

WIC Notifications/Letters (Screen 19)

The purpose of printing WIC letters is to notify participants of the need to schedule or reschedule food instrument pickup appointments or recertifications, to inform participants of ineligibility or termination from the WIC program, and to inform participants of their right to a fair hearing.

On screen 19 (HSA196A), when the WIC Notifications/Letters Menu is selected with the letter Y, a list of notification letters appears on a separate screen.

The screenshot displays a terminal window with the following content:

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HSA196A          NORTH CAROLINA AUTOMATED WIC SYSTEM          07501
12/14/07          REPORT REQUEST PROCESSING
NC03
NEXT ENTRY=> COUNTY 085   SCREEN: 19   ID:           DATE:           ACTION:
MESSAGE: 417 PLEASE ENTER PRINT SELECTION(S) - OR PF8 FOR ADDITIONAL REPORTS
                                BILLCODE:           REGION:
                                PROGRAM: 075           SITE: 01
PRINTER: NAAP855E   COPIES: 1   JOB CLASS: H   FORM TYPE: A
TYPE 'Y' IN 'SELECT' FIELD TO REQUEST A REPORT
SELECT  REPORT ID  REPORT DESCRIPTION
-      NAAE001  PENDING LIST FROM ACTION DATE MMDDYY THRU CURRENT DATE
-      NAAE013  BLANK BLOOD WORK DATE OR NRCA95 _ WAITING LIST NAAE002
-      NAAE003  INELIGIBLE LIST FROM ACTION DATE MMDDYY THRU CURRENT DATE
-      NAAE004  RECERTIFICATION DUE WITHIN 37 DAYS LIST
-      NAAE014  OFFSITE LIST - ISSUANCE WEEK _ BEGIN MTH _ SITE _
-      NAAE006  TERMINATION DUE LIST
-      NAAE007  MISSED PICKUP LIST
-      NAAE008  NUTRITIONAL ASSESSMENT DUE LIST
-      NAAE009  ISSUANCE FOR PRINT DATE MMDDYY THRU MMDDYY
-      NAAE010  PARTICIPATION FOR ISSUE DATE MMY THRU MMY
-      NAAE011  IMMUNIZATION ASSESSMENT FOR MMDDYY SITE 01
-      NAAE012  NUTRITION EDUCATION LIST DATE MMDDYY THRU MMDDYY
-      LABEL PRINTING
-      Y      WIC LETTERS MENU
  
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The 'Y' in the 'SELECT' column and the 'WIC LETTERS MENU' text are highlighted with a red box. The printer name 'NAAP855E' is also highlighted with a red box. The bottom right corner shows '04/035'.

Printing WIC Notification Letters

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Section 2: WIC NOTIFICATIONS/LETTERS (SCREEN 19)

Follow the instructions on the screen:

- Type the letter Y in the Select field next to the WIC Letters Menu.
- Press the **ENTER** key.

