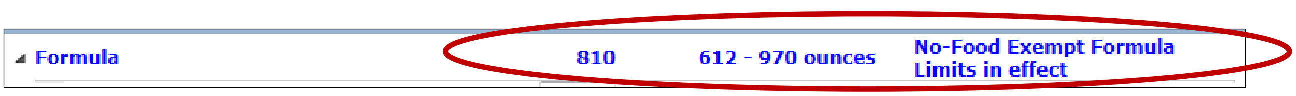
Federal regulations allow for infants over six months old who are on a formula and do not receive baby foods or cereal from WIC to receive additional formula. These infants must have documentation from the health care provider on the Request for Standard Formula Form that they cannot eat the solid foods.

1. Authorize the Special Formula following the steps 1-6 in the **'Issue a Special Formula/Special Foods'** section.
2. After you complete step 5, the tailor food package window will open. Delete all quantities of authorized foods and formula and uncheck the Issue box.
3. Check the Issue box for the formula that you are going to issue.
4. Enter any amount in the current column for the formula you are going to issue.



Similac Advance PWD	9	0 - 7 containers	Issue
Similac Advance RTF QT		0 - 20 containers	Issue
Similac Alimentum PWD		0 - 8 containers	Issue
Similac Alimentum RTF		0 - 20 containers	Issue
Similac NeoSure PWD		0 - 8 containers	Issue
Similac NeoSure RTF		0 - 20 containers	Issue
Similac PM 64/40 PWD		0 - 6 containers	Issue
Similac Sensitive PWD		0 - 7 containers	Issue
Similac Sensitive Spit Up PWD		0 - 7 containers	Issue
Similac Sensitive Spit Up RTF		0 - 20 containers	Issue
Similac Special Care 24		0 - 40 packs	Issue
Similac Total Comfort PWD		0 - 7 containers	Issue
Infant Cereal		**0 - 24 ounces**	
Infant Cereal		0 - 24 ounces	Issue
Infant Fruit and Vegetables		**128 - 128 ounces**	
Infant Fruit and Vegetables		0 - 128 ounces	Issue

5. Once you do this, a message should appear in the heading of the formula section that says No Food Exempt Formula Limits in effect and the limits will be increased.



Formula	**810**	**612 - 970 ounces**	**No-Food Exempt Formula Limits in effect**

6. Go back to the formula line for the formula that you are authorizing. In the current column enter amounts until you get to an amount that is as close to the top end of the limit as possible without exceeding it. The amount that the client is issued in this situation is the same amount that client would have been receiving in the 4-5 month food package.

FF 6-8M - Fully Formula Fed 6-8 Months	Current	Limit	Special Authorization
Formula	**900**	**612 - 970 ounces**	**No-Food Exempt Formula Limits in effect**
EleCare for Infants Unflavored PWD		0 - 7 containers	☐ Issue
Enfamil EnfaCare PWD		0 - 8 containers	☐ Issue
Enfamil EnfaCare RTF		0 - 14 packs	☐ Issue
Enfamil Premature 24 RTF		0 - 53 packs	☐ Issue
Gerber Good Start Soy CONC		0 - 27 containers	☐ Issue
Gerber Good Start Soy PWD		0 - 7 containers	☐ Issue
Gerber Good Start Soy RTF		0 - 20 packs	☐ Issue
Neocate Infant PWD		0 - 7 containers	☐ Issue
Nestle Alfamino PWD		0 - 7 containers	☐ Issue
Nutramigen CONC		0 - 24 containers	☐ Issue
Nutramigen Enflora LLG PWD		0 - 8 containers	☐ Issue
Nutramigen RTF		0 - 20 containers	☐ Issue
Pregestimil PWD		0 - 6 containers	☐ Issue
PurAmino PWD		0 - 7 containers	☐ Issue
Simiac Sensitive RTF QT		0 - 20 containers	☐ Issue
Similac Advance CONC		0 - 24 containers	☐ Issue
Similac Advance PWD	10	0 - 7 containers	☑ Issue

7. When finished tailoring the food package, click NEXT.

8. Enter Note if applicable and Click SAVE.

9. You will now have the standard and tailored option of food packages to select.

Food Package Assignment Must Be Prorated to 50% for 8 days (06/26/2017 - 07/05/2017)

Client's Age	First Use Date	Base Food Package	Assign Food Package			
5 Months	06/05/2017	Fully Formula Fed 6-8 Montl	1TS - FF 6-8M (Fully Formula Fed 6-8 Months; 1TS - FF 6-8M)	View	Tailor	Special Authorization

Food Package Assignments For Months That Can Be Issued

Client's Age	First Use Date	Base Food Package	Assign Food Package			
6 Months	07/05/2017	Fully Formula Fed 6-8 Montl		View	Tailor	Special Authorization

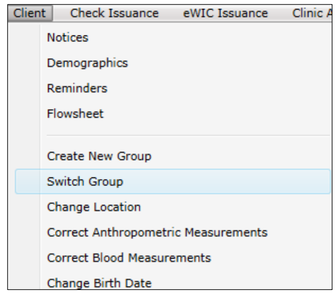
MOVING CLIENT & GROUPS

Switch Client to an Existing Group

Sometimes a client has to be transferred to an existing family within one of your clinics. This may happen when there is a change in custody or foster parent. If the group that you would like to transfer the client to already exists, use the process below. If the group does not exist, see **'Switch Client to New Group'**.

1. Open the client's record that you need to move.

2. Client Menu > Switch Groups.

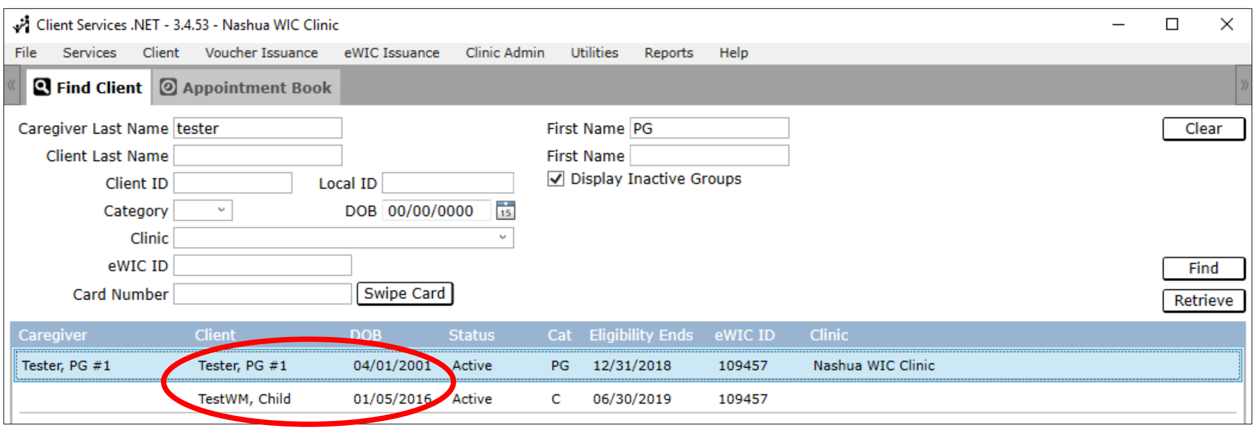


PRO TIP:

If the client is a foster child, inactivate their card and issue another when they switch families. Their benefits will remain in their account.

3. Search for the group that you would like to move the client into.

4. Highlight the group and click SAVE. The client should now be in the existing group.



5. Benefits and cards do not move with the client to the new group. If the new family does not have an eWIC card or if the client is a foster child, an eWIC card will need to be issued along with benefits.

PRO TIP:

Note that benefits for the client will be removed from the original family's eWIC account.

Understanding Benefit Removal with Switch Groups

When a client is switched to a new group, benefits may be automatically adjusted in StarLINC to remove benefits from the client's original family account.

The following are the rules that are in place in StarLINC for removing benefits from accounts.

- If there are no redemptions for the current month's issuance for the group, StarLINC will void the original issuance.
- If there were one or more benefit redemptions (food purchases) and the client is the only one in the original group, the full remaining balance is automatically voided in StarLINC.
- If there were one or more benefit redemptions (food purchases) for the group, a percentage of the remaining benefits will be automatically voided from the account based on the percentage of the original issued benefits to the family.

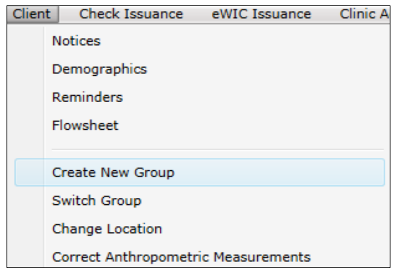
  Example: *Family is issued 108oz of cereal for 3 clients. 36oz of cereal are redeemed leaving 72 oz in the balance. One client leaves the family. 33% of 72 oz (24 oz) will be removed from the balance.*

Switch Client to a New Group

Sometimes a client has to be moved to a caregiver that does not exist in the system. This may happen when there is a change in custody or foster parent. If the group that you would like to transfer already exists, use the 'Switch Client to Existing Group' process. If the group does not exist, use the process below.

1. Open the client's record that you need to move.

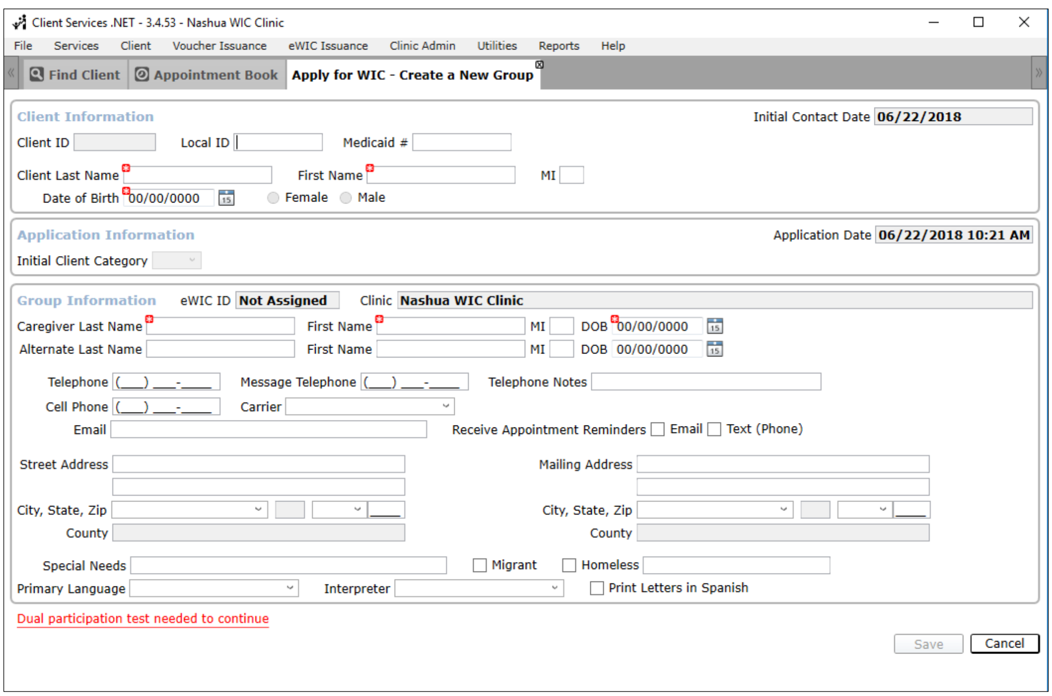
2. Client Menu > Create New Group.



PRO TIP:

If the client is a foster child, inactivate their card and issue another when they switch families. Their benefits will remain in their account.

3. Enter the demographic information for the new caregiver.



4. Click Save. The client should now be in the new group.

PRO TIP:

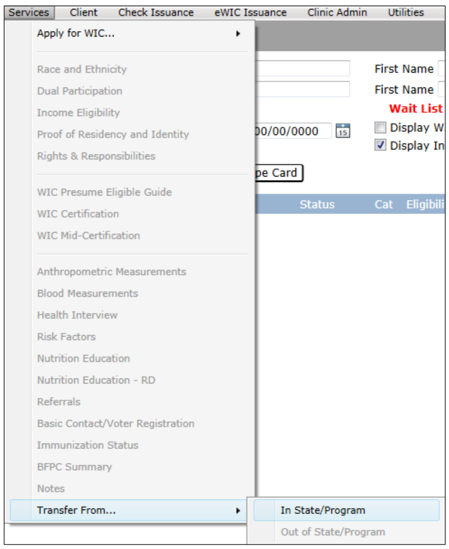
Note that benefits for the client will be removed from the original family's eWIC account.

5. Benefits and cards do not move with the client to the new group. An eWIC card will need to be issued along with benefits.

Transfer a Group from Another New Hampshire Local Agency

A client is entered as an in-state transfer if the client is transferring in from another New Hampshire Local Agency's clinic.

