


INFORMATION MEMO #16-07

MEMORANDUM

TO: District Nutrition Services Directors

FROM: Anthony McGaughey 
Deputy Director of Program Administration
Georgia WIC Program

DATE: April 15, 2016

SUBJECT: Preprinted Manual Voucher Validation Process

In an effort to prevent errors when clinic staff key GAC6 (80 Series) pre-printed manual vouchers into their Front End System (FES), a manual voucher validation process will be performed by VMARS to ensure accuracy.

Effective April 28, 2016 when 80 Series manual vouchers are key entered into the FES, CSC will validate the voucher code entered into the FES against the voucher code that is listed in CSC's 80 Series Manual Voucher Detail File for that voucher number. If the voucher code entered does not match the Manual Voucher Detail File, the clinic staff person will receive an error message to correct and resubmit.

For further details please see the attached Requirements Definitions Document for the Preprinted Manual Voucher Validation Project.

If you have any questions regarding this information, please contact Astride Ainsley at 404-232-1214 or via email at Astride.Ainsley@dph.ga.gov.

Attachment

c: Debra L. Keyes, MA, RD, Director, Georgia WIC Program
District Health Directors
District Program Managers
WIC Deputy Directors
WIC Managers



Requirements Definition Document for the Preprinted Manual Voucher Validation Project

This document defines the requirements of the 80 Series Manual Voucher Validation Project. The main focus of this project is to update WIC systems to prevent errors when clinic staff are keying GAC6 (80 Series) Pre-printed manual vouchers into their Front End System (FES). Manual vouchers are issued to clients when the clinic has experienced an FES failure or malfunction and cannot issue vouchers through the normal VMARS process.

Section 1 – Stakeholders:

All project stakeholders are detailed in this section along with a brief description of their roles and responsibilities in the process of issuing manual vouchers. Some of these responsibilities can be traced to the use case scenario in Section 2 and must be supported by the 80 Series Preprinted Manual Voucher Validation Project. Responsibilities that cannot be traced to the use case are outside the scope of the project. All stakeholders listed in this section have an interest in the project or are affected by the project in some way; only a subset of the stakeholders are directly involved in the use case scenario described in Section 2.

Current Process:

District WIC Clinic Staff:

District WIC Clinic staff are responsible for issuing vouchers to WIC clients. Under normal circumstances, the printing of vouchers is handled by the Voucher Management and Reporting System (VMARS). When a clinic experiences an FES failure or an error of one or more functions, that clinic loses the ability to process clients through their FES and cannot print vouchers through VMARS. During a system outage, clinic staff currently issue two types of manual vouchers to continue servicing clients. These two types of vouchers are:

- **Preprinted GAC6 (80 Series) manual vouchers** – These vouchers are preprinted by the state's backend data and banking contractor, Computer Sciences Corporation (CSC), and represent the largest majority of food packages issued to WIC clients. Exhibit A is an example of a preprinted 80 Series manual voucher. When issuing these vouchers, the clinic staff must fill in the following fields on the voucher by hand:
 - WIC ID
 - Participant's First and Last Name
 - Reason of Issuance Code
 - Issued by Staff Initials
 - First Day to Use
 - Last Date to Use
 - Vendor Deposit Date

- **Blank GAC9 (90 series) manual vouchers** – These vouchers are printed by CSC but have no food specific package or voucher code information preprinted on them. These vouchers are used for all food packages that were not included in the 80 series vouchers. Exhibits B1 and B2 are examples of a 90 series voucher. Exhibit B2 is specifically for infants and contains formula items.

When issuing the 90 series manual vouchers, the clinic staff must fill in the following fields:

- WIC ID
- Participant's First and Last Name
- Reason of Issuance Code
- Issued by Staff Initials
- First day to use
- Last Date to Use
- Vendor Deposit Date
- CPA Food Package Code
- Applicable food package
- Internal Food Package Code
- Applicable voucher code
- Must enter the quantity of each food in the assigned package or an "X" for each food item listed on voucher not issued in the package

When the clinic's FES is restored to operation, the clinic staff is required to enter any 80 or 90 series vouchers that were issued into VMARS via their FES **immediately**. All voucher issuance data, both manual and VMARS, is uploaded to WIC Banking through a nightly batch process.