The screenshot shows a terminal window with the following text:

```
HSA197A          NORTH CARLINA AUTOMATED WIC SYSTEM          07501
12/14/07          WIC LETTER PROCESSING
NC03
NEXT ENTRY=> COUNTY 085  SCREEN: 19  ID:          DATE:          ACTION:
MESSAGE: 161 ENTER ONE (1) SELECTION OR PF2 TO RETURN
PROGRAM NAME: STOKES COUNTY          PRINTER: NAAS855E
SIGNATURE: R          PHONE NUMBER: ( 919 ) 707 - 5779

SELECT OPTION IF MULTIPLE LETTERS TO BE PRINTED:  _  DISPLAY  _  AUTO-PRINT
SELECT ONLY ONE LETTER TYPE BY KEYING AN 'X' NEXT TO THE LETTER:

  _  RECERTIFICATION DUE WITHIN 37 DAYS LETTER TYPE: 1
  _  MISSED PICKUP/RECERTIFICATION - LETTER TYPE: 1
  _  REMINDER OF NUTRITIONAL ASSESSMENT VISIT
  _  RECERTIFICATION DUE - WIC ID: _____ LETTER TYPE: 1
  X  MISSED PICKUP - WIC ID: _____ LETTER TYPE: 1
  _  REMINDER OF NUTRITIONAL ASSESSMENT VISIT - WIC ID: _____
  _  NO LONGER ELIGIBLE - WIC ID: _____ REASON:  _
  _  TERMINATION DUE
  _  CERTIFICATION INELIGIBILITY - WIC ID: _____ REASON:  _
  _  MISSED RECERTIFICATION APPOINTMENT - WIC ID: _____ LETTER TYPE: 1

***** NOTE: PRINTING A LETTER AUTOMATICALLY UPDATES THE NOTICES FILE. *****

MA + a          17/062
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On the WIC Letter Processing screen (HSA197A):

- Type the letter X next to the name of the letter to be printed.

Individual letters can be printed out for participants based upon the individual WIC ID. Batch letters can be printed out at the same time for all participants fitting selected criteria (Ex.: all participants who are due for a recertification within a specified period of time or who are overdue for food issuance).

- For individual WIC letters, type in the participant's 6-digit WIC ID.
- Next to Letter Type: or Reason: type the 1-digit or 2-digit number which corresponds to the appropriate choice.

The default for Letter Type is the number 1.

If there is only one letter for a particular selection, no option for Letter Type or Reason is displayed.

When printing out batch letters:

- Type the letter X next to Display to view the letter on screen for editing purposes, –OR–

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- Type the letter X next to Auto-Print to print the letters to a designated printer

A note at the bottom of the WIC Letter Processing screen explains that Printing a Letter Automatically Updates the Notices file for the participant's records.

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HSA197A          NORTH CAROLINA AUTOMATED WIC SYSTEM          07501
09/07/07          WIC LETTER PROCESSING
NC03
NEXT ENTRY=> COUNTY 085  SCREEN: 19  ID:          DATE:          ACTION:
MESSAGE: 161 ENTER ONE (1) SELECTION OR PF2 TO RETURN
PROGRAM NAME: STOKES COUNTY          PRINTER: NAAS854E
SIGNATURE: EMMA WICAGENT          PHONE NUMBER: ( 919 ) 707 - 5795

SELECT OPTION IF MULTIPLE LETTERS TO BE PRINTED:  _  DISPLAY  _  AUTO-PRINT
SELECT ONLY ONE LETTER TYPE BY KEYING AN 'X' NEXT TO THE LETTER:

X      RECERTIFICATION DUE WITHIN 37 DAYS LETTER TYPE: 2
-      MISSED PICKUP/RECERTIFICATION - LETTER TYPE: 1
-      REMINDER OF NUTRITIONAL ASSESSMENT VISIT
-      RECERTIFICATION DUE - WIC ID: _____ LETTER TYPE: 1
-      MISSED PICKUP - WIC ID: _____ LETTER TYPE: 1
-      REMINDER OF NUTRITIONAL ASSESSMENT VISIT - WIC ID: _____
-      NO LONGER ELIGIBLE - WIC ID: _____ REASON: ___
-      TERMINATION DUE
-      CERTIFICATION INELIGIBILITY - WIC ID: _____ REASON: ___
-      MISSED RECERTIFICATION APPOINTMENT - WIC ID: _____ LETTER TYPE: 1

***** NOTE: PRINTING A LETTER AUTOMATICALLY UPDATES THE NOTICES FILE. *****
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If the Display option is chosen, the following participant information will be listed on the screen:

- WIC ID = 6-digit WIC ID number
- Name = First, Middle Initial, Last
- DOB = Date of Birth
- Action Due = action due date (MM/DD/YY) followed by a symbol representing the type of action due:
 - ▶ R = Recertification
 - ▶ T = Termination
 - ▶ + = Infant Child Transfer – a reminder to the WIC staff that an infant added to the program after his/her 6 month birth date will automatically receive a child's food package when he/she has reached his/her 1st birth date, although he/she will not yet be due for recertification.
- Issue = Issuance
 - ▶ 2-digit number = Issue Day.
 - ▶ 1-digit number = Issuance Cycle.
 - ▶ 1-character letter
 - P = Pickup
 - R = Recertification
 - T = Termination
- Type the letter X next to the participant for whom a letter will **NOT** be printed.

