Computer System Issues, Problems, and Data Reports	**IS-300.01**

Effective Date: October 1, 2016   No. of Pages: 2

Policy

All reports of Computer Services Corporation (CSC) and front-end data collection systems problems and discrepancies and requests for financial and/or statistical data must be submitted in writing to the Program Technology Unit of Georgia WIC.

Purpose

To ensure a standardized method by which local WIC agencies report front-end data collection systems errors and submit requests for financial and/or statistical data from the Georgia Department of Public Health's State WIC Office.

Procedures

I.   REPORTING SYSTEMS PROBLEMS

1. Local WIC agencies must immediately report any CSC and/or front-end systems discrepancies to the Program Technology Unit of the Georgia WIC Program. Systems discrepancies may include, but are not limited to, the following: system shutdown, unprinted vouchers, or any action which causes the clinic system to become unusable.

2. Local WIC agencies must complete a **Computer Systems Issues and Problem Report Form** and submit it either electronically to the Georgia WIC Program's Program Technology Unit, or fax it to the Georgia WIC Program at (404) 657-2910, to the attention of the Program Technology Unit.

3. The clinic experiencing the systems issues must also notify the District Nutrition Services Director and Management Information System's staff at the district office.

II.   REQUESTS FOR FINANCIAL AND/OR STATISTICAL DATA

Local WIC agencies or Public Health Districts must complete the **Data Request Form**, and submit it electronically to the Georgia WIC Program's Program Technology Unit, or, fax it to the Georgia WIC Program at (404) 657-2910, to the attention of the Program Technology Unit.

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Authority

Georgia WIC Program Policy

Definitions/Supporting Information

Front-End Systems. Georgia WIC currently has four front-end data collection systems:

1. **AEGIS** – A Custom-Built Legacy DPH investment in Clinic Automation developed in 1999 by Kean Consulting. AEGIS is used by 2 public health districts and 1 contract agency.

2. **Mitchell and McCormick Visual HealthNet** – A vendor-built and maintained Commercial Off-The-Shelf (COTS) EHR/PM built for the Public Health market on IBM Informix and J2EE technologies. It is used by 14 public health districts (typically 1 instance per County).

3. **Netsmart Insight –** A vendor-built and maintained COTS EHR/PM built on Microsoft .NET technologies (of early 2000s) for the acute care setting and expanded to address other Program automation needs. Netsmart Insight is used by the DeKalb Public Health District.

4. **HealthNet2** – An in-house, custom-built Electronic Health Record (EHR) / Practice Management (PM) application developed on a primarily open source infrastructure and application technologies. HealthNet2 is used by the Northeast (Athens) District.

Back-End System. Georgia WIC has a contract with Computer Services Corporation (CSC) for all back end data processing, banking, and reports.

Voucher Management and Reconciliation System (VMARS). Implemented State-wide in FFY 2014, VMARS eliminates the need for daily batching and provides the ability to check for dual participation in real time. VMARS also reduces the number of Bank Exceptions, Cumulative Unmatched Redemptions (CUR), and Unmatched Redemptions because it validates all WIC client transactions and information in real time before WIC vouchers are printed for issuance. In the event there are unresolved critical errors, the system will notify the clinic user for resolution.