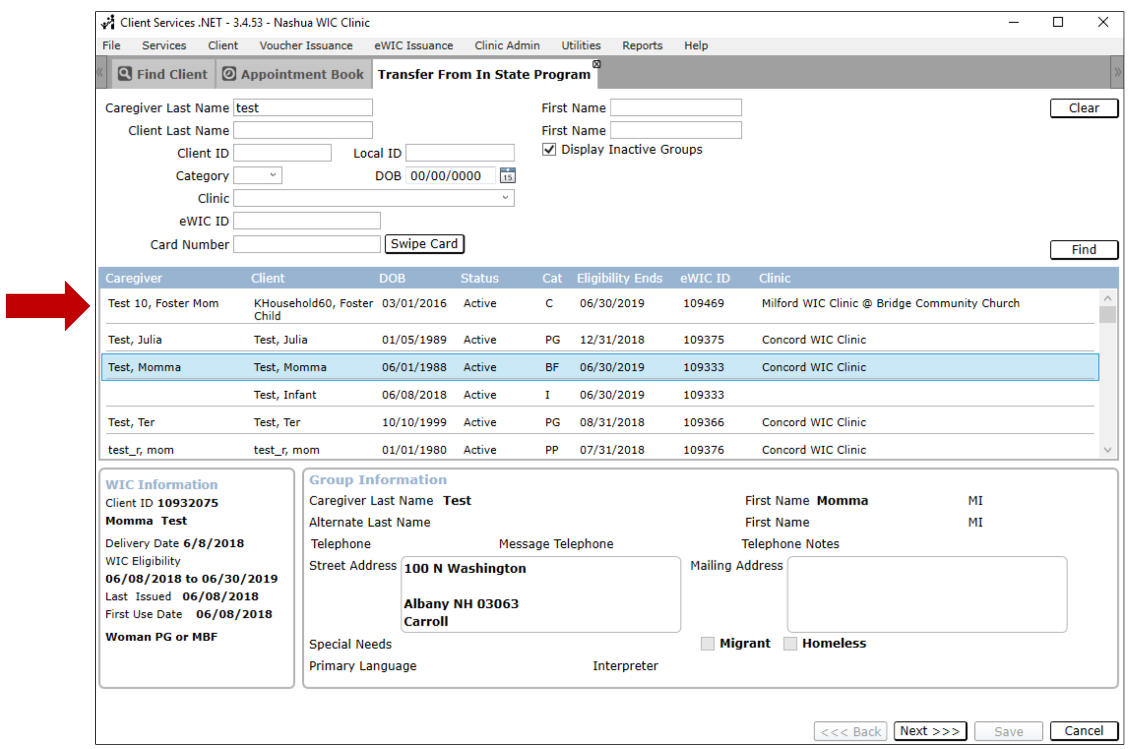
You can transfer a group or only selected clients in a group from one Local Agency to another. If you move selected clients, they can be transferred to an Existing Group or a New Group. Follow these steps to transfer a group.



1. Services> Transfer From…> In State/Program

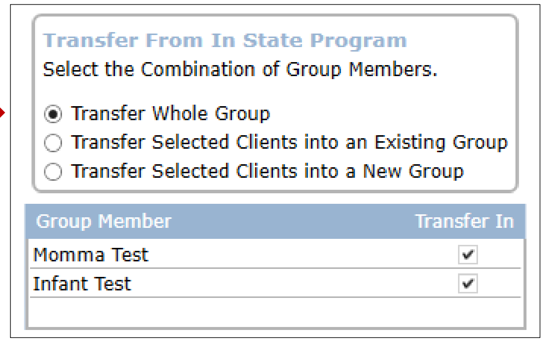
2. Search for a client or caregiver in the group you'd like to transfer.

3. Highlight the group and click NEXT.



Revised: 9/4/2018

4. Select Transfer Whole Group and click NEXT.



5. Update the demographic information for the group, since they likely moved. Click NEXT.

6. You must hit save on the final Transfer From In State Program Screen to complete the transfer.

7. The family eWIC card will remain active, so there is no need to replace it. Any benefits remaining in the account will remain available.

Transfer a Selected Client from another Local Agency Clinic to an Existing Group

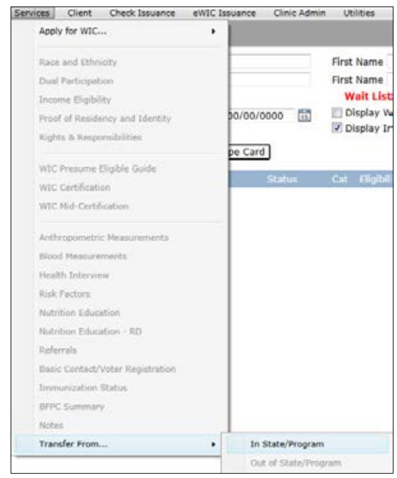
A client is entered as an in-state transfer if the client is transferring in from another New Hampshire Local Agency's clinic.

You can transfer a group or only selected clients in a group from one New Hampshire Local Agency to another. You may want to move only selected clients when there is a change in custody or foster parent. If you move selected clients, they can be transferred to an Existing Group or a New Group. Follow these steps to transfer a selected client to an Existing Group.

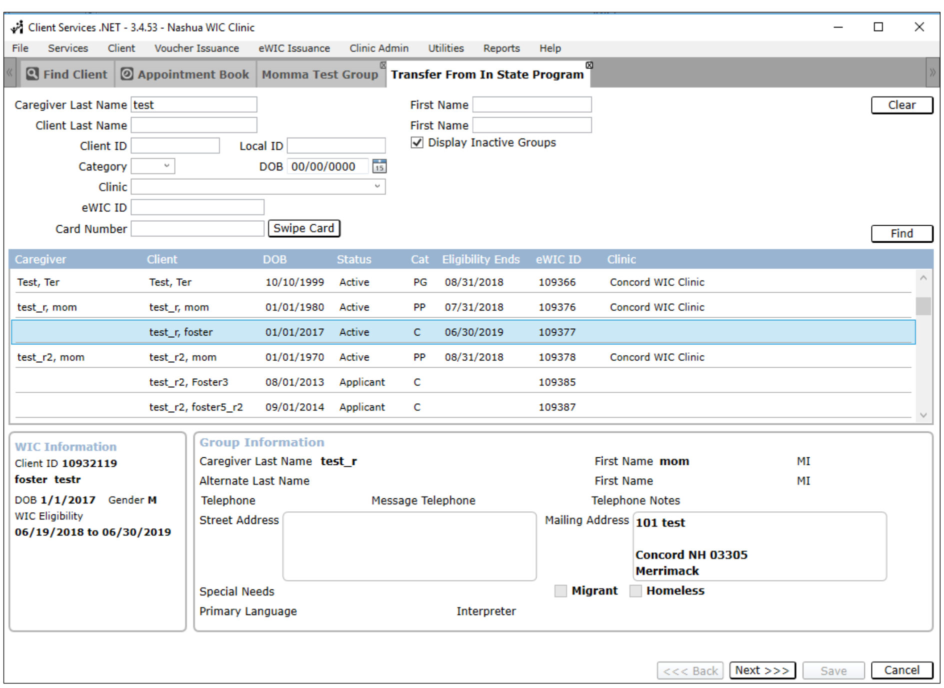
PRO TIP:

If the client is a foster child, inactivate their card and issue another when they switch families. Their benefits will remain in their account.

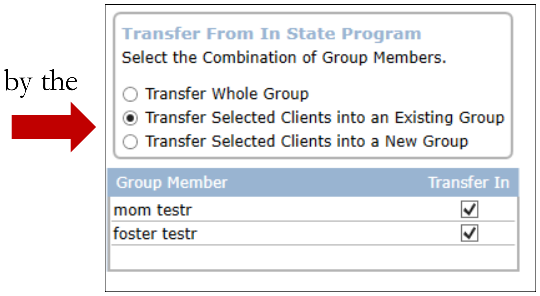
1. Services> Transfer From…> In State/Program



2. Search for the client you'd like to transfer. Highlight the group and click NEXT.



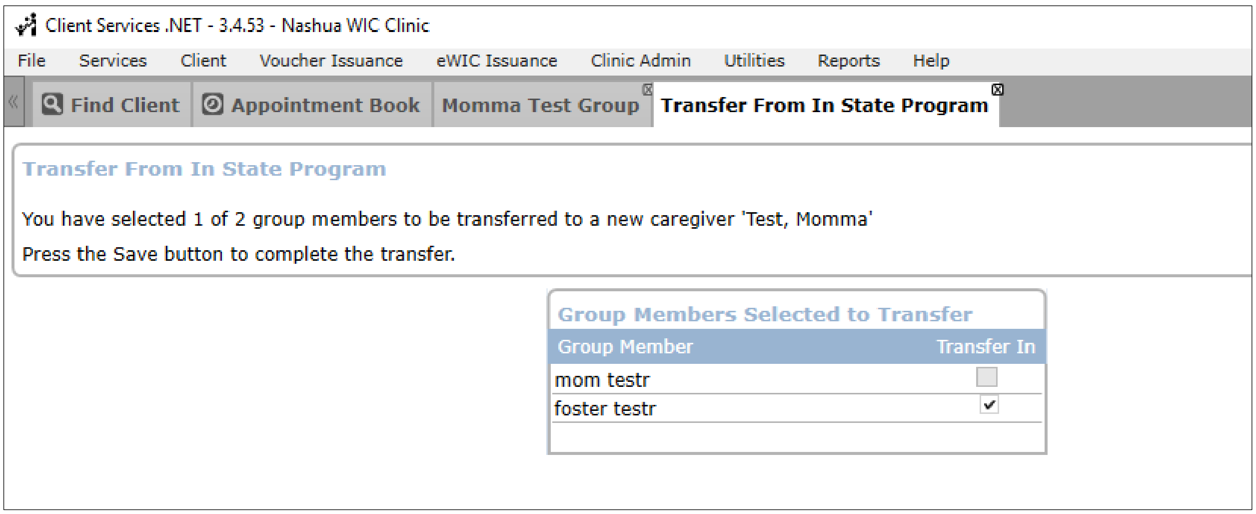
3. Choose Transfer Selected Clients into an Existing Group and place checks by the client(s) you'd like to transfer. Click NEXT.



4. Search for the group you'd like to transfer the client to.

5. Highlight the group and click NEXT.

6. Click SAVE on the final Transfer From In State Program page to complete the transfer.

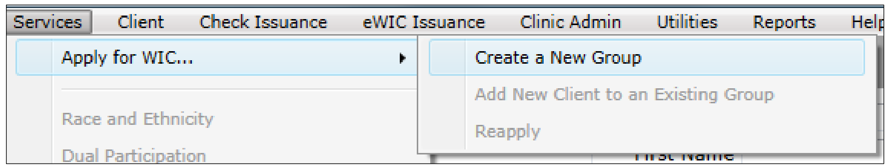


7. Benefits are not automatically switched to the new group account and will need to be reissued. If the new family does not have an eWIC card, an eWIC card will need to be issued along with benefits.

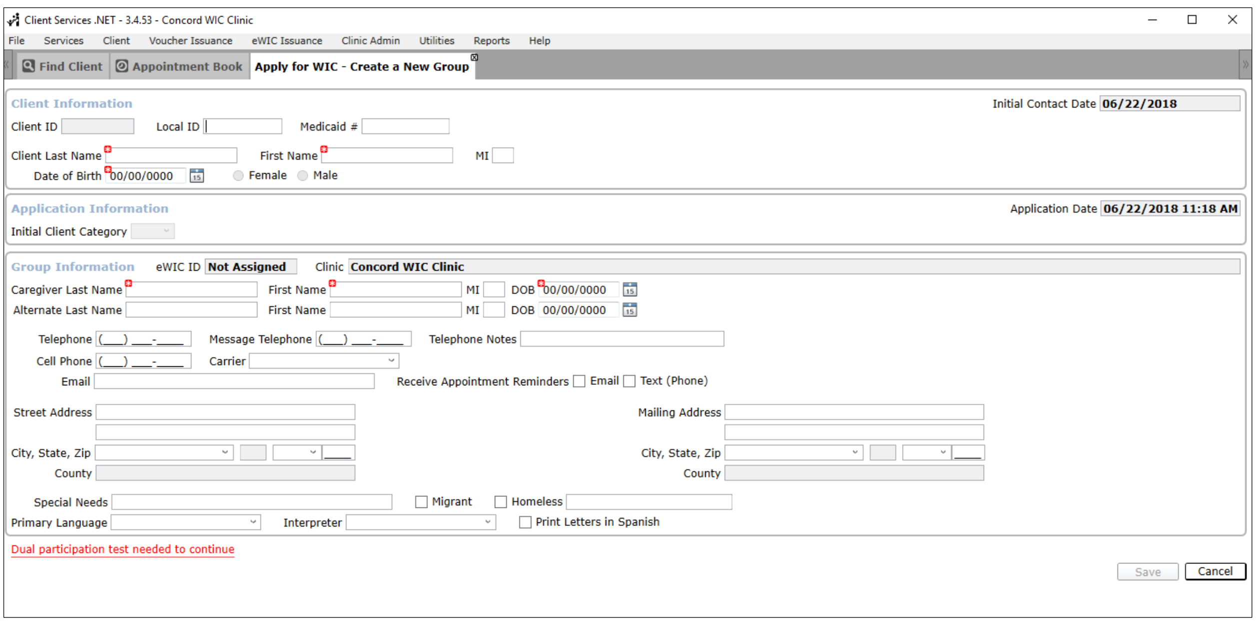
Transfer from an Out of State Program

A client or group is entered as an in-state transfer if they are transferring in from another New Hampshire Local Agency's clinic. If you are transferring a client from another state, use the Transfer from Out of State Program procedure.