```

HSA197B          NORTH CARLINA AUTOMATED WIC SYSTEM          07501
12/03/04          WIC LETTER SELECTION

NEXT ENTRY=> COUNTY 085  SCREEN: 19  ID: DJ0929042  DATE:          ACTION:
MESSAGE: "ENTER" TO PROCESS, "PF3" TO RETURN TO LETTER SELECTION
PROGRAM NAME: STOKES COUNTY          PRINTER: NAAP8001
SIGNATURE: JUNE SMITH                PHONE NUMBER: ( 919 ) 715 - 0648
**** MARK WITH 'X' IF LETTER IS **NOT** TO BE PRINTED
  WIC ID  NAME          DOB          ACTION DUE  ISSUE
  X  133456  FRODO  BAGGINS    12/17/03    12/17/04 +  04 2  R
  -  112360  JEFF  WILSON     01/01/04    01/01/05 +  22 2  R
  -  456522  SAM  POTTER       02/08/03    12/08/04 R   01 1  R
  -  456932  TERRY HOLT      01/01/04    01/01/05 +  23 1  R

***** NOTE: PRINTING A LETTER AUTOMATICALLY UPDATES THE NOTICES FILE. *****

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Letter Types and Reason Codes:

Each letter contains an explanation for the letter and instructions for the participant to follow. For additional notification/letter explanation and examples, refer to the WIC Program Manual.

1. (Batch) Recertification Due Within 37 Days – Notification/Letter Type: (1-2)

This notification can be printed in batch and is sent out to remind participants when her/his certification is due to expire.

This participant letter corresponds with letter #4, on screen 19. (1-2)

- 1 = Letter text says call to make an appointment
- 2 = Date and time of appointment to be written in by staff

User Note

The number of days can be changed from 37 to another number.
The number of days cannot be less than 1 or greater than 99.

2. (Batch) Missed Pickup/Recertification – Notification/Letter Type: (1-3)

This notification/letter can be printed in batch and is sent out if participants miss a scheduled pick up/recertification. This participant letter corresponds with notification letters #5 (missed

pickup) and #10 (missed recertification), on screen 19. (1-3)

- 1 = Letter text says call to make an appointment (Missed Pickup and Recertification)
- 2 = Letter text says call to make an appointment (Recertification Letter)
- 3 = Date and time of appointment to be written in by staff (Missed Pickup and Recertification)

In the case of a missed recertification letter, the choice of batch letter type 1 or 2 will yield a call to make an appointment letter.

 **User Note**

The system prints out a Missed Pickup letter if it finds an appointment. If no appointment is found, the system prints out a Missed Recertification Letter. On the displayed list of participants, if there is a P by a participant's name, the letter to be printed is for a Missed Pickup; if there is an R by the participant's name, the letter to be printed is for a Missed Recertification.

3. (Batch) Reminder of Nutritional Assessment Visit

This participant letter corresponds with letter #6 (Reminder of Nutritional Assessment Visit), on screen 19.

4. (Individual) Recertification Due – WIC ID: _____ Notification/Letter Type: (1-2)

This notification can be printed and sent out to remind a participant when her/his certification is due to expire.

- 1 = Letter text says call to make an appointment
- 2 = Date and time of appointment to be written in by staff

5. (Individual) Missed Pickup – WIC ID: _____ Notification/Letter Type: (1-3)

This notification/letter can be printed and is sent out if a participant misses a scheduled pick up.

- 1 = Letter text prompts participant to call to make an appointment
- 2 = Letter text prompts participant to “come by as soon as possible”
- 3 = Local agency staff write in a new appointment date and time

6. (Individual) Reminder of Nutrition Assessment Visit – WIC ID: _____

7. (Individual) No Longer Eligible – WIC ID: _____ Reason: _____ (1-11)

This letter should be used when a participant becomes ineligible during certification or

reaches the end of their categorical eligibility.

- 01 = No longer live in the area
- 02 = You have reached 5 years of age
- 03 = 6 months since pregnancy ended (for postpartum, non-breastfeeding women)
- 04 = 12 months since pregnancy ended (for postpartum, breastfeeding women)
- 05 = Stopped breastfeeding (for postpartum women who stop breastfeeding after their infant has passed her/his six month birthday)
- 06 = Above the income scale
- 07 = No nutritional risk
- 08 = Non participation
- 09 = Suspended for misusing the program
- 10 = Suspended for mistreating WIC staff
- 11 = Live in a facility that makes you ineligible

8. (Batch) Termination Due – Three different letters will be generated based upon the following criteria:

- ▶ When a child that has reached his/her 5th birthday (the Action Due code will be a T)
- ▶ When a non breast feeding woman is 6 months post partum (the Action Due code is a T)
- ▶ When a breastfeeding woman is 12 months post partum (the Action Due code is a T)

9. (Individual) Certification Ineligibility – WIC ID: _____ Reason: _____ (1-5)

This letter should be used at certification or recertification when an applicant is found to be ineligible or placed on a waiting list.

