

**MEMORANDUM**

**INFORMATION MEMO #14-05**

**TO:** District Nutrition Services Directors

**FROM:** Debra Keyes, MA, RD   
Director  
Georgia WIC Program

**DATE:** June 9, 2014

**SUBJECT:** VMARS Updates/Concerns

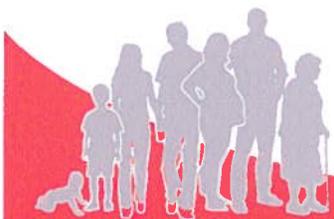
During the implementation of VMARS, the state discovered concerns with transfers/terminations, voiding vouchers, and the default printer function. In an effort to address these concerns, please review the information below:

**Transfers/Terminations**

- Sometimes when a participant requests a transfer and the new clinic contacts the original clinic for a copy of the paper work, the original clinic is terminating the participant before the new clinic has requested the transfer through VMARS
- To prevent this from occurring clinics should transfer the participant into the new clinic before contacting the old clinic for paperwork needed for file maintenance
- This will cause the originating clinic's termination transaction to terminate from their clinic only, but not from WIC. Only the clinic where a participant is active can terminate from WIC

**Termination/Reversal**

- When the new clinic attempts a termination reversal (T-R) on a participant that they have just transferred into their clinic, they are receiving a failed submission message from VMARS
- Under the current policy the proof of income is not required at the time of transfer/termination reversal. However, VMARS is requiring proof of income and Referred To/Enrolled In information to be submitted to CSC. In these cases, the previous certification, mid and half certification information must be submitted in the T-R to get the record to pass submission
- The required information can be found on GWISnet. The clinic can print a copy of the most current certification so that the requested information can be re-entered and the record will pass submission
- We will work with the Front End System developers and CSC to fix these issues. The State and CSC will be focusing on terminations and transfers in the Phase II process of VMARS



### Voided Vouchers due to a Food Package Change

- In the past, policy required voided vouchers to be attached to the original receipt and stamped void. Many districts have voiced concerns about finding the original receipt which can be time consuming due to the volume of receipts printed. The new procedure is to attach the voided vouchers to the **receipt of the vouchers that are replacing the old vouchers**
- If a clinic has vouchers printed by another clinic that need to be voided, fax, scan or email CSC a copy of the vouchers to void. The participant name can be marked out to meet HIPPA standards. Attach the voided vouchers to the replacement receipt. Make a note on the replacement receipt regarding the voided vouchers (i.e. Vouchers voided due to food package change)
- The voided vouchers must be voided in the VMARS system before replacements can be issued

### Voided Vouchers Returned to CSC

- In the past voided vouchers were sent back to CSC for manual processing. Since VMARS was implemented CSC is no longer processing voided vouchers except those printed by another clinic as described above
- **Vouchers cannot be returned or mailed to CSC for any reason.** The state has received notification that several districts are continuing to return vouchers to CSC to be voided. These vouchers must be voided in the VMARS system and submitted electronically
- When voiding manual vouchers, the voided serial numbers must be entered into the VMARS system in the same manner as the old VPOD system. Once these vouchers are submitted they will be voided in the system, stamp the voucher with the void stamp and maintain them in a file for accountability purposes and to be monitored during reviews.

### Print Queue/Default Printer Assignment

- Currently if a user is not assigned to a printer, CSC allows them to print to the default printer. This is a security issue that must be corrected
- Currently when a clerk logs into a clinic where they **have not been assigned to a specific printer**, they are allowed to print vouchers to that clinic's **default printer**
- For example, a clerk from Clinic A makes a mistake and logs in to Clinic B and requests vouchers. The system would allow the vouchers to print to the default printer in Clinic B. If the clerical staff in clinic B is not paying attention, the "stray" vouchers could be given to the wrong participant. Since the clerk is currently working in Clinic A, the vouchers should not be allowed to print in Clinic B
- If the vouchers do not print in the current clinic, the clerical staff need to verify that they are logged into the correct clinic

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- To prevent this from occurring, ensure the clerical staff is assigned a specific printer in each clinic where they work. Then, if the clerk is logged into the wrong clinic, vouchers will not print to the default printer in the incorrect clinic

If you have any questions, please contact Sonia Jackson at (404) 657-2900 or [sonia.jackson@dph.ga.gov](mailto:sonia.jackson@dph.ga.gov).

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