80 Series Manual Voucher Detail File – This file is created by CSC for all 80 Series vouchers when these vouchers are printed. The information is then stored in a database at CSC. This database is created with the clinic number that requested the 80 Series manual vouchers, and then the vouchers are distributed to that clinic. The Manual Voucher Detail File contains the following information:

- District
- Clinic
- Voucher Number
- Food Package
- Voucher Code
- Date Created

Voucher Issuance data – The voucher data collected by CSC from the 80 Series and 90 Series vouchers and entered into the FES (Participant, WIC ID, voucher code, , etc.) is known as the voucher issuance data. This data contains the applicable voucher code for the items listed on the voucher. WIC Banking uses this voucher issuance data to determine if the price that the WIC Vendor has charged for the item(s) on the voucher falls within the price range established for that Vendor in their Peer Group. This is done by comparing the voucher code entered to the maximum price for that voucher code.

Currently CSC verifies that the voucher number is in a range consigned to the issuing clinic but does not verify the food package and voucher code which allows the potential for incorrect voucher information

to be keyed into the system. This project will provide a means for validating the 80 Series voucher information entered into the FES against the 80 Series Manual Voucher Detail File, thereby eliminating keying errors for this series of manual vouchers.

WIC Clients:

WIC participants, or clients, are those Georgians that are currently participating in the WIC program. They have applied for WIC services and have been issued vouchers to purchase WIC approved supplemental foods. WIC clients take the vouchers they are issued to a WIC authorized vendor where they can be redeemed for the items listed on the vouchers.

- For 80 Series vouchers, clients can purchase only the items that are **preprinted** on the vouchers.
- For the 90 series vouchers, clients can purchase only items that the clinic staff have specified with the marked quantity in the box on the voucher.
- For VMARS printed vouchers, clients can only purchase the items printed on the voucher.

WIC Authorized Vendors:

The **Office of Vendor Management (OVM)** Vendor Relations Unit is tasked with receiving, reviewing and authorizing or denying all new vendor applications. Once a vendor has been authorized, the OVM Cost Containment Unit places the approved vendor into one of the approved Peer Groups listed below:

Peer Group	Type	Description
A	Small	3,000 to 10,000 square feet of continuous retail space open to the public, excluding administrative and storage space.
B	Medium	10,001 to 15,000 square feet
C	Chain	20 or more locations in operation
D	Large Independent	15,001 or more square feet and less than 20 locations
E	Military Commissary	Located on Military Bases serving military personnel only
F	Pharmacy	Pharmacy – Redeem exempt and/or special infant formulas only including medical foods. No contract formula, stated infant formula, or other standard WIC foods are allowed for this peer group. Vendors must be licensed by and in good standing with Georgia State Board of Pharmacies.
G	Above 50%	Vendors and applicants found to be an actual above fifty (50) % vendor where denial of authorization for that applicant or vendor would result in inadequate participant access. Note: Applicants identified as actual or potential above fifty percent (A-50) vendors at application will not be authorized. Vendors assessed as A-50 during the annual assessment or at re-authorization will be terminated from the program. Pharmacies and military commissaries are exempt from this assessment.

WIC vendors are required to accept the following vouchers:

- VMARS generated vouchers
- 80 Series manual vouchers
- 90 Series manual vouchers

These vouchers are accepted in exchange for the food items listed on each of these types of vouchers. WIC vendors then deposit redeemed vouchers into their bank account for payment. The final redemption values allowed for each Vendor are determined by the Maximum Allowable Reimbursement Levels (MARLs) established for each voucher code for each WIC Vendor Peer Group. This ensures that authorized vendors are not reimbursed for supplemental foods at prices significantly higher than the prices of other similar vendors. These Peer Groups are determined by the following factors:

- Square footage of store (excluding administrative and storage space)
- Number of store locations
- Assessment Findings

WIC Banking - CSC:

CSC, through their WIC Banking unit, provides check processing and payment services for all vouchers, (80 Series, 90 Series and VMARS). Vouchers are presented to WIC Banking through the Federal Reserve Banking System. These vouchers are then processed for payment against a series of edits found in the Georgia WIC Banking Decision Document.

WIC State Office Staff:

The ***Office of Program Administration (OPA)*** staff monitors the issuance of manual vouchers daily via the Daily Manual Issuance Report provided by CSC. If any 80 or 90 series vouchers are issued, OPA staff contacts the Nutrition Services Director (NSD) for that district to determine what caused that clinic to issue manual vouchers. CSC WIC Banking notifies OPA Finance and OVM Cost Containment staff through the daily Georgia Consignment Only Report email of any vouchers that were presented and paid without issuance. OPA Finance and OVM Cost Containment work together to review all manual vouchers, with and without issuance, to determine whether the vendors were overpaid or underpaid and by what amount. OPA staff also works with the clinic staff to make certain that any vouchers paid without issuance are entered into the FES as soon as possible.

