

Information Systems **(IS)**

300 – System Planning and Operation

IS-300.01 Computer Systems Issues, Problems, and Data Reports

320 – WIC System Functional Requirement Checklist

IS – 320.01 Cumulative Unmatched Redemption (CUR) Report

IS – 320.02 Reconciliation of WIC Reports and Daily Program Operations

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.

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.

Cumulative Unmatched Redemption (CUR) Report**Policy No. IS-320.01**

Effective Date: October 1, 2016

No. of Pages: 2

Policy

Each month the local WIC agencies must reconcile all redeemed VMARS-issued and manually issued vouchers identified on the Cumulative Unmatched Redemption (CUR) Report that were not matched with a valid client or issuance record.

Purpose

To ensure that local WIC agencies timely reconcile the Cumulative Unmatched Redemption (CUR) Report to match vouchers with a valid client or issuance record.

Procedures

- I. To view the Unmatched Redemption Report:
 - A. Log on to the CUR-to-Web website at
<https://vmars.statewic.net/CUR/>
 - B. Select a district/unit (D/U) to filter down to a clinic, or select "ALL" to see all clinic numbers
 - C. Select a clinic
 - D. Select the month and year, then click FIND
 - E. The grid will list the information from the Unmatched Redemption Report, including a listing of CUR1 and CUR 2 vouchers to be reconciled.
- II. Reconciliations must be submitted through the CUR reconciliation website by the seventh working day of the month following the report month.
 - A. To reconcile vouchers with a problem:
 1. Click SELECT on the voucher you want to reconcile
 2. Fill in the appropriate fields
 3. Enter a comment, if needed
 4. Click the MANUALLY RECONCILE checkbox, then click SAVE
 - B. The "Recon Type" column will show the type of reconciliation.
 1. "V" will show if the record/voucher was reconciled through VMARS.
 2. "M" will show if the record has/was been manually reconciled.
 - C. The "Recon By" column will show who reconciled the voucher.
 1. "V" for VMARS reconciled
 2. "O" for CSC reconciled
 3. "S" for State reconciled

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4. "D" for District reconciled
 5. "C" for Clinic Reconciled.
- D. Reconciled records will move to the bottom of the grid. Unreconciled vouchers will remain at the top of the grid.

Authority

7 CFR § 246.12(q)

Definitions/Supporting Information

CUR- The Cumulative Unmatched Redemption (CUR) report is a listing of redeemed VMARS-issued and manual vouchers that do not match a valid client or issuance record.

CUR 1 Vouchers- CUR 1 includes vouchers which have been cashed but no issue record was received. Manual vouchers that were not submitted through VMARS are listed in this report

CUR 2 Vouchers- CUR 2 are vouchers which have not been matched a valid WIC ID, or the client was terminated and/or there is no certification record on file. These could include but are not limited to TADS that were not promptly processed through VMARS.

Policy

The local WIC agencies must reconcile WIC reports daily, and immediately report discrepancies to the Georgia WIC Program Operations and Systems Information Units.

Purpose

To provide an audit trail for the issuance and proper validation of vouchers by ensuring that vouchers are printed correctly, issued to the correct participant, and that any voided vouchers are properly accounted for.

Procedures

I. **Daily Verifications.** Local WIC agencies must perform the daily verifications and reconciliations, including but not limited to the following:

A. Verify Vouchers Issued: The Daily Activity Report. Voucher receipts must be reconciled with the Daily Activity Report to ensure all receipts and vouchers are accounted for. The Daily Activity Report must be printed, signed, and dated to verify reconciliation. At the end of each day, the WIC clinic staff must print a Daily Activity Report that includes:

1. Voucher Numbers
2. Participant's Name
3. Issue Date
4. Initials of issuing clerk
5. Status of voucher(Issued or Void)

B. Match numbers on the computer with vouchers issued.

C. Ensure all vouchers contain required voucher numbers.

D. Ensure that manual voucher numbers received are properly entered into the system.

E. Ensure that vouchers do not skip numbers. If a number(s) is skipped, document the number on activity log and in the VOIDED section of the inventory log.

F. Verify that duplicate numbers have not been issued.

G. Voided vouchers must be stamped "VOID" and stapled to the corresponding receipt.

II. **Monthly Verifications.**

A. Ensure that all vouchers are appropriately issued and/or voided. "Did not print" is not an acceptable voucher status.

B. Review Unmatched and CUR Reports and reasons indicated.

C. Ensure voucher redemption reports are verified and resubmitted in the required time frame.

D. Review the override reports at each clinic location.

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Authority

7 CFR § 246.12(q)

Definitions/Supporting Information

Voucher Override- Reconciliation of vouchers that were reissued due to change in guardianship, lost or stolen, and replaced for formula exchange.

Cumulative Unmatched Redemption Report (CUR) - The Cumulative Unmatched Redemption (CUR) report is a listing of redeemed VMARS-issued and manual vouchers that do not match a valid client or issuance record.