

MEMORANDUM

ACTION MEMO #15-07

TO: District Nutrition Services Directors

FROM: Debra L. Keyes MA, RD 
Director
Georgia WIC Program

DATE: May 15, 2015

SUBJECT: On-Line Preregistration Form /Action Memorandum #15-06 Update

In an effort to assist the districts who are having problems assessing the online pre-registration system, a temporary procedure has been put in place to ensure that applicants are processed in a timely manner, effective May 15, 2015. When a participant completes the online pre-registration form, the clinic will receive an email with the applicant/participant's confirmation number(s). The clinic staff receiving the email can now log onto GWISnet to retrieve the participant information.

Note: The participant information will not be imported into the clinic system when using this procedure. If you are using the original lookup system, participant information can be imported using the specific procedures provided by your frontend developer.

This temporary process does not affect the participant in any way. What they have been receiving will be the same; i.e., the participant will still receive a confirmation email or text informing them that the form has been accepted and that they will be contacted with the date of the scheduled appointment at the clinic of their choice.

There has been great response from applicants using the online pre-registration form. It is imperative that we ensure the applicants using this method are being contacted for an appointment. This provides optimal customer service while increasing caseload participation. Please follow the process below when the email is received in the clinic:

- Open requests in a timely manner
 - Within 24 business hours
 - Print out the email with the confirmation numbers
- Log onto GWISNet
 - Click on the Participant Search screen click the Pre-Reg Lookup Button.
 - Enter the confirmation number as sent in the email and click search.
 - Call the client to set up appointment/s
 - Contact the client for an appointment in 24 business hours from receipt of the email



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- Document the date of the "Appointment Made" and date of the actual appointment on the email
- All failed attempts to contact the client must be documented on the email
- After three documented attempts you can stop
- Place in a file at the clinic for monitoring purpose

Participants who request an appointment outside of processing standards must be documented in the system and on the email.

Note: This is only a temporary process until all frontend systems are capable of importing the information into their system as originally intended. The screenshots of the GWISnet look up is attached.

If you have any questions regarding this information, please contact Sonia Jackson at (404) 657-2900 or email sonia.jackson@dph.ga.gov.

Attachment

c: District Health Directors
District Program Managers
District Administrators
WIC Deputy Directors
WIC Managers
Ondray Jennings, Office of Inspector General
Program Review Team

On the Participant Search screen click the PreReg Lookup Button.

Georgia WIC Information System

CPS Reports - Vendor - Participant - Administration - Download - Logout

Participant Search

Search Criteria

WIC ID: No Dashes
 Last Name:
 First Name:
 Clinic:

District:
 WIC Type:
 DOB:
 County:

Search Results

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Enter the confirmation number as sent in the email and click search.

Georgia WIC Information System

CPS Reports - Vendor - Participant - Administration - Download - Logout

PreRegistration Confirmation Code Lookup

Search Criteria

Confirmation Code: No SubID

Search Results

Confirmation Code	SubID	First Name	Last Name	Sex	birth_date	WicType	family_size	Race	street	city	zip	email	Cell Number	Home Phone	county	health_department	income	wic_ever	tanf	medicaid	food_stamp
D747TDY	1	Bubbette	Gump	F	11/30/1990 12:00:00 AM	N	5	05	999 Extension St	Macon	31333	bubba@yahoo.com	899-4441111	-	011	771	895	N	N	Y	
D747TDY	2	Bubbetta	Gump	F	11/30/2012 12:00:00 AM	I	5	05	999 Extension St	Macon	31333	bubba@yahoo.com	899-4441111	-	011	771	895	N	N	Y	
D747TDY	3	IBubba	Gump	M	11/12/2013 12:00:00 AM	I	5	05	999 Extension St	Macon	31333	bubba@yahoo.com	877-5881212	912-5551212	011	771	895	N	N	N	

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