Proposed Process:

Georgia WIC, in conjunction with CSC, is developing a process by which key entry of 80 Series manual vouchers will be validated against the 80 Series Manual Voucher Detail File. (See Section 1 for a description of this file.)

The proposed validation will work as follows:

District WIC Clinic Staff:

When a clinic experiences an FES failure, and clinic staff have to issue 80 Series manual vouchers, these vouchers have to be key entered into the FES. Going forward, when these 80 Series manual vouchers are key entered into the FES, CSC will validate the voucher code entered into the FES against the voucher code that is listed in 80 Series Manual Voucher Detail File for that voucher number. If the voucher code is correct, and the voucher passes all other edits, it will be accepted by VMARS. If the voucher code entered does not match the Manual Voucher Detail File, the clinic staff person will receive the following VMARS error message:

“(EV071 - Food Package and/or Voucher Code submitted, does not match Voucher number detail. Please correct and resubmit)”.

The voucher code must then be re-entered to match the voucher code listed on the voucher. When the voucher is re-entered and the voucher code passes the Manual Voucher Detail File edits, the voucher will be accepted by VMARS. This will ensure that the issuance data entered into VMARS matches exactly to the issuance data contained in the 80 Series Manual Voucher Detail File and will eliminate keying errors for 80 Series manual vouchers.

Section 2 – Use Case Scenario:

The Lowndes County Clinic experiences a failure of their Aegis frontend system at 11am. The clinic manager immediately notifies the SWO via email at wicsystems@dph.ga.gov of the FES outage. This email will go to the OPA Systems Manager, Office of Program Operations & Nutrition Services (OPONS) Operations Manager, Deputy Director of OPA, Deputy Director of OPONS, and the Office of Program Integrity & Strategy (OPIS) Regional Advisory team.

The clinic staff will then proceed to process clients and issue 80 Series and 90 Series manual vouchers. When the FES is restored to service, the clinic manager will make certain that all 80 and 90 Series manual vouchers are entered into their FES.

As the clinic staff enters the 80 Series manual vouchers issuance data, they accidentally key in the wrong voucher code. That clinic staff person receives the following VMARS error message:

“(EV071 - Food Package and/or Voucher Code submitted, does not match Voucher number detail. Please correct and resubmit)”.

The staff person will then re-enter the voucher issuance data making certain to enter the correct voucher code. VMARS will validate the information entered into the FES against the Manual Voucher Detail File and accept the re-entered voucher. (The staff person receives the VMARS error message until the voucher is entered correctly). This process will eliminate keying errors on all 80 Series manual vouchers.

Section 3 – Data Dictionary:

Manual Voucher Entry:

- First Name
- Last Name
- WIC ID
- First Day to Use
- Last Day to Use
- Vendor Deposit By Date
- Food Package Code (90 Series Only)
- CPA Package Code (90 Series Only)
- Voucher Code (90 Series Only)
- Food Quantities or X if not issued (90 series only)
- Reason of Issuance Code
- Issuing Clerk Initials

Section 4 – Glossary:

Term	Definition
CSC	Computer Sciences Corporation - the backend data and banking provider for GA WIC
FES	Front End System - Aegis, HN2, M&M and Netsmart
Manual Voucher Detail File	The master file of all 80 Series Manual Vouchers. This file contains all of the voucher numbers and the vouchers codes that are on those vouchers. This consignment file also stores which 80 Series Pre-printed Manual vouchers are consigned to each clinic.
MARLs	Maximum Allowable Reimbursement Levels
OPA	Office of Program Administration
OPIS	Office of Program Integrity & Strategy
OPONS	Office of Program Operations and Nutrition Services
OVM	Office of Vendor Management
Peer Groups	Vendors' classification assignment based on square footage, type of store, or other USDA approved criteria determined by the State agency.
Redemption	The act of cashing the WIC food instrument according to WIC banking standards
80 Series Manual Vouchers	Pre-printed manual vouchers
90 Series Manual Vouchers	Blank manual vouchers
Voucher Issuance Data	<p>The voucher data entered into the FES (Participant, WIC ID, voucher code, first day to use) is known as the voucher issuance data. This data contains the applicable voucher code for the items listed on the voucher.</p> <p>WIC Banking uses this voucher issuance data to determine if the price that the WIC Vendor has charged for the items on the voucher falls within the price range established for that Vendor in their Peer Group.</p>
VMARS	Voucher Management and Reporting System
VMARS Voucher	Vouchers printed as the participant appears in the clinic.
Consignment Report	This report contains vouchers paid without issuance for the previous day.