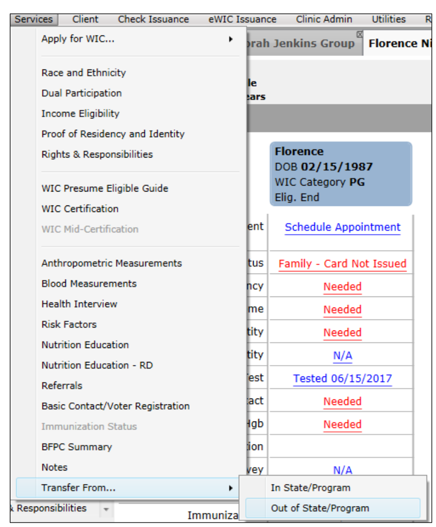
1. Services > Apply for WIC > Create a New Group.



2. Fill out the WIC application page. Click. SAVE.



3. Services Menu >Transfer From… > Out of State.

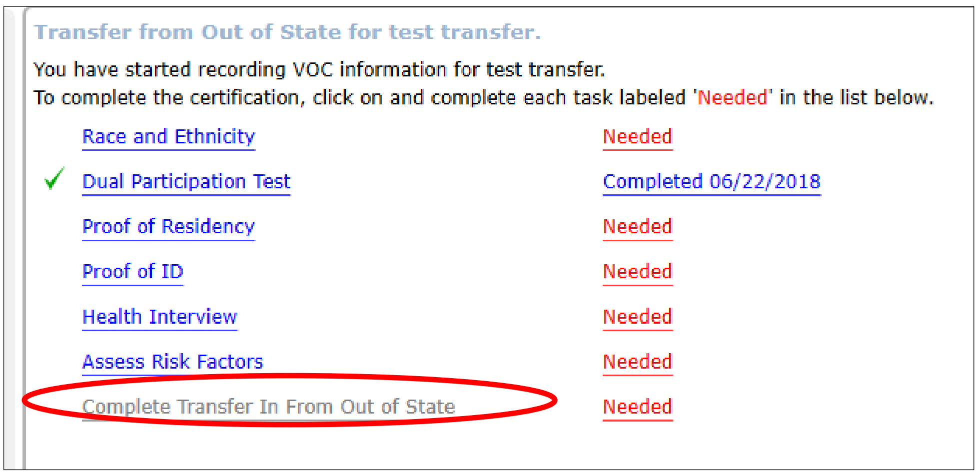


Revised: 9/4/2018

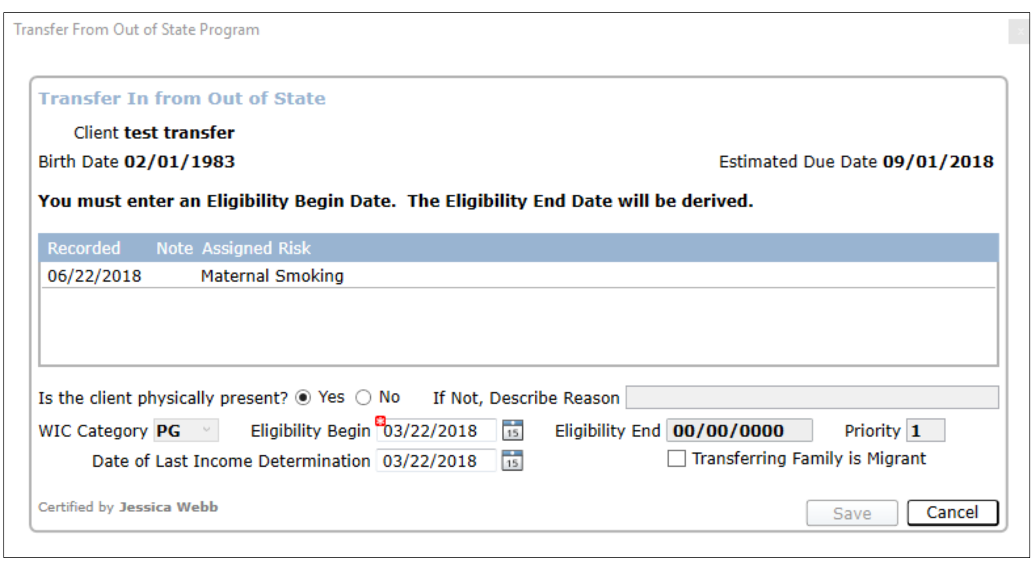
4. Complete all needed and any optional items on **Transfer Guide**. Anthropometrics and blood measurements should be listed on the client's VOC (verification of certification).

Do **NOT** switch over to the WIC Certification Guide. If you do, you will be prompted to enter income and won't be able to change eligibility start and end dates.

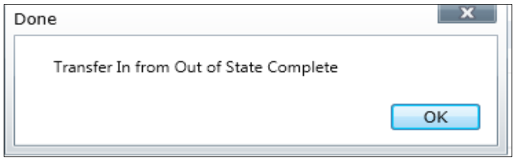
5. The last item on the Transfer Guide is 'Complete Transfer In From Out of State'.



6. Enter the certification begin and end dates from the client's VOC. The date of Last Income Determination will likely be the same as the eligibility begin date.



7. Click SAVE.



8. Issue the client a New Hampshire eWIC card and benefits.

MANAGING APPOINTMENT SCHEDULE & CLASSES

Revised: 9/4/2018

Add an Appointment Book Column

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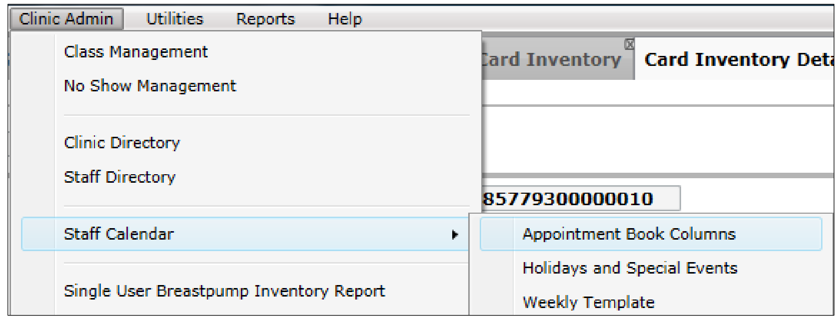
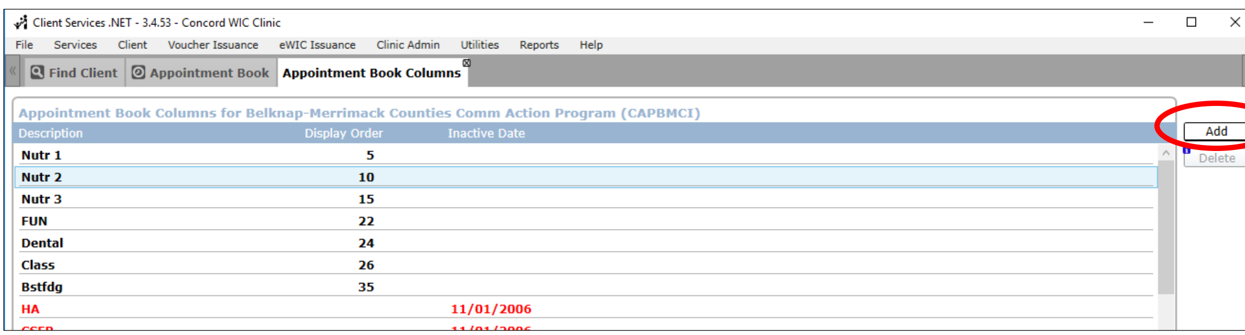
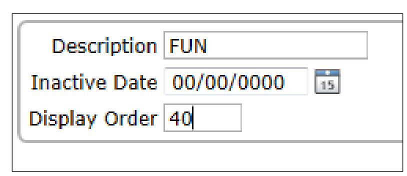
1. Clinic Admin > Staff Calendar > Appointment Book Columns.



2. To the right of the display, click ADD.

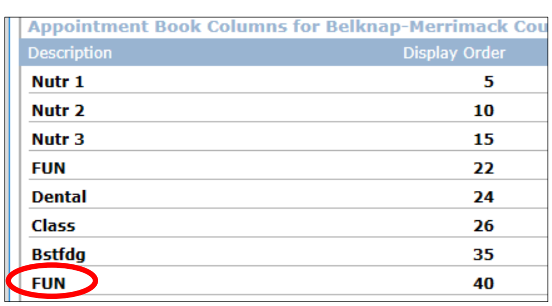


3. At the bottom of the screen enter the description for the column as you would like it to appear in your appointment book such as “FUN” or “Classes”.



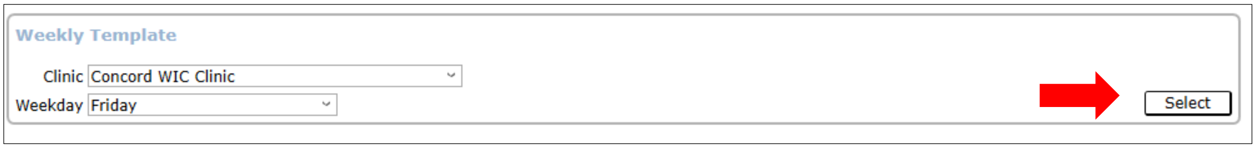
4. Enter a number to specify the display order. This will be used to determine in what order the columns display in the appointment book. It is recommended that you leave 5 spaces between the numbers in the display in case you would like to enter additional columns between your current columns at a later date. For example, you may enter one column as display order 5 and the next with display order 10.

5. Click SAVE.



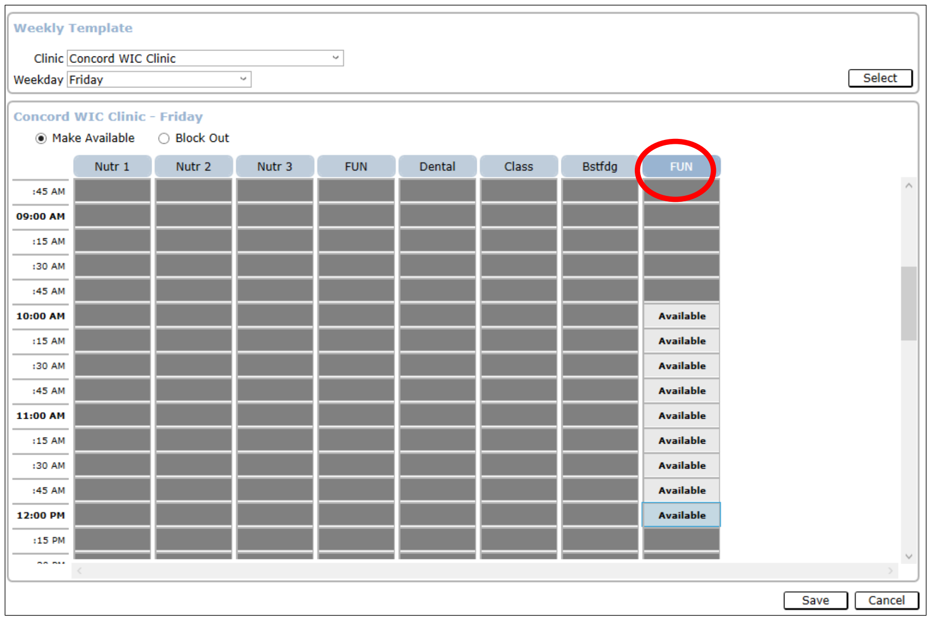
6. Clinic Admin Menu > Staff Calendar> Weekly Template to add the staff person's clinic schedule.

7. Select the clinic that you are creating the schedule for and the day of the week for which you are entering the schedule.



8. Click Select.

9. Select the header you just added.



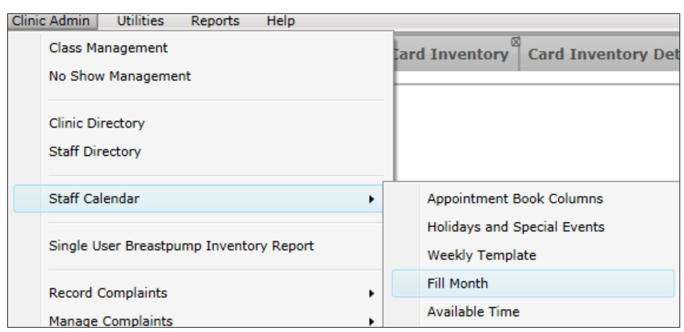
10. Click the boxes for the corresponding times in the appointment book that will be available for appointments. You can drag your mouse down to fill multiple boxes quickly.

11. Click SAVE.

12. Repeat steps 7-10 for each clinic and day.

PRO TIP:

If you make a mistake you can either individually block out the times you made available that should not be available OR cancel and restart at Step 7.



