



## eFVRx Prescriber Toolkit

Fruit and Vegetable Prescription Program is part of Washington State's Fruit and Vegetable Incentive Program. For more information, visit: [www.doh.wa.gov/FVRx](http://www.doh.wa.gov/FVRx). To request this document in another format, call 1-800-525-0127. Deaf or hard of hearing customers, please call 711 (Washington Relay) or email [doh.information@doh.wa.gov](mailto:doh.information@doh.wa.gov).

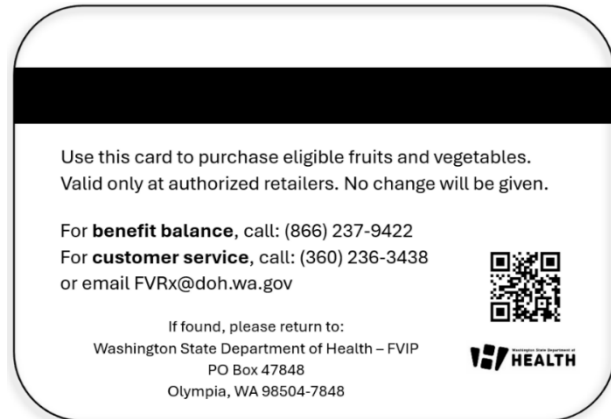


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## What is eFVRx?



eFVRx is an electronic card solution that replaces paper fruit and vegetable prescription vouchers. Participants can use this card at all Safeway stores in Washington to purchase eligible items. Eligible items are fresh, frozen, or canned fruits and vegetables with no added salt, sugar, or fat. Cards are loaded with \$250 for households of 1-5, or \$500 for households of 6+, over a 6-month enrollment.

Participant eligibility is the same as the paper voucher system. To participate in eFVRx, a participant must: (1) screen positive for food insecurity, and (2) have, or be at risk for, a chronic disease. A participant can re-enroll after 6-months if they meet the two criteria.

The card solution is more accessible and efficient than the paper vouchers. It promotes shopper dignity and choice, reduces administrative burden, and increases redemption – meaning more fruits and vegetables for program participants! Additional grocery stores and redemption locations will be added in 2025 and beyond.

## Accessing the Participant Portal

All participants must be enrolled in the participant portal to activate their card and receive benefits. The participant portal can be accessed here:

<https://participants.cdpehs.com/>

Note: Bookmark this page for easy access. DOH recommends using a new browser window.

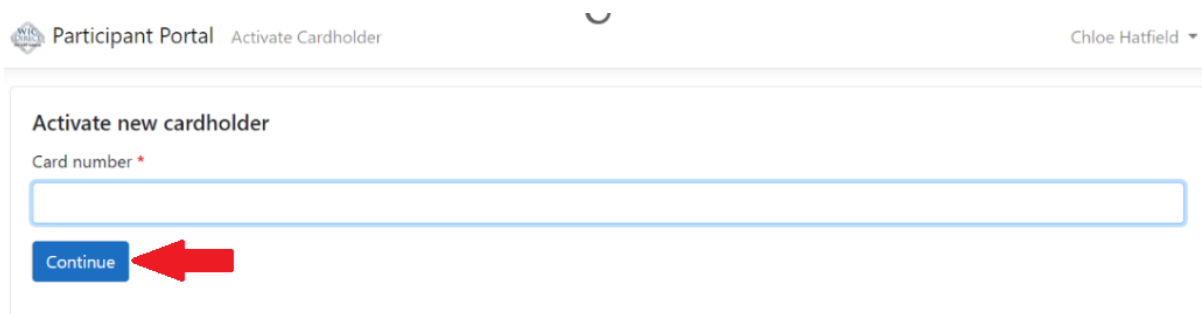
You should have received an email from CDP Identity ([donotreply@cdpehs.com](mailto:donotreply@cdpehs.com)) with instructions on how to set up your account. Check your junk folder if needed. Reach out to [fvr@doh.wa.gov](mailto:fvr@doh.wa.gov) if you did not receive this notification. If you need to reset your password, use the "Forgot password?" link.