Exhibit A

DIST / UNIT / CLINIC	WIC ID NUMBER	PARTICIPANT NAME	RSN	VOUCHER NO	ISSUED BY
02-0 059				81081922 7	
GEORGIA WIC PROGRAM PAY TO THE ORDER OF ANY AUTHORIZED GEORGIA WIC VENDOR FOR THESE ITEMS / QUANTITIES ONLY - NO SUBSTITUTIONS			81081922 FIRST DAY TO USE		
4 FOOD PACKAGE #21 VOUCHER #06 DRY MILK: 1-3 quart container non-fat dry powder OR 4-12 oz cans low-fat (fat-free, skinned, 2%) evaporated milk BEANS: OR 1 lb dried OR 4 cans (5 1/2 to 16 oz) beans PEANUT BUTTER: OR 1 container (16 to 18 oz) peanut butter			LAST DAY TO USE VENDOR MUST DEPOSIT BY		
SIGN HERE AT WIC OFFICE			PAY EXACTLY DOLLARS CENTS		
IMPROPER USE OF THIS VOUCHER IS SUBJECT TO STATE AND FEDERAL PROSECUTION			SIGN HERE AT GROCERY STORE		
#810819225# 061119684 2072112382#			UNITED COMMUNITY BANK 84-1968-811		

Exhibit B-1

DIST / UNIT / CLINIC	WIC ID NUMBER	PARTICIPANT NAME	RSN	VOUCHER NO	ISSUED BY
09-2 354				91058010 9	
GEORGIA WIC PROGRAM PAY TO THE ORDER OF ANY AUTHORIZED GEORGIA WIC VENDOR FOR THESE ITEMS / QUANTITIES ONLY - NO SUBSTITUTIONS			91058010 FIRST DAY TO USE		
CPA FPC VC MILK (circle one): WHOLE LOW FAT GOAT MILK EVAP 12 oz cans BEANS 14 to 16 oz canned MILK half gallon SOY MILK half gallon 16 oz dried 3 QUART POWDERED boxes UHT MILK 8 oz boxes JUICE 46 to 48 oz cans EVAPORATED MILK 12 oz cans CEREAL 16 oz package 64 oz containers LACTOSE FREE, ACIDOPHILUS, OR ACIDOPHILUS WITH BIFIDUM gallon EGGS dozen 11.5 to 12 oz cans frozen GOAT MILK half gallon TOFU pounds WHOLE GRAIN BREAD 16 oz package quart FISH oz TORTILLA 16 oz package quart PEANUT BUTTER 16 to 18 oz BROWN RICE 16 oz package			LAST DAY TO USE VENDOR MUST DEPOSIT BY		
SIGN HERE AT WIC OFFICE			PAY EXACTLY DOLLARS CENTS		
IMPROPER USE OF THIS VOUCHER IS SUBJECT TO STATE AND FEDERAL PROSECUTION			SIGN HERE AT GROCERY STORE		
#910580103# 061119684 2072112382#			UNITED COMMUNITY BANK 84-1968-811		

Exhibit B-2

DIST / UNIT / CLINIC	WIC ID NUMBER	PARTICIPANT NAME	RSN	VOUCHER NO.	ISSUED BY
09-2 554				96079010 3	

GEORGIA WIC PROGRAM

PAY TO THE ORDER OF ANY AUTHORIZED GEORGIA WIC VENDOR
FOR THESE ITEMS / QUANTITIES ONLY - NO SUBSTITUTIONS

CPA FOOD PACKAGE CODE	FOOD PACKAGE CODE	VOUCHER CODE
FORMULA	INFANT FOODS	FRUITS AND VEGETABLES
Name	INFANT CEREAL <input type="text"/> oz infant	Fresh, frozen, or canned. No potatoes except sweet potatoes or yams. No products with added sugar, seasoning, fats, or oils. No creamed vegetables. No stewed or diced tomatoes.
Form (circle one)	INFANT FRUITS AND VEGETABLES <input type="text"/> 4 oz jars	
	VEGETABLES <input type="text"/> 4 oz jars	
	INFANT MEATS <input type="text"/> 2.5 oz jars	
CONTAINER SIZE	NOTE: If using as a fruit and vegetable voucher then do not issue formula and/or infant foods.	
NUMBER OF CONTAINERS		

96079010

SIGN HERE AT WIC OFFICE

IMPROPER USE OF THIS VOUCHER IS SUBJECT TO STATE AND FEDERAL PROSECUTION

SIGN HERE AT GROCERY STORE

PAID EXACTLY

DOLLARS	CENTS

UNITED COMMUNITY BANK

960790104 061119684 2072112382

UNITED COMMUNITY BANK 84-1968-011