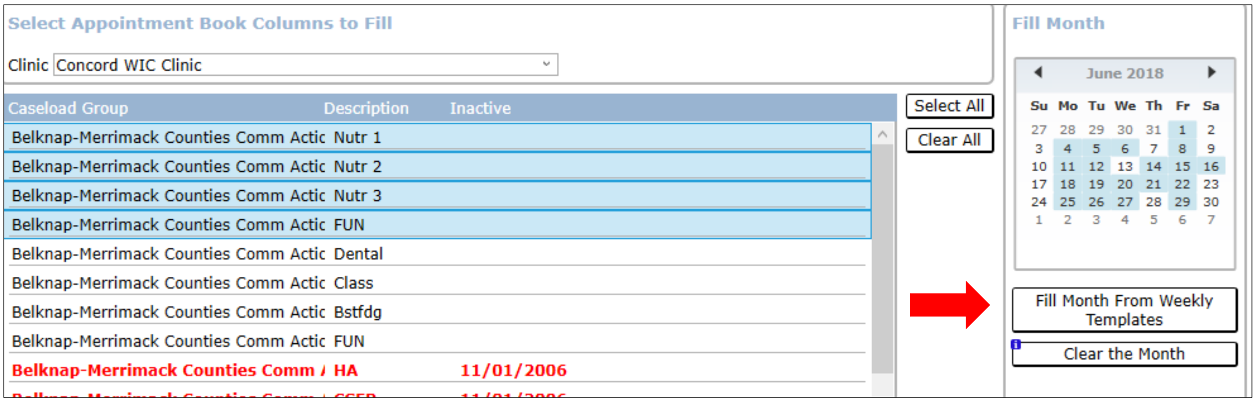
13. Clinic Admin Menu > Staff Calendar > Fill Month.

14. Select the clinic for which you need to fill the appointment book for.

15. Select the month for which you would like to fill appointment availability for.

16. Select what you need to fill the appointment book for. The line will be shaded when it is selected.

17. Click Fill Month From Weekly Templates.

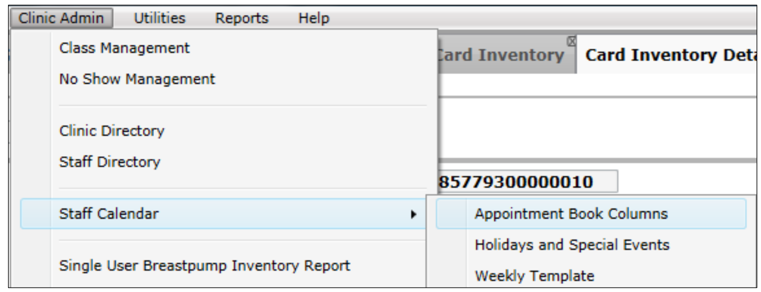


18. Repeat steps 14-17 for all clinics and months.

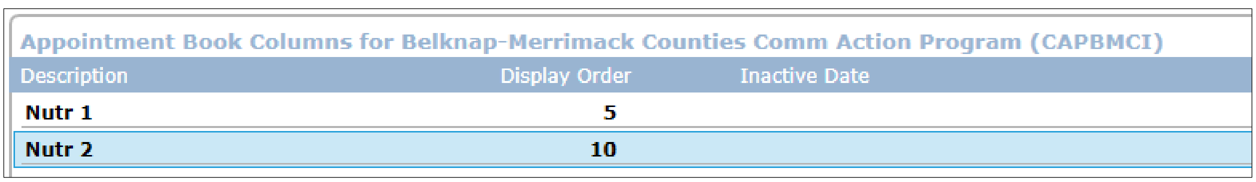
Change the Heading on an Appointment Book Column

These are the steps to follow if you need to change an appointment book column heading.

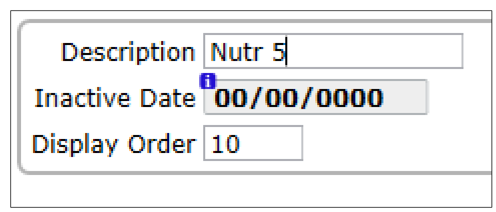
1. Clinic Admin > Staff Calendar > Appointment Book Columns.



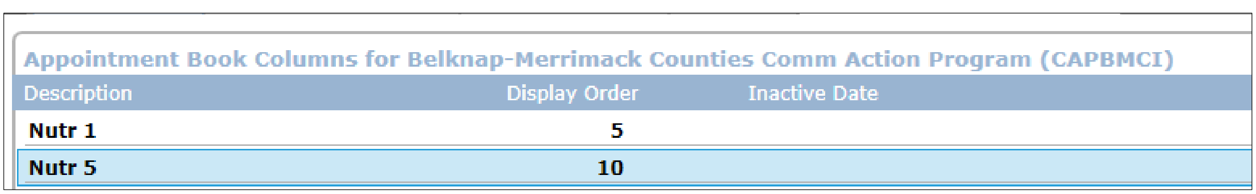
2. Select the row for the Appointment Book Column Description that you would like to change. When selected, the row will be shaded.



3. At the bottom of the screen, in the Description box, change the name of the column.



4. Click SAVE.



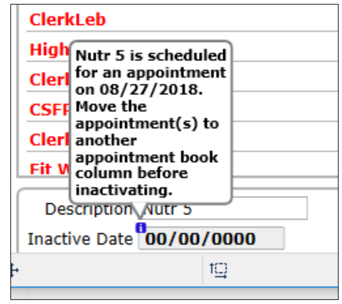
PRO TIP:

You may need to close and reopen the Appointment Book Columns tab in order to see the change.

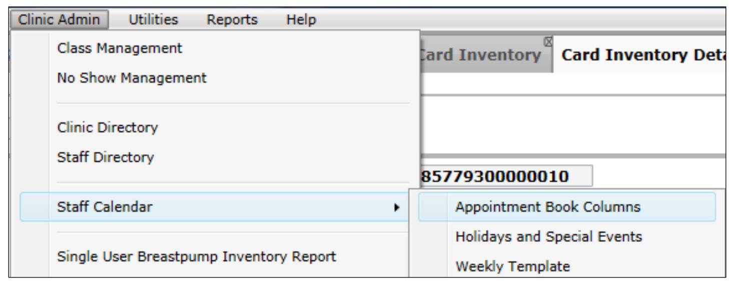
Inactivate an Appointment Book Column

These are the steps to follow if you need to inactivate an appointment book column heading.

> **PRO TIP:**
>
> *Prior to completing this step, you should ensure that this column category does not have any appointments scheduled in the future. If the column has appointments, you can move them to another column. See the section: **'Change the Schedule'**.*



1. Clinic Admin > Staff Calendar > Appointment Book Columns.



2. Select the row for the Appointment Book Column Description that you would like to inactivate. When selected, the row will be shaded

Appointment Book Columns for Belknap-Merrimack Counties Comm Action Program (CAPBMCI)

Description	Display Order	Inactive Date
Nutr 1	5	
Nutr 5	10	

3. At the bottom of the screen, in Inactivate Date box, enter the date that the column should be inactivated.

4. Click SAVE.

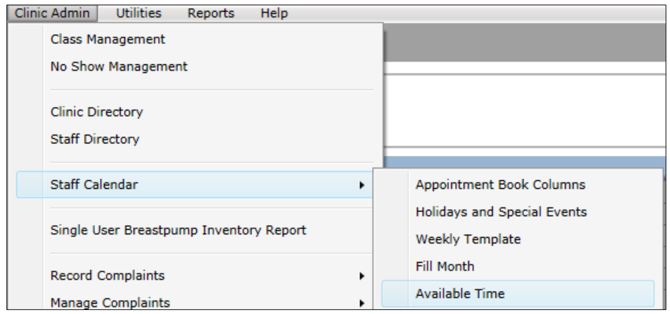
> **PRO TIP:**
>
> You may need to close and reopen the Appointment Book Columns tab in order to see the change.

Change the Schedule on Specific Dates

You may need to make small changes to the schedule on specific days.

PRO TIP:
If you need to update the schedule for Holidays or Special Events go Clinic Admin > Staff Calendar > Holidays and Special Events to add or edit.

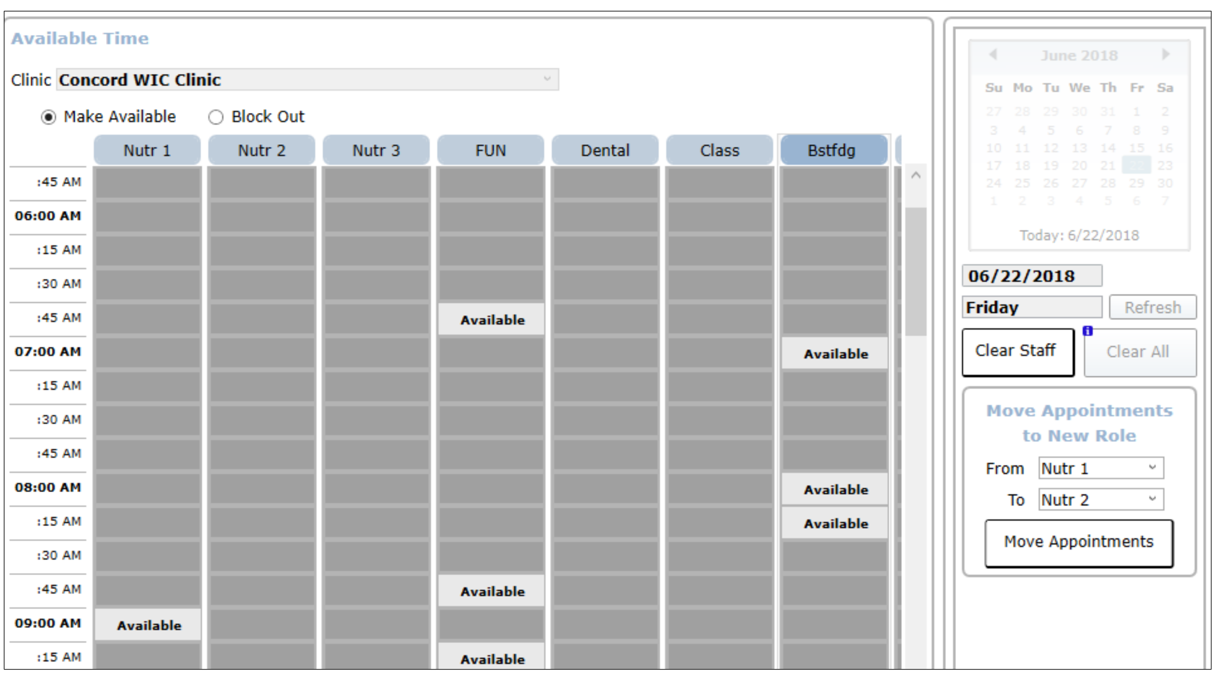
1. Clinic Admin > Staff Calendar > Available Time



2. Select the day you want to make changes to.

3. In this screen, you can:

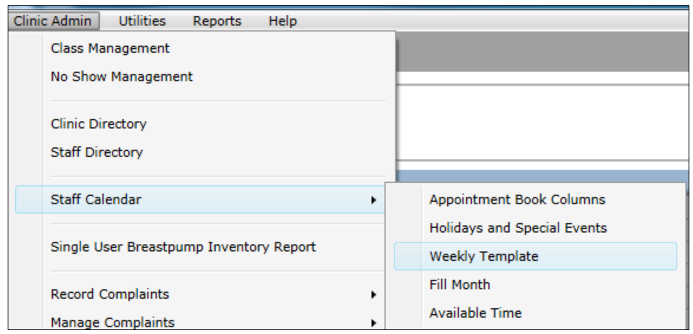
- block out time slots.
- clear a column for an entire day.
- remove all availability for the clinic for the day.
- switch an appointment from one column to another.



Change Your Clinic Schedule

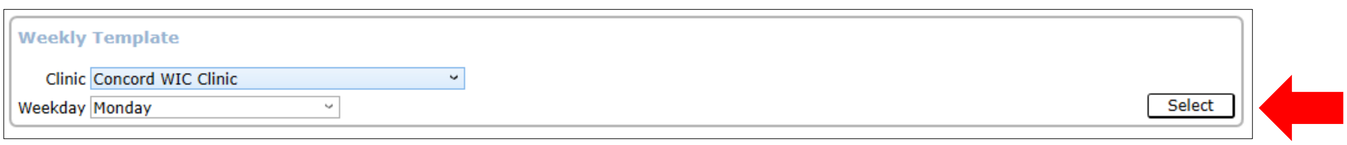
You may need to modify your daily clinic schedule because you have expanded or decreased your service hours. This procedure works well if you need to change your clinic schedule permanently for all future week days. If you need to modify only certain dates, see '**Change the Schedule on Specific Dates'**.

1. Clinic Admin > Staff Calendar > Weekly Template

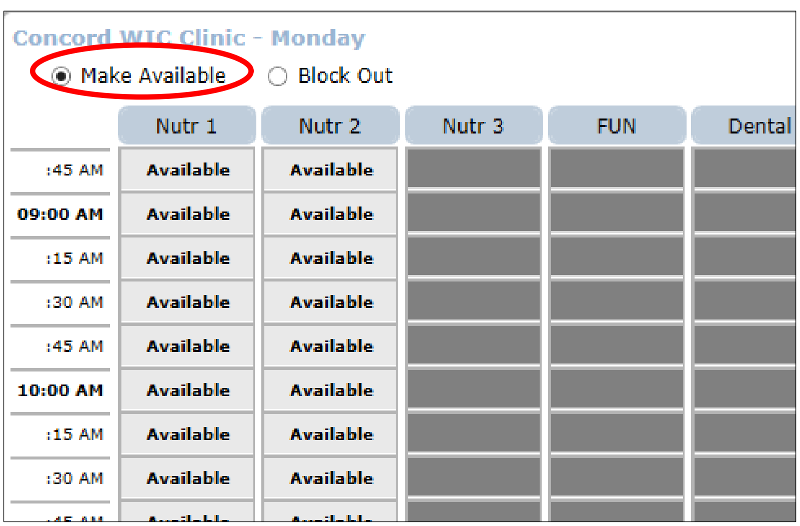


2. Select the clinic that you are modifying the schedule for and the day of the week for which you are entering the schedule.