- 01 = Not categorically eligible
- 02 = Do not live in the area
- 03 = Above income scale
- 04 = Do not have nutritional risk
- 05 = Waiting list

10. (Individual) Missed Recertification Appointment – WIC ID: _____ Letter Type: (1-2)

This letter is for participants that miss a recertification appointment.

- 1 = Letter text prompts participant to call to make appointment
- 2 = Local agency staff write in a new appointment date and time

Spanish Letter Printing

All WIC notices are printed from HSIS on screen 19. If a participant's Language Preference is set to SP for Spanish, the notice will print in Spanish. If a participant's Language Preference is set to anything else besides SP, the notice will print in English.

Chapter 4: REPORTS

Section 2: WIC NOTIFICATIONS/LETTERS (SCREEN 19)

In screen 19 (HSA196A – Report Request Processing) the default report printer node is displayed (e.g. NAAP854E).

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HSA196A                                NORTH CAROLINA AUTOMATED WIC SYSTEM                                03901
06/27/07                                REPORT REQUEST PROCESSING

NEXT ENTRY=> COUNTY 026  SCREEN: 19  ID:                                DATE:                                ACTION:
MESSAGE: 417 PLEASE ENTER PRINT SELECTION(S) - OR PF8 FOR ADDITIONAL REPORTS
MSGCLASS: 0  COUNTY: 026  BILLCODE: NAA  REGION: T
PROGRAM: 039  SITE: 01
PRINTER: NAAP854E  COPIES: 1  JOB CLASS: H  FORM TYPE: A
TYPE 'X' IN 'SELECT' FIELD TO REQUEST A REPORT

SELECT  REPORT ID  REPORT DESCRIPTION
-       NAAE001  PENDING LIST FROM ACTION DATE MMDDYY THRU CURRENT DATE
-       NAAE013  BLANK BLOOD WORK DATE OR NRCA95  _  WAITING LIST NAAE002
-       NAAE003  INELIGIBLE LIST FROM ACTION DATE MMDDYY THRU CURRENT DATE
-       NAAE004  RECERTIFICATION DUE WITHIN 37  DAYS LIST
-       NAAE014  OFFSITE LIST - ISSUANCE WEEK  _  BEGIN MTH  _  SITE  _
-       NAAE006  TERMINATION DUE LIST
-       NAAE007  MISSED PICKUP LIST
-       NAAE008  NUTRITIONAL ASSESSMENT DUE LIST
-       NAAE009  ISSUANCE FOR PRINT DATE MMDDYY  THRU  MMDDYY
-       NAAE010  PARTICIPATION FOR ISSUE DATE MMY  THRU  MMY
-       NAAE011  IMMUNIZATION ASSESSMENT FOR MMDDYY  SITE  01
-       NAAE012  NUTRITION EDUCATION LIST DATE MMDDYY  THRU  MMDDYY
Y       LABEL PRINTING
WIC LETTERS MENU
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Preparing for Spanish Letter Printing

To print WIC notices in Spanish, there are steps that the local WIC agency must take and there are steps that the NSB Helpdesk must take.

Before printing WIC letters in Spanish, the following must be in place:

- **S Report printer node name must be GENned for PCL** (the special printer control language used) on the mainframe
 - ▶ The local agency will decide what Report printers they will use for printing WIC letters in Spanish.
 - ▶ The NSB Helpdesk will create the appropriate S printer node and make sure this node is GENned correctly through proper channels.
 - ▶ The 4th position in the new printer node will be an S (for Spanish), e.g. NAAS854E.

