

CIMS Supplement

Client Services 6.0

Special Edition

10-19-2009



Greetings WIC clinic staff!

As you begin the 3rd week of using Client Services 6.0 we wanted to send you a “heads up” for some known issues. Through your phone calls and questions we have been able to shake out some reoccurring themes. In this edition of the CIMS Supplement you will find some known issues and workarounds.

RX ... Beginning today, stop entering prescriptions into Client Services before your client comes into the clinic. We are finding that most of our New Food Choices calls to the state office are questions about prescriptions. Changing a formula to meet the needs of the client after a prescription has been entered is challenging and frustrating for all concerned. Ask your client questions before entering the information from the prescription on file.

Recording Prescriptions (Rx) Tips:

- Verify that you have opened the correct client file
- Enter today’s date as the start date
- Complete Prescribed Formula, Prescribed Foods and/or Milk Substitute tabs.
- Save before closing Record Prescription
- In Check Pick up, verify Rx indicator and end date are recorded.
- Remember to assign the prescribed formula and/or foods before printing checks
- If you have any questions or need help please call CIMS Support.

In the month the infant turns 1 year old:

Issue: The Child 1 year food package does not appear in the food package drop down in check pickup after the 1st birthday.

Workaround: Select an infant food package from the drop down list and press the Save Icon. Client Services will automatically change the food package to Child 1 year.

Issue: Client Services prints both mom’s BF food package and the Child’s 1 year food package after the infant turns 1 year old.

Workaround: Issue only child’s checks. Void BF mom’s checks and terminate her. Once the infant turns 1 the Fully BF mother may not receive checks. (WA WIC Manual Chapter 23, page 21)

Increasing Formula amounts in the month the baby turns 4 months old. Similac Advance is the formula for a standard (default) formula food package. The amount of Similac Advance formula automatically increases in the month the baby turns 4 months old.

Because staff must modify a food package to include Isomil or Similac Sensitive, Client Services follows the prescription-related rule that does not increment the food package to increase the amount of formula in the month the baby turns 4 months old for these formulas, even though the baby is entitled to receive the increased amount.

To print multi-month checks for Isomil or Similac Sensitive, print one month at a time until the month the baby will turn 4 months old. Change the amount to include the additional formula and print bi-monthly or tri-monthly checks.

To prevent over issuance, Client Services does automatically decrease the amount of formula in the month the baby turns 6 months old.

Replacing partially used food package with new formula:

If a client returns formula checks for different formula and has already used cereal and fruits and vegetable checks, please follow these steps:

1. Void returned checks
2. Assign new formula through Replace Non CIMS
3. Make sure to remove foods that have been used
4. Print checks.

The state office is currently researching Client Services and WIC report issues and will update you as fixes are released. Please use these workarounds until further notice. As always, report any issues, bugs and database errors to CIMS Support.

As of Oct 19th, CIMS Support will no longer have extended hours
We are returning to our regular hours of Monday-Friday 8am-5pm.

If you have questions after hours, please leave a voicemail or send an email at:
1-800-841-1410, option 7 or email us at CIMS.support@doh.wa.gov