3. Click Select.



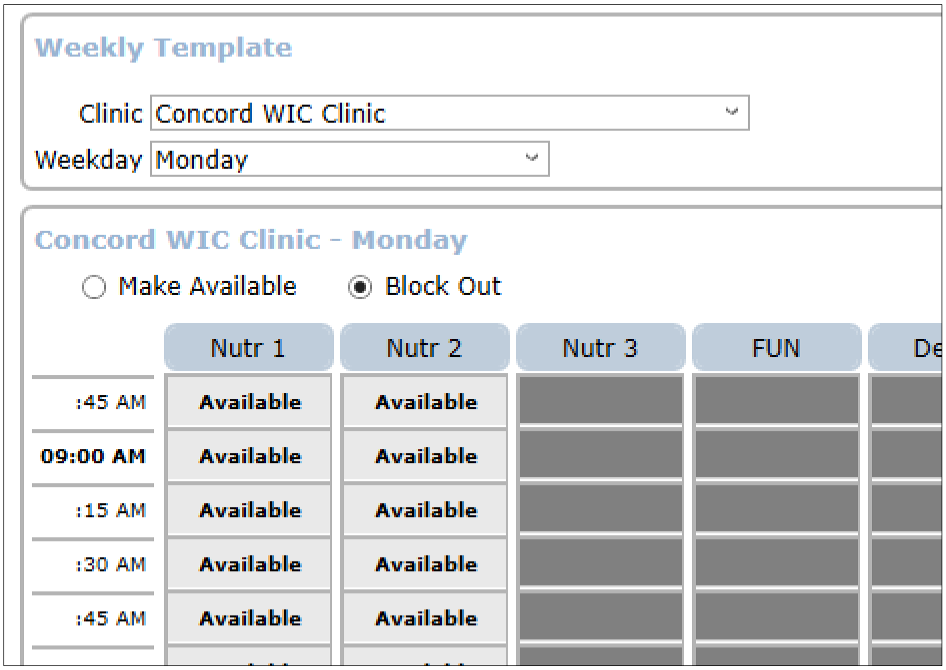
4. **To add more time** (closing later, opening hours during lunch), Click Make Available. Then click the boxes for the corresponding times in the appointment book that the column will be available for appointments. You can drag your mouse down to fill multiple boxes quickly.



5. Repeat steps 5-6 for each column you need to change.

6. Click SAVE.

7. **To delete available time**, check the Block Out box. You can click on a single box or drag your mouse down to fill multiple boxes quickly.

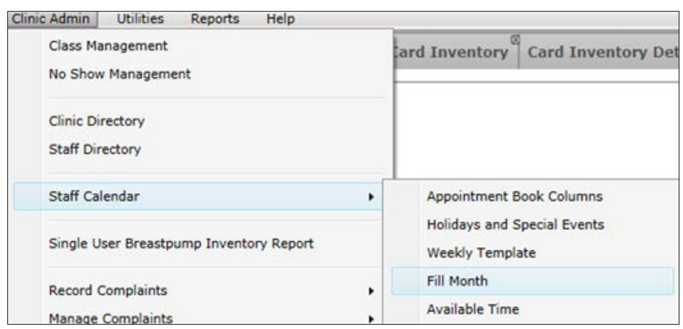


8. Click SAVE.

9. Repeat steps 2-9 for each clinic and day that you are changing.

10. Clinic Admin > Staff Calendar > Fill Month.

11. Select the clinic for which you need to fill the appointment book for the staff.



12. Select the month for which you would like to fill appointment availability for the staff.

13. Select the column you need to fill the appointment book for or click Select All to update the schedule for all staff. The line will be shaded when it is selected.

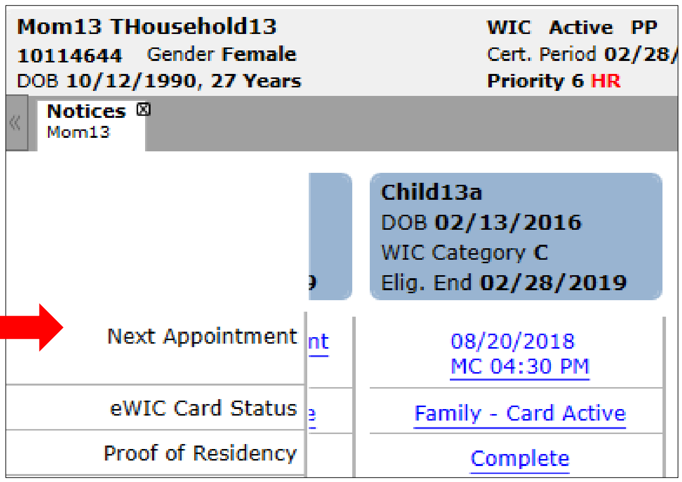
14. Select Fill Month From Weekly Templates.

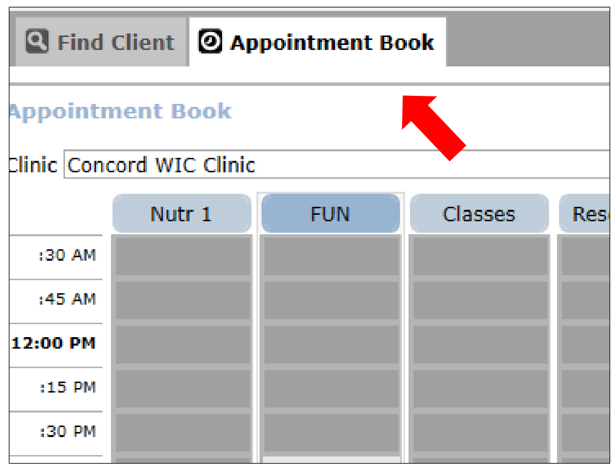
15. Repeat steps 12-15 for all clinics and months that you are changing.

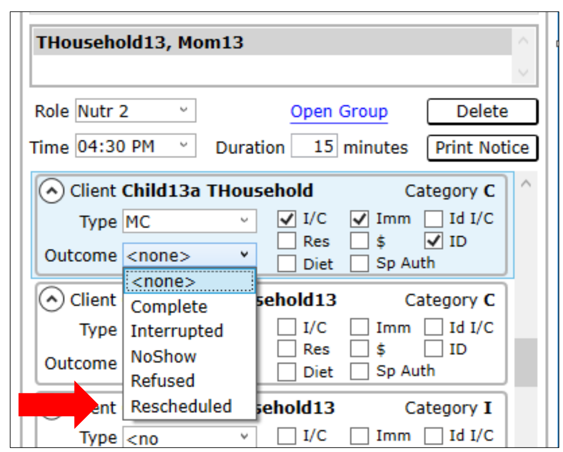
Reschedule an Appointment

Follow the procedure below to reschedule a client's appointment.

1. Open the client's file and click on Next appointment on the Notices tab **OR** find the client on the Appointment Book tab.





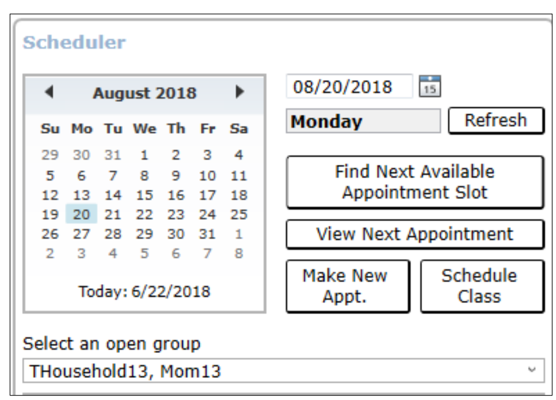


2. In the Appointment Book, click on the day the client's appointment was scheduled.

3. Locate the client in the schedule and click on the client's name.

4. On the right side of the screen, in the outcome field, enter Rescheduled for each client in the family group that had an appointment.

5. Click SAVE.



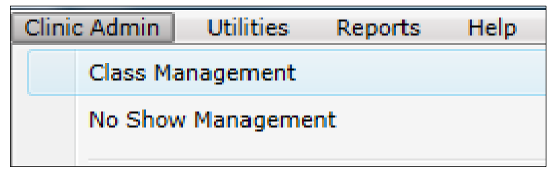
6. Choose the caregiver's name under Select an open group, then schedule the appointment.

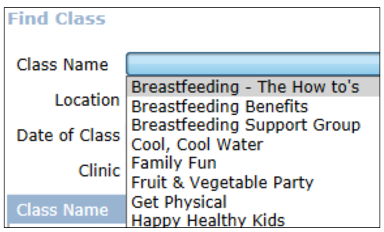
Revised: 9/4/2018

Setup a Class

You will need to set up classes prior to scheduling clients for classes. There are two steps to creating a class; first the class name must be created and then the class details such as the date and instructor are entered.

1. The first step is to determine if the class name is in the system. Clinic Admin > Class Management.

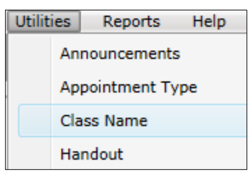




2. Click the dropdown arrow in the box next to the Class Name field to determine if the class name is already in the system. **If you already have the class name in the system, skip to step 8.**

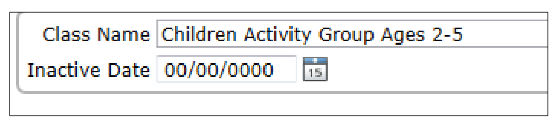
3. If the class name is not in the system, close the Find Class tab.

4. Utilities > Class Name.



5. Click Add on the right side of the screen.

6. Enter the class name on the bottom of the screen.



7. Click SAVE.

8. Go back to Clinic Admin > Class Management.

9. Click the Add button.

10. Click the dropdown arrow in the box next to the Class Name field and select the class name.

11. Enter the date the class will take place.

12. Enter the start and end times for the class.

13. Select the instructor from the drop down if the staff person works at your local agency or enter the name of the staff person if it is an outside person.

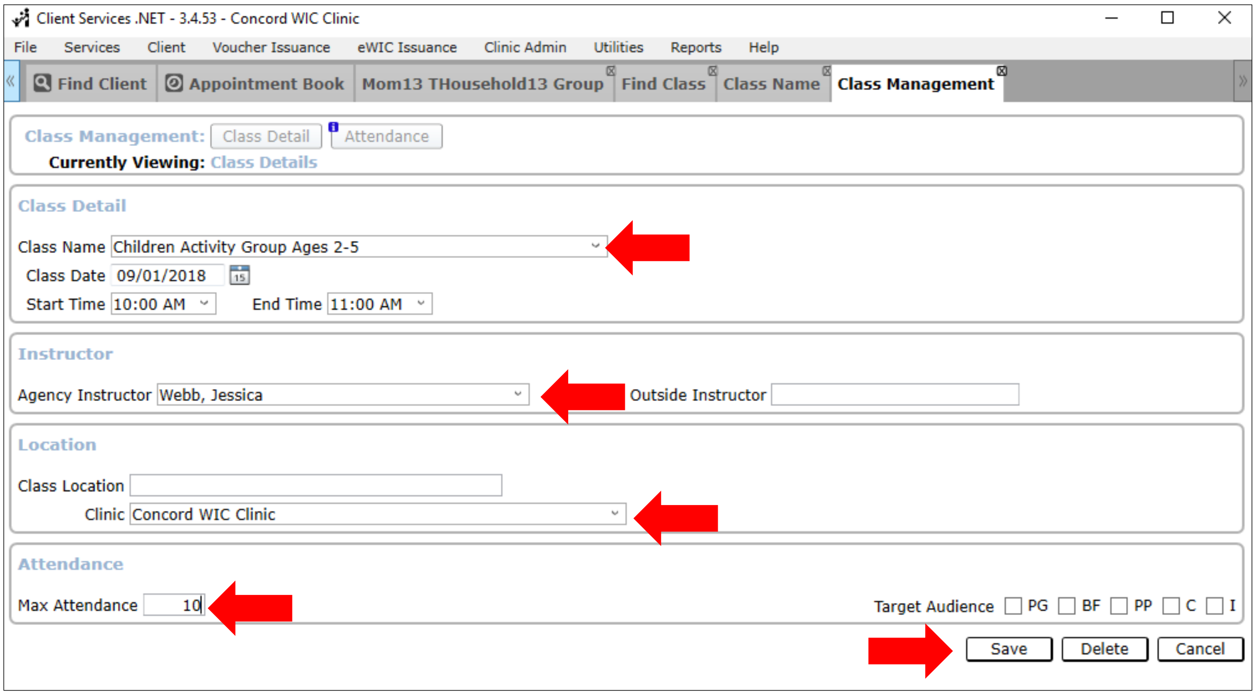
14. Enter the class location if desired.