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HSA197A          NORTH CARLINA AUTOMATED WIC SYSTEM          03901
06/27/07          WIC LETTER PROCESSING
NC03
NEXT ENTRY=> COUNTY 026  SCREEN: 19  ID:          DATE:          ACTION:
MESSAGE: 161 ENTER ONE (1) SELECTION OR PF2 TO RETURN
PROGRAM NAME: CUMBERLAND COUNTY  PRINTER: NAAS854E
SIGNATURE: ELLEN B ROTHSCHILD  PHONE NUMBER: ( 919 ) 767 5796

SELECT OPTION IF MULTIPLE LETTERS TO BE PRINTED:  _  DISPLAY  _  AUTO-PRINT
SELECT ONLY ONE LETTER TYPE BY KEYING AN 'X' NEXT TO THE LETTER:

-  RECERTIFICATION DUE WITHIN 37 DAYS  LETTER TYPE: 1
-  MISSED PICKUP/RECERTIFICATION - LETTER TYPE: 1
-  REMINDER OF NUTRITIONAL ASSESSMENT VISIT
X  RECERTIFICATION DUE - WIC ID: 186471  LETTER TYPE: 1  _
-  MISSED PICKUP - WIC ID:  _  LETTER TYPE: 1  _
-  REMINDER OF NUTRITIONAL ASSESSMENT VISIT - WIC ID:  _
-  NO LONGER ELIGIBLE - WIC ID:  _  REASON:  _
-  TERMINATION DUE
-  CERTIFICATION INELIGIBILITY - WIC ID:  _  REASON:  _
-  MISSED RECERTIFICATION APPOINTMENT - WIC ID:  _  LETTER TYPE: 1

***** NOTE: PRINTING A LETTER AUTOMATICALLY UPDATES THE NOTICES FILE. *****

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- **Remote Print Manager (RPM) software by Brooks Internet must be set to RAW** (as opposed to Print Text). For more information on RPM software settings, refer to the Brooks Internet Software website at <http://www.brooksnet.com/>.
 - ▶ If the local WIC agency does not have RPM software, the software or process that they DO use for getting printouts from the HSIS mainframe must be set to receive data in a raw format directly from the mainframe).
 - ▶ After the S printer node(s) has/have been GENned, the Local Agency or their local technical support will set up the new report printer node(s) in RPM.
 - ▶ The NSB Helpdesk will set up an appointment with the Local Agency to test each S printer node.
- In order to print WIC letters in Spanish, the participant's Patient Master Record in screen 01 (HSA010A) must have the **Language Preference set to SP for Spanish**.
 - ▶ In preparation for the scheduled Spanish letter testing, the local agency will select a participant whose Language Preference has been set to SP for Spanish.
 - ▶ During the test, the local agency will print out a WIC letter to this participant, using the WIC ID.
- The **Spanish Ready Flag (SRF)** must be **set to Y** for Yes in HSIS by the NSB Helpdesk.
 - ▶ During the scheduled appointment for the Spanish WIC letter test, the NSB Helpdesk will turn the Spanish Ready Flag on in HSIS.
 - ▶ If the letters print successfully in both English and Spanish, the Spanish Ready Flag will remain on.
 - ▶ If a printing problem occurs during the testing, the NSB Helpdesk will turn the Spanish Ready flag off until the problem has been resolved
 - ▶ Another test will be rescheduled.

Printing WIC Letters in Spanish

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Section 2: WIC NOTIFICATIONS/LETTERS (SCREEN 19)

```
HSA196A          NORTH CAROLINA AUTOMATED WIC SYSTEM          03901
06/27/07          REPORT REQUEST PROCESSING

NEXT ENTRY=> COUNTY 026  SCREEN: 19  ID:          DATE:          ACTION:
MESSAGE: 417 PLEASE ENTER PRINT SELECTION(S) - OR PF8 FOR ADDITIONAL REPORTS
MSGCLASS: 0        COUNTY: 026        BILLCODE: NAA        REGION: T
PROGRAM: 039        SITE: 01
PRINTER: NAAP854E  COPIES: 1        JOB CLASS: H        FORM TYPE: A
TYPE 'Y' IN 'SELECT' FIELD TO REQUEST A REPORT
SELECT  REPORT ID  REPORT DESCRIPTION
-      NAAE001      PENDING LIST FROM ACTION DATE MMDDYY THRU CURRENT DATE
-      NAAE013      BLANK BLOOD WORK DATE OR NRCA95  _  WAITING LIST NAAE002
-      NAAE003      INELIGIBLE LIST FROM ACTION DATE MMDDYY THRU CURRENT DATE
-      NAAE004      RECERTIFICATION DUE WITHIN 37  DAYS LIST
-      NAAE014      OFFSITE LIST - ISSUANCE WEEK  _  BEGIN MTH  _  SITE  _
-      NAAE006      TERMINATION DUE LIST
-      NAAE007      MISSED PICKUP LIST
-      NAAE008      NUTRITIONAL ASSESSMENT DUE LIST
-      NAAE009      ISSUANCE FOR PRINT DATE MMDDYY  THRU  MMDDYY
-      NAAE010      PARTICIPATION FOR ISSUE DATE MMY  THRU  MMY
-      NAAE011      IMMUNIZATION ASSESSMENT FOR MMDDYY SITE 01
-      NAAE012      NUTRITION EDUCATION LIST DATE MMDDYY  THRU  MMDDYY
Y      LABEL PRINTING
      WIC LETTERS MENU
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Type a Y for WIC Letters in the WIC Letters Menu field and press Enter to go to the screen for WIC Letters (HSA197A).

If a Spanish report printer node is available (has been GENned), this screen will use the (S) report printer node (NAAS854E) instead of the default (P) report printer node (NAAP854E) that was set up in the Remote Terminal ID.

For example, if the Remote Terminal ID was set up with default (P) report printer node NAAP854E, and you go to screen 19 to print WIC Letters, when you get to the WIC Letters screen (HSA197A), the system will look for an S report printer node.

If an S report printer node has been GENned, the system will automatically change the P report printer node to the corresponding S report printer node. In this example it is NAAS854E.