15. Select the correct clinic from the dropdown.

16. Enter the maximum number of attendees that can be schedule for the class in the Max Attendance box.

17. Click the checkboxes for the appropriate category of clients for the class.

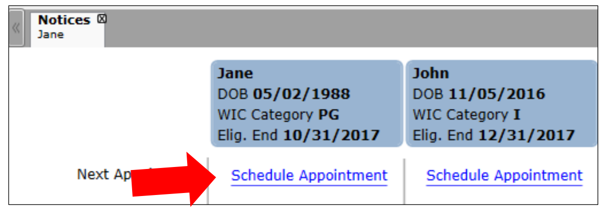
18. Click SAVE.



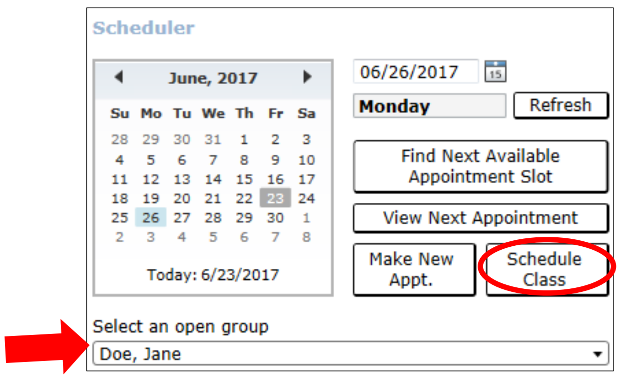
Schedule a Participant for a Class

Scheduling clients for classes works a little differently than scheduling a regular appointment with a staff person. Note that a class must be set up prior to scheduling clients for a class.

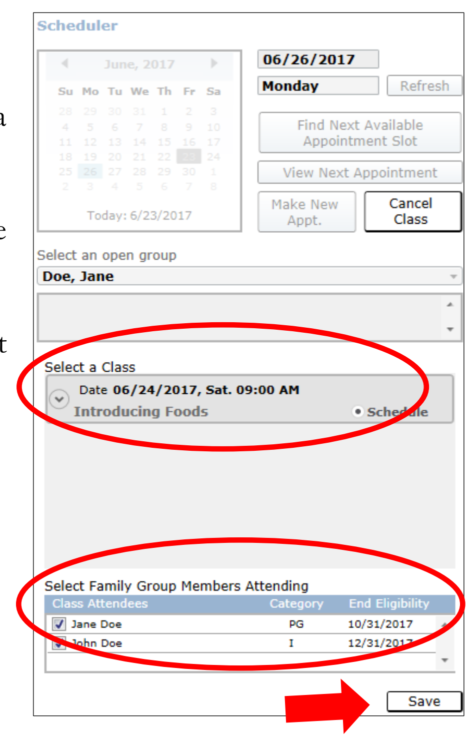
1. Open the client's file.
2. Click on Schedule Appointment on the Notices tab



3. On the right side of the screen, use the Select an open group to choose the client/group.
4. Click on the Schedule Class button in the upper right portion of the screen.

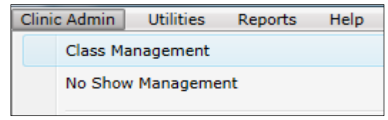


5. The available classes will display on the right side of the screen under Select a Class.
6. Click the radio button next to Schedule for the class you would like to schedule the client for.
7. A new box will appear displaying the clients in the family. Check the boxes next to the clients that you would like to schedule for the class.
8. Click SAVE.



Manage Classes

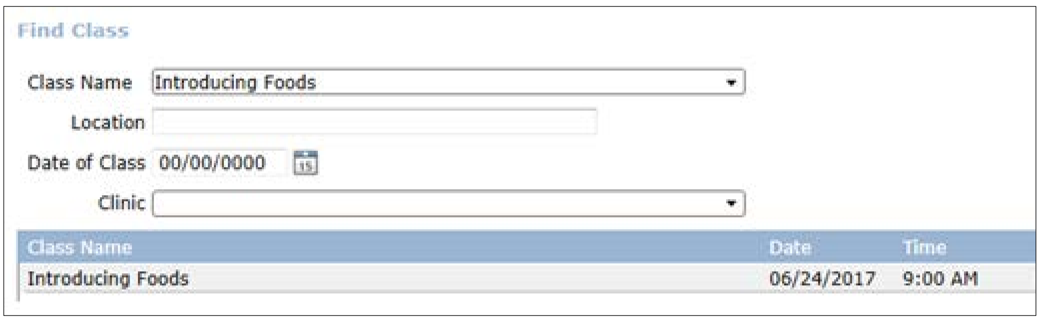
Once you have added a class and have scheduled clients for your class, you can view who is registered and document who did and did not attend using class management.



1. Clinic Admin Menu > Class Management.

2. Enter any information you have about the class to help you find it or just click Find to show all classes.

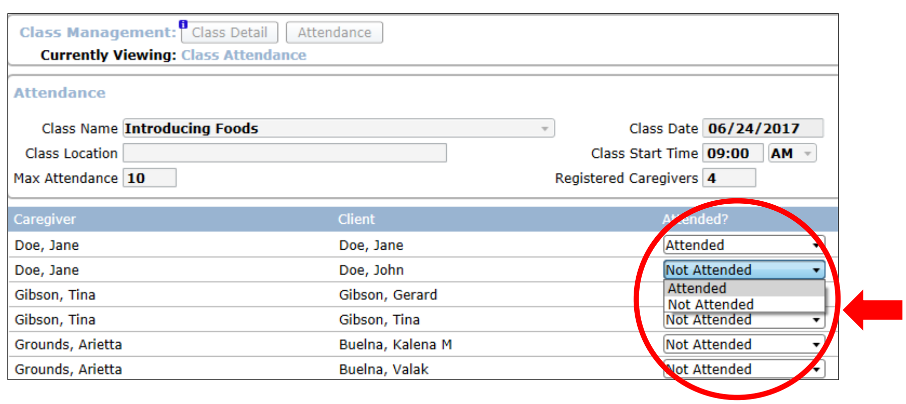
3. Highlight the class that you would like to work with and either click retrieve or double click on the class.



4. At the top of the screen, click the attendance button. You will see a list of clients registered for the class.

5. When you complete certain actions for clients on the day of the class, the system will automatically mark clients as Attended. Examples of actions that mark a client as attended include but are not limited to documenting nutrition education, referrals, income, risks, measures, bloodwork and loading benefits on an eWIC card.

6. You can manually change whether or not the client attended the class by clicking the drop down arrow next to Attended or Not Attended and selecting the correct status. Remember that if you make a change to a client's record later the same day, the client will be changed to Attended.



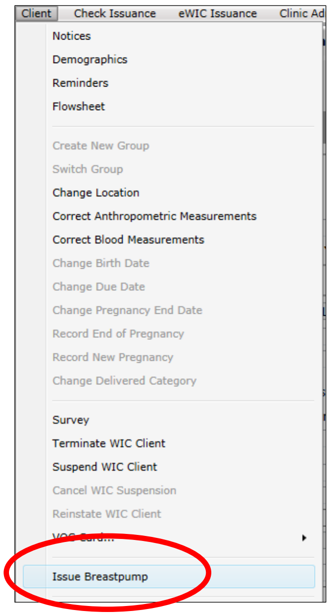
7. Click SAVE to save any changes you made.

BREASTPUMPS

Issue a Breastpump

The Issue Breastpump menu item is available for all women; however a pump can only be issued to a breastfeeding woman. You are allowed to issue more than one pump to a client. For example, you may enter a multi-user pump and then once it is returned you may enter a single user pump.

PRO TIP:
Prior to issuing a breastpump, staff should ensure that the appropriate type of pump is issued and that the client is provided appropriate education as required by policies and procedures.



1. Open the breastfeeding woman's file

2. Client > Issue Breastpump link.

3. Click on the Add button to the right of the screen.

4. Select the type of pump that you are issuing. Be sure to issue the appropriate type of pump for the situation.

5. If you are issuing a Single User or Manual Breastpump, skip to #8. If you are issuing a Multi-User pump, select the pump number from the drop down list in the Select Breastpump field.

6. Select the Return by date.

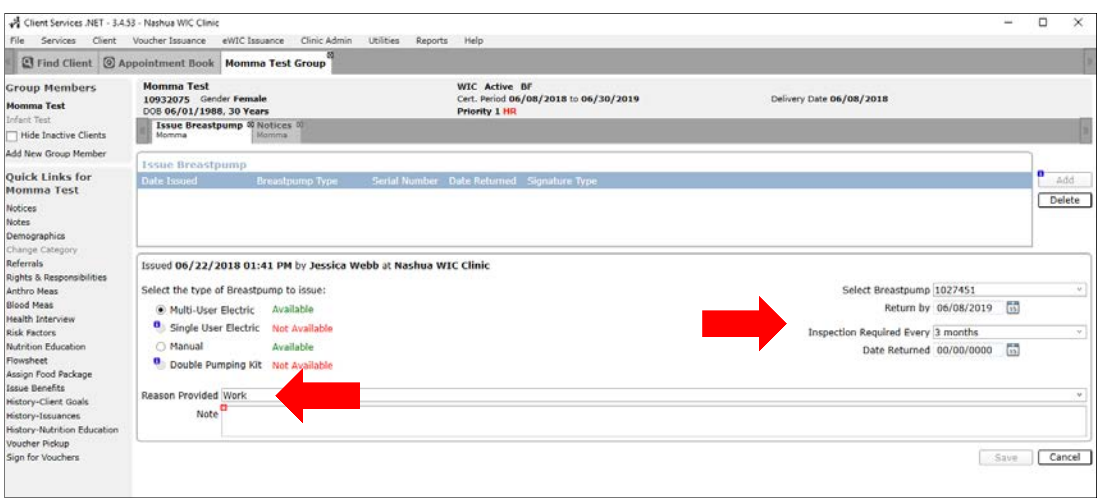
7. Enter the frequency with which inspection should be required from the drop down in the Inspection Required Every box.

8. Leave the Date Returned blank at this point.

9. Enter the Reason Provided.

10. Enter a Note providing more detail on why you are issuing the pump.

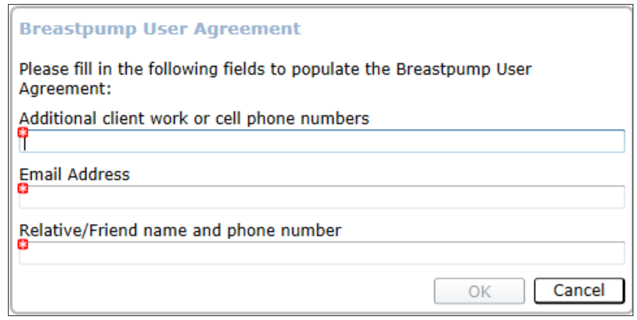
11. Click SAVE.



Revised: 9/4/2018

12. In the pop-up, add the additional contact information.

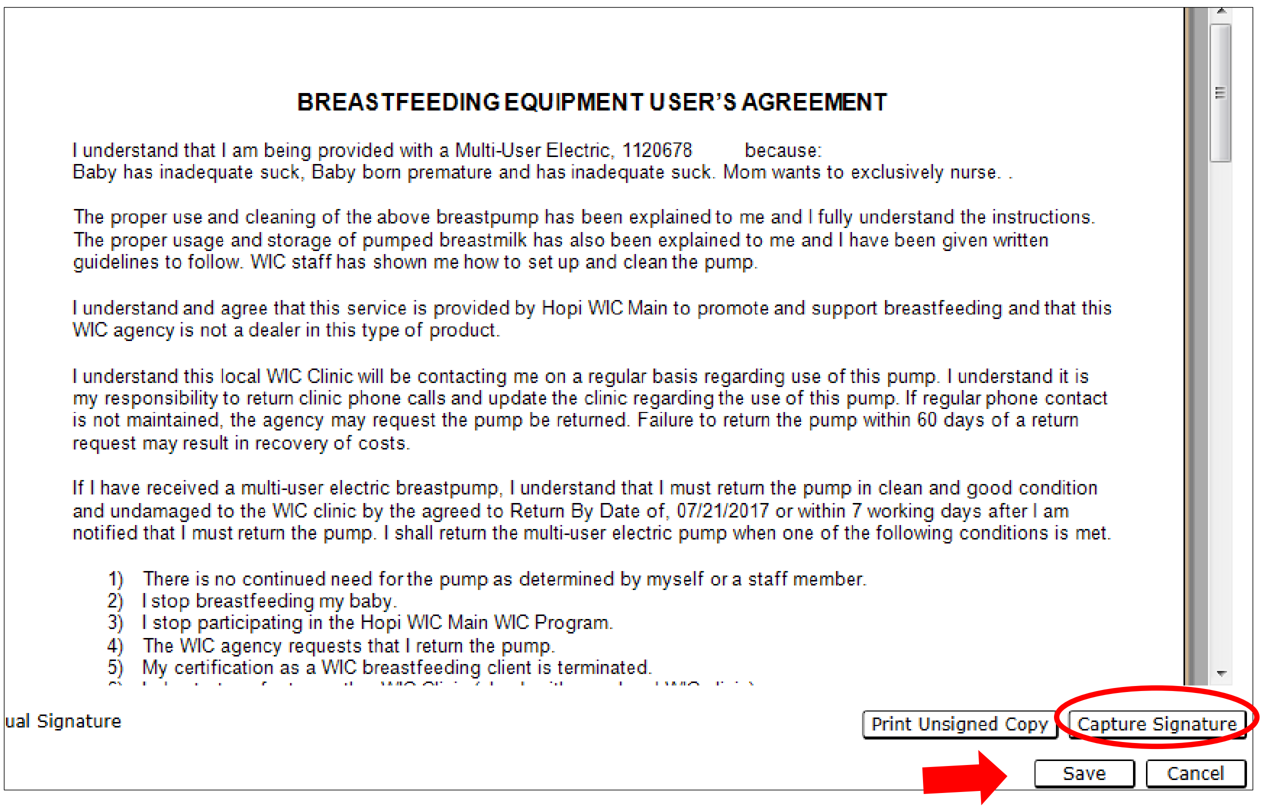
13. Click OK.



14. Once the Agreement opens for the electronic signature, click Capture Signature.

15. Have the client sign the signature pad.

16. Click SAVE.

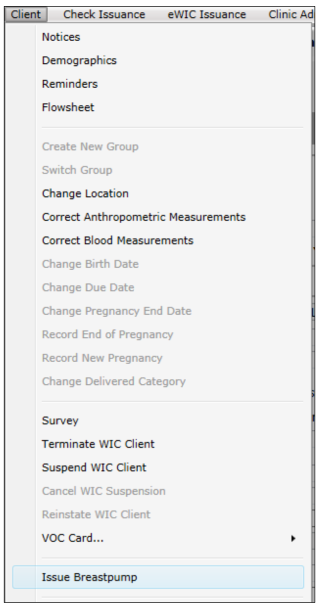


17. The system will print the signed Agreement. The printed Agreement should be provided to the client.

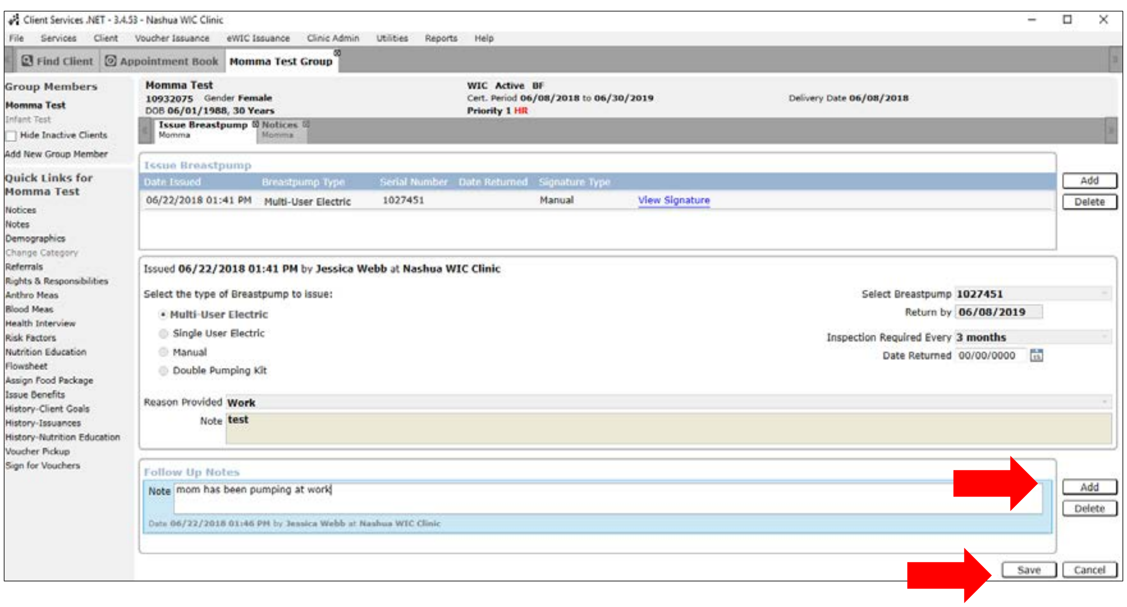
Document Follow-up on a Breastpump

Once a pump is issued, staff should follow-up with the client on the pump to ensure that the client is not having any problems and to answer any questions that the client should be asked.

1. Open the breastfeeding woman's file.



2. Client > Issue Breastpump link.
3. Click on the pump that you are following up on.
4. Click the Add button in the lower right side of the screen.
5. Add a note describing the follow-up you provided to the client.
6. Click SAVE.

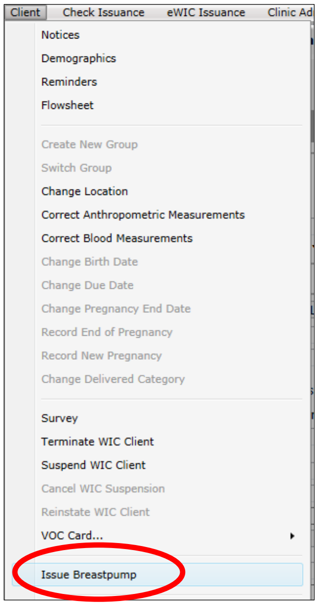


PRO TIP:
You may add multiple follow-up events for the same pump.

Return of a Multi-User Breastpump

When a client returns a Multi-User Breastpump, it must be documented in the system so the system can make it available for issuance to another client.

1. Open the breastfeeding woman's file.



2. Client > Issue Breastpump link.

3. Click on the pump that is being returned.

4. Enter the Date Returned on the right side of the screen.

5. Select SAVE.

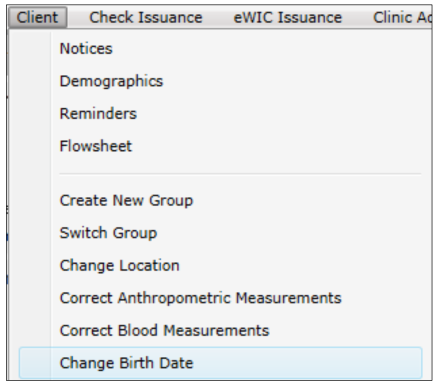
6. The pump should now be returned to your inventory. (Clinic Admin > Inventory > Equipment Inventory)

CHANGE CLIENT INFORMATION

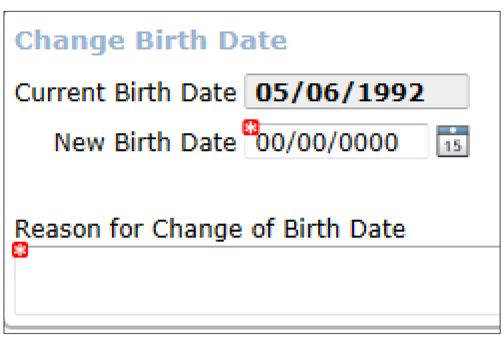
Change Date of Birth

Occasionally you may make a mistake or notice a mistake in the client's date of birth. This can be corrected easily.

1. Close all tabs for the client except the Notices tab.
2. Client Menu < Change Birthdate.



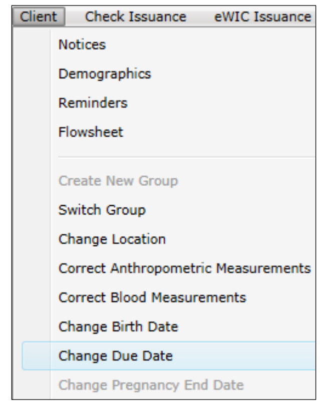
3. Enter the new birthdate.
4. Enter the reason the birthdate is being changed.



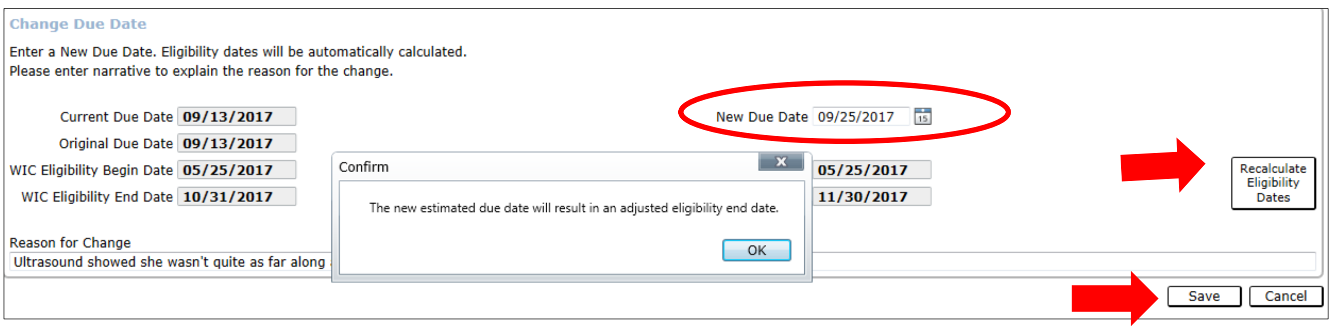
5. Select SAVE.

Change the Pregnancy End Date or Due Date

Occasionally you may make a mistake entering the client's due date or pregnancy end date or the due date may be changed due to an ultrasound or examination by the health care provider. This can be changed easily.

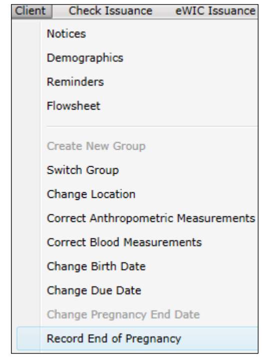


1. Close all tabs for the client except the Notices tab.
2. Client Menu < Change Due Date or Change Pregnancy End Date as applicable.
3. Enter the new due date or pregnancy end date.
4. Enter the reason the due date or pregnancy end date is being changed.
5. Click Recalculate Eligibility Dates.
6. Select SAVE.



Revised: 9/4/2018

Change a Client from PG to BF or PP



Once a client delivers her baby, she must be changed from pregnant to breastfeeding or postpartum. To do this you need to record the end of her pregnancy.

1. Close all tabs for the client except the Notices tab.

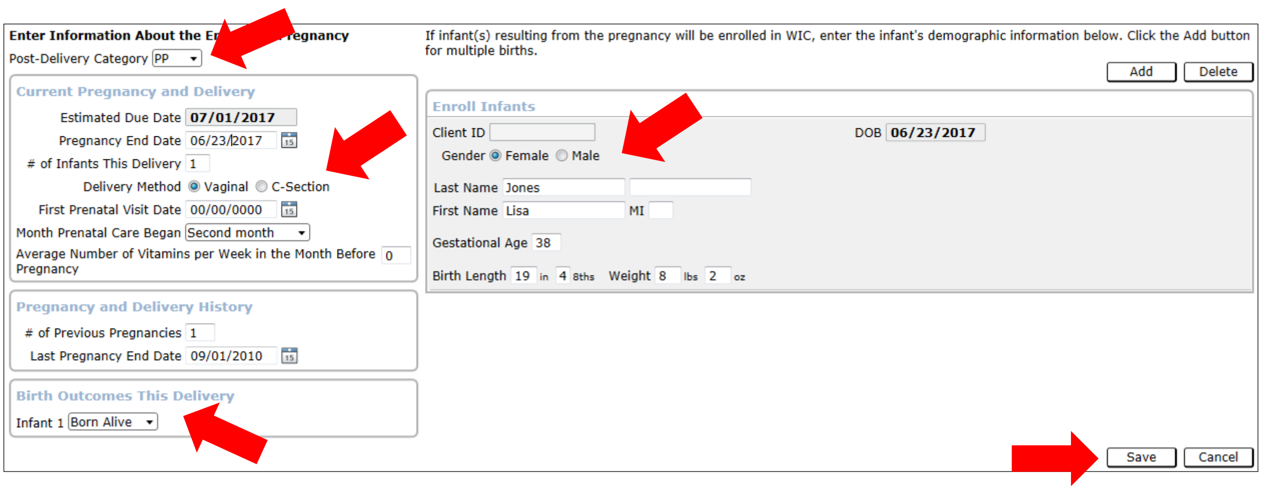
2. Client Menu > Record End of Pregnancy.

3. Select the appropriate category (BF or PP) and complete the information regarding the pregnancy.

4. If you have already entered the infant into the system (created a record for the client and you can see it under group members) do not add the information here or you will create a duplicate record. You click the Delete button to delete this section.

5. If you have not entered the infant into the system, you can enter the infant's information on the right side of the screen.

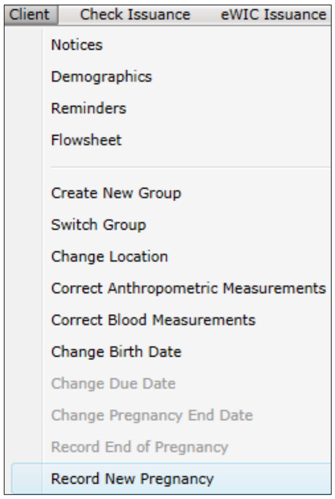
6. Click SAVE.