```
HSA197A          NORTH CAROLINA AUTOMATED WIC SYSTEM          03901
06/27/07          WIC LETTER PROCESSING
NC03
NEXT ENTRY=> COUNTY 026  SCREEN: 19  ID:          DATE:          ACTION:
MESSAGE: 161 ENTER ONE (1) SELECTION OR PF2 TO RETURN
PROGRAM NAME: CUMBERLAND COUNTY        PRINTER: NAAS854E
SIGNATURE:          PHONE NUMBER: ( 919 ) 787 - 5795

SELECT OPTION IF MULTIPLE LETTERS TO BE PRINTED:  _  DISPLAY  _  AUTO-PRINT
SELECT ONLY ONE LETTER TYPE BY KEYING AN 'X' NEXT TO THE LETTER:

-      RECERTIFICATION DUE WITHIN 37  DAYS LETTER TYPE: 1
-      MISSED PICKUP/RECERTIFICATION - LETTER TYPE: 1
-      REMINDER OF NUTRITIONAL ASSESSMENT VISIT
X      RECERTIFICATION DUE - WIC ID: 186471  LETTER TYPE: 1  _
-      MISSED PICKUP - WIC ID:  _  LETTER TYPE: 1
-      REMINDER OF NUTRITIONAL ASSESSMENT VISIT - WIC ID:  _
-      NO LONGER ELIGIBLE - WIC ID:  _  REASON:  _
-      TERMINATION DUE
-      CERTIFICATION INELIGIBILITY - WIC ID:  _  REASON:  _
-      MISSED RECERTIFICATION APPOINTMENT - WIC ID:  _  LETTER TYPE: 1

***** NOTE: PRINTING A LETTER AUTOMATICALLY UPDATES THE NOTICES FILE. *****
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Chapter 4: REPORTS

Section 2: WIC NOTIFICATIONS/LETTERS (SCREEN 19)

If a *valid P* report printer node is input into HSA196A or HSA197A, **but it does not have a corresponding valid GENned S report printer node**, the system will display error message "088 The printer cannot be located". WIC Letters cannot be printed to invalid S report printer nodes.

```
HSA197A                NORTH CARLINA AUTOMATED WIC SYSTEM                03901
06/29/07                WIC LETTER PROCESSING
NC03
NEXT ENTRY=> COUNTY 026  SCREEN: 19  ID:                DATE:                ACTION:
MESSAGE: 088 THE PRINTER CANNOT BE LOCATED
PROGRAM NAME: CUMBERLAND COUNTY                PRINTER: NDFS0040
SIGNATURE:                PHONE NUMBER: ( 919 ) 707 - 5795

SELECT OPTION IF MULTIPLE LETTERS TO BE PRINTED:  _  DISPLAY  _  AUTO-PRINT
SELECT ONLY ONE LETTER TYPE BY KEYING AN 'X' NEXT TO THE LETTER:

-   RECERTIFICATION DUE WITHIN 37 DAYS LETTER TYPE: 1
-   MISSED PICKUP/RECERTIFICATION - LETTER TYPE: 1
-   REMINDER OF NUTRITIONAL ASSESSMENT VISIT
-   RECERTIFICATION DUE - WIC ID: _____ LETTER TYPE: 1
-   MISSED PICKUP - WIC ID: _____ LETTER TYPE: 1
-   REMINDER OF NUTRITIONAL ASSESSMENT VISIT - WIC ID: _____
-   NO LONGER ELIGIBLE - WIC ID: _____ REASON:  _
-   TERMINATION DUE
-   CERTIFICATION INELIGIBILITY - WIC ID: _____ REASON:  _
-   MISSED RECERTIFICATION APPOINTMENT - WIC ID: _____ LETTER TYPE: 1

***** NOTE: PRINTING A LETTER AUTOMATICALLY UPDATES THE NOTICES FILE. *****
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If an *invalid P* report printer node or *invalid S* report printer node is entered on screen HSA196A or on HSA197A, the node will convert to an invalid S report printer node on HSA197A.

```
HSA197A                NORTH CARLINA AUTOMATED WIC SYSTEM                03901
06/29/07                WIC LETTER PROCESSING
NC03
NEXT ENTRY=> COUNTY 026  SCREEN: 19  ID:                DATE:                ACTION:
MESSAGE: 088 THE PRINTER CANNOT BE LOCATED
PROGRAM NAME: CUMBERLAND COUNTY                PRINTER: NAAPR2D2
SIGNATURE:                PHONE NUMBER: ( 919 ) 707 - 5795

SELECT OPTION IF MULTIPLE LETTERS TO BE PRINTED:  _  DISPLAY  _  AUTO-PRINT
SELECT ONLY ONE LETTER TYPE BY KEYING AN 'X' NEXT TO THE LETTER:

-   RECERTIFICATION DUE WITHIN 37 DAYS LETTER TYPE: 1
-   MISSED PICKUP/RECERTIFICATION - LETTER TYPE: 1
-   REMINDER OF NUTRITIONAL ASSESSMENT VISIT
-   RECERTIFICATION DUE - WIC ID: _____ LETTER TYPE: 1
-   MISSED PICKUP - WIC ID: _____ LETTER TYPE: 1
-   REMINDER OF NUTRITIONAL ASSESSMENT VISIT - WIC ID: _____
-   NO LONGER ELIGIBLE - WIC ID: _____ REASON:  _
-   TERMINATION DUE
-   CERTIFICATION INELIGIBILITY - WIC ID: _____ REASON:  _
-   MISSED RECERTIFICATION APPOINTMENT - WIC ID: _____ LETTER TYPE: 1

***** NOTE: PRINTING A LETTER AUTOMATICALLY UPDATES THE NOTICES FILE. *****
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Additional Information

On the WIC Letters screen HSA197A in screen 19, if the user chooses to batch print letters to a list of participants, WIC ID numbers are not needed. However, when selecting an individual letter to print, the participant's 6-digit WIC ID number is required.

There are 36 possible letters that can be printed. All of these can be printed in either English or Spanish depending upon the language preference set in the screen 01 Patient Master Record (HSA010A).

- If the language preference in screen 01 Patient Master Record is set to EN, the letters will print out in English.
- If the language preference in screen 01 Patient Master Record is set to SP, the letters will print out in Spanish (if the Spanish Ready Flag is set to Y for Yes and RPM is set to RAW.)
- If the language preference in screen 01 Patient Master Record is set to any of the other 28 languages other than EN or SP, the WIC letter will print out in English.

After a notice is printed, the WIC Notice History file is updated for the participant in Screen 23 (HSA230A). This history file displays the name of the letter and also displays whether the letter was printed in EN for English or SP for Spanish.

The default Report printer node is used for printing labels and reports and is subject to whatever settings have been made at the local agency in RPM or other local software in use. If RPM is set to RAW for a report printer node, then Print Text will not be available and margins cannot be adjusted. If RPM is set to Print Text for the report printer node, then the local agency can adjust the margins and font sizes, etc.

Depending upon whether or not RPM is set to RAW or Print Text, and whether or not the report printer node is configured for PCL, and whether or not the Spanish Ready Flag (SRF) is set to Y or N, the results will either be a WIC letter in English or Spanish or the results will be pages of code characters.

If the Spanish Ready Flag (SRF) is set to N for No, the system will revert to the "Old" WIC Letter program, so that the agency can use any P report printer node that has not been configured for PCL on the mainframe. All letters will print in English, no matter what language preference is set in the Patient Master Record (screen 01).

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