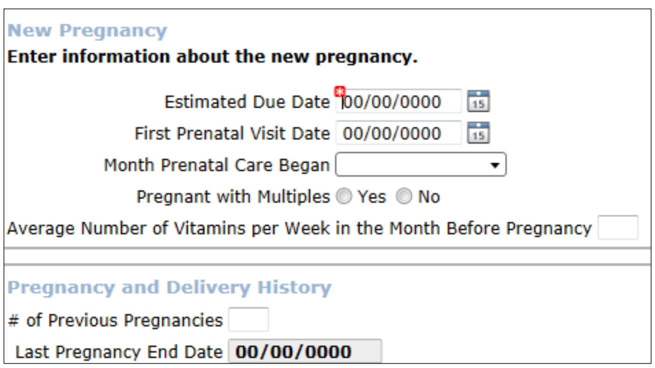
7. You are now ready to certify the client using the WIC Certification Guide.

Change a Client from BF or PP to PG

Occasionally a client who is still breastfeeding or postpartum becomes pregnant. You can change the client to the category of PG by completing the following procedure:



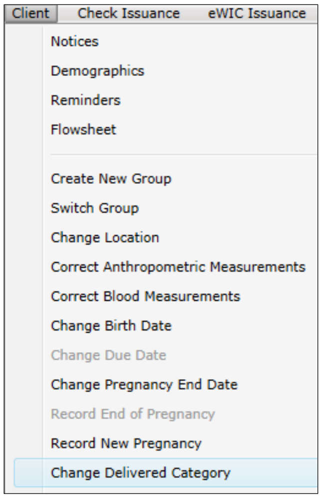
1. Close all tabs for the client except the Notices tab.
2. Client > Record New Pregnancy.
3. Enter the pregnancy information.
4. Select SAVE.



5. You are now ready to certify the client using the WIC Certification Guide.

Change a Client from BF to PP or PP to BF

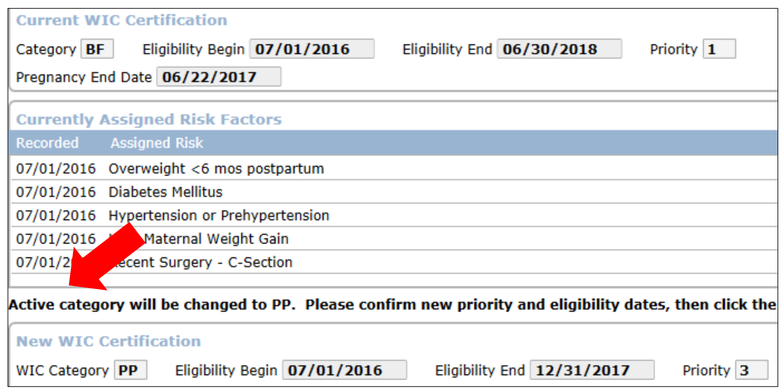
Clients will need to have their category changed from breastfeeding to postpartum if they stop breastfeeding. Sometimes a client has a category of PP and then needs to be changed to breastfeeding. This often happens when the baby is in his/her second month and is partially breastfeeding.



1. Close all tabs for the client except the Notices tab.

2. Client > Change Delivered Category.

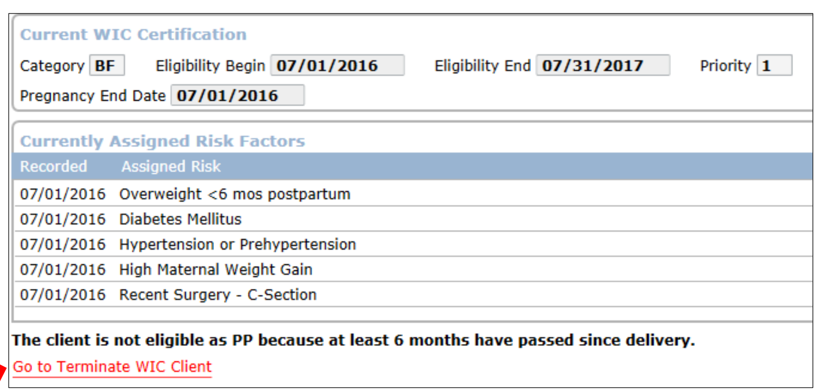
3. On the bottom of the screen, the new certification box will be automatically entered as either BF or PP, depending on their previous status.



4. Click SAVE. The category will now be updated.

5. If the client is switching from BF to PP and the delivery date is more than six months in the past, a link that says Go to Terminate WIC Client will appear. Click the link and select the reason non-breastfeeding mother, six months or more after delivery.

6. Click SAVE.



MISCELLANEOUS

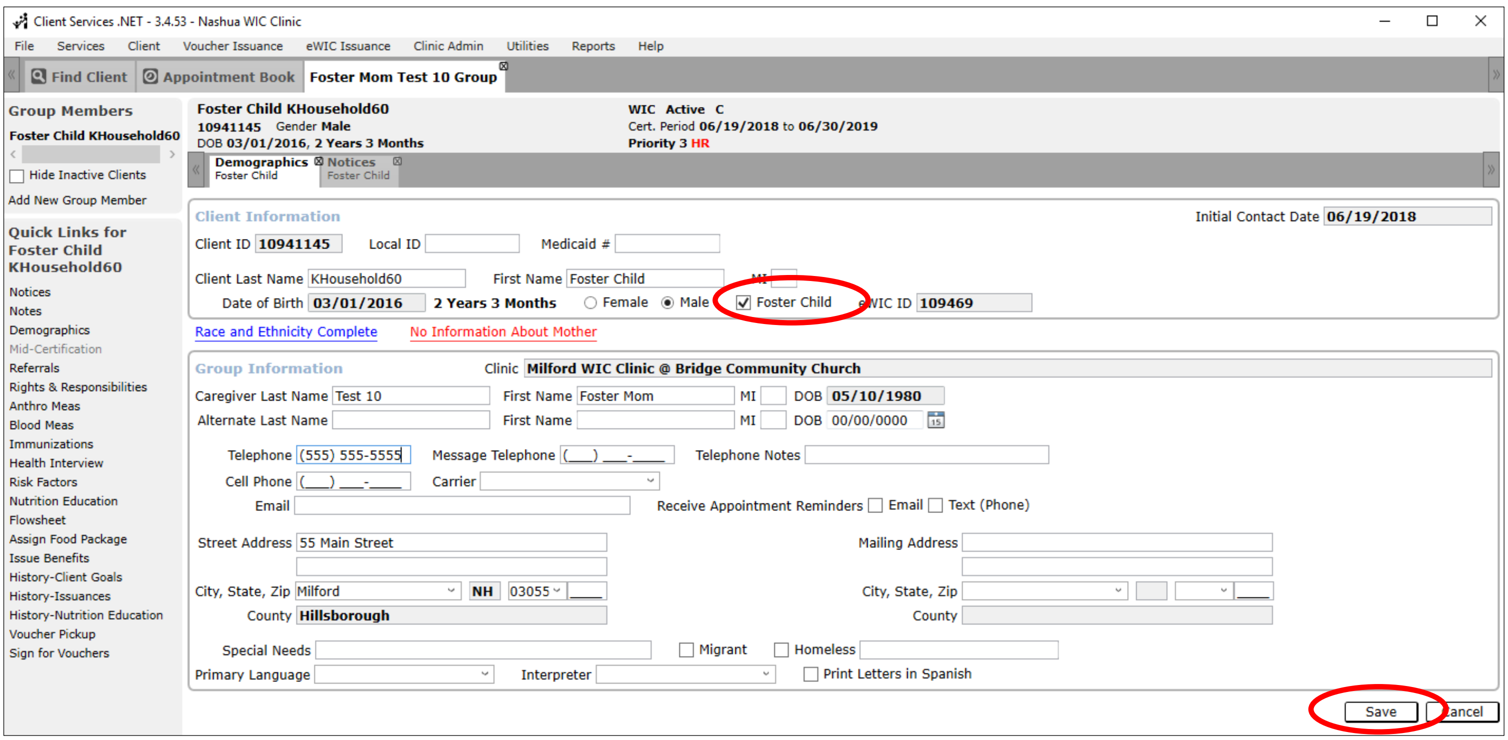
Document a Foster Child

Since the income for foster children is calculated separately than the income for other family members, a child's status as a foster child must be documented in the system. Foster children also receive a separate eWIC card. Be sure to issue a separate card for the foster child even if the family already has a card. Reminder/Note: do not include the Foster child in the fostering family household number when determining their income eligibility.

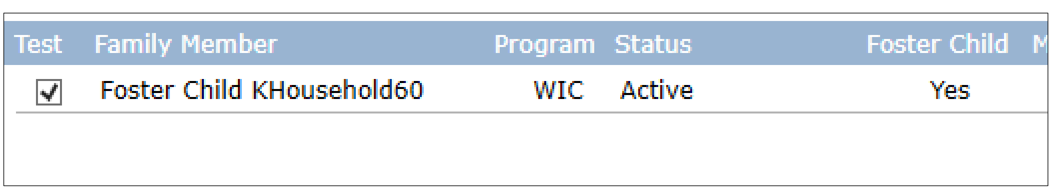
1. When in a client record, click on the Demographics Quick Link on the left side of the screen.

2. Click the Foster Child checkbox in the Client Information Section.

3. Click SAVE.



4. Only the foster child will be checked on the income screen.



Test	Family Member	Program	Status	Foster Child	M
☑	Foster Child KHousehold60	WIC	Active	Yes	

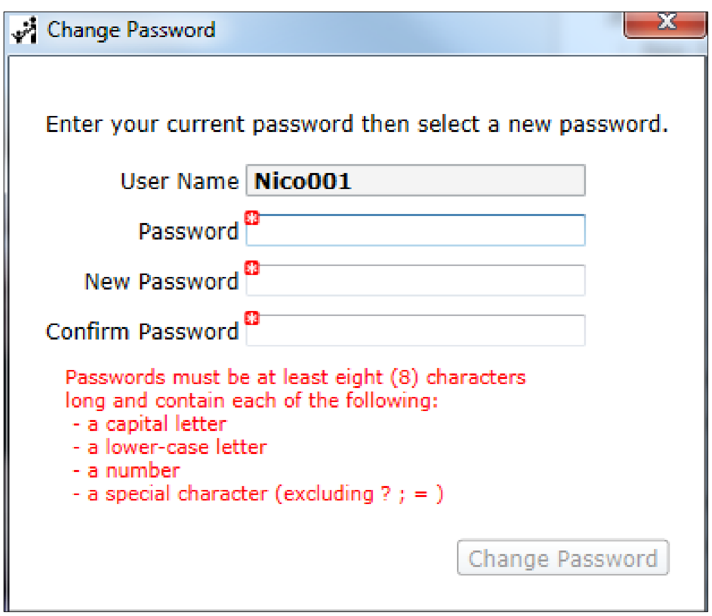
Revised: 9/4/2018

Reset Your Password

You should reset your password the first time you use StarLINC and any time after that when you feel your password may have been compromised. If you have forgotten your password, contact the Help Desk. To reset your password, complete the following steps:

1. Log in to Client Services using your current user name and password.
2. Click Change Password on the Dashboard.

3. Enter your current password.
4. Enter the new password.
5. Re-enter the new password to confirm.
6. Click Change Password.



Handling Client Record Issues

In order to preserve client data and ensure that we have appropriate documentation of the services provided, the following procedures must be followed in handling client records.

Client Record Problems & Solutions		
Problem	**Correct Solution**	**Incorrect Solution**
Child or children in family have a new caregiver (such as DCYF issue)	• Use the Switch Family option or Create New Group to move the child or children out of the mother's family. The mother will remain in her own family. • Move only those children that the mother no longer has custody of out of the group.	• Do not place xx's or zz's in mother's name. • Do not leave mother in the group. • Do not move the mother to another group with the children. • Do not change the mother's (current caregiver) name to the new caregiver's name.
Child is over 5 years old	• Be patient and wait for archiving to take care of removing the child.	• Do not move the clients to a "graduates" group.
Client is deceased	• Terminate the client for the reason "deceased". • Write "Deceased" before the client's first name if desired. • If the deceased client is the mother and another caregiver takes over care of the clients, you should move the children to a new group.	• Do not ZZ or XX the client name. • Do not move the client to a "deceased" group.
Duplicate record is created (prevention)	• Be sure to check if the client has a record even if he/she says they have never been on WIC. If you can't find the record using the name- try using the date of birth as sometimes names change or are misspelled. • If the client you added comes up as a potential dual participant, select the Transfer Client In option if this is the correct client. Do not transfer the client in if it is not the correct client. • If you have already added a record for the infant, delete the new infant record that is automatically added on the right side of the Record End of Pregnancy screen.	• Do not select "not a dual participant" on the dual participation screen if the client that comes up at another agency is the client record you need. This will create a duplicate record.
Duplicate record is created (Oops- it happened)	• If a dual record is created and you discover this before you certify the client and/or issue checks- use the record that has already been in use. • Write "duplicate" before the client's first name in the duplicate record if desired.	• Do not move the client to a new group or "duplicates" group. • Do not ZZ or XX the client name.
Group/Foster home with a lot of children (>10)	• Create two (or more) files for the same person and place children into either of the two groups.	• Do not move the client to a new group or "duplicates" group.

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