A screenshot of the WIC Direct Participant Portal login page. The page has a light blue background. At the top, it says "Login" in bold. Below that, it says "Enter your local login credentials." and "Logging in to: WIC Direct Participant Portal". There are two input fields: "Username" and "Password". Both fields have red error messages below them: "The Username field is required." and "The Password field is required." There is a "Remember my login" checkbox which is currently unchecked. At the bottom, there are "Login" and "Cancel" buttons, and a "Forgot password?" link. At the very bottom, it says "Don't have an account? Register here!"

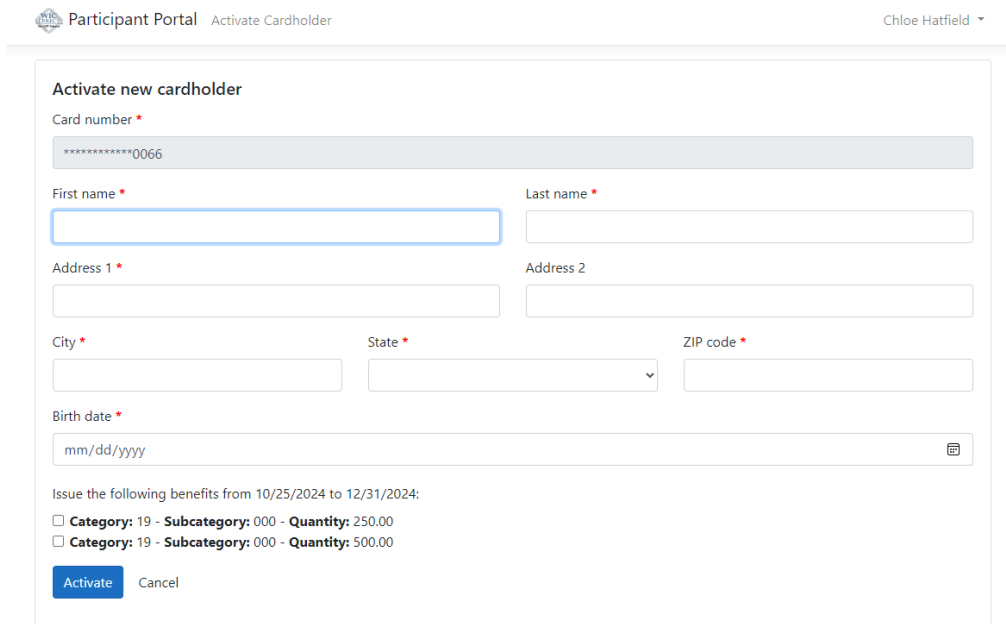
## Enrolling in the Participant Portal

Follow these steps to enroll a participant in eFVRx.

1. Verify eligibility by asking the food insecurity screening questions and using the EHR to verify chronic disease status/risk.
2. Go to <https://participants.cdpehs.com/>
3. Log in using your username and password.
4. After a successful log in, you will see the card activation page.
5. Locate an unassigned card and enter the 16-digit card number. Select "Continue".



6. After entering the card number, you will see the enrollment page.



7. Enter the following information into the enrollment page. **Do not enter any patient information. The participant portal is not HIPPA compliant.**

- First name: Health system name (i.e. SeaMar or YVFWC)
- Last name: Clinic name
- Address 1: Clinic address
- City: Clinic city
- State: Washington
- ZIP code: Clinic zip code
- Birth date: 01/01/2000
- Household size: Select Quantity: 250 for smaller households (<5) and Quantity: 500 for larger households (>5). **All benefits for the 6-month cohort will be loaded and available upon activation (\$250 for smaller households and \$500 for larger households).**

**EXAMPLE**

Participant Portal Activate Cardholder Chloe Hatfield ▾

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**Activate new cardholder**

Card number \*  
\*\*\*\*\*0066

First name * <b>Sea Mar</b>	Last name * <b>Monroe</b>	
Address 1 * <b>17707 W Main St</b>	Address 2 <input type="text"/>	
City * <b>Monroe</b>	State * <b>Washington</b>	ZIP code * <input type="text" value="98272"/>
Birth date * <b>01/01/2000</b>	<input type="text"/>	

Issue the following benefits from 10/25/2024 to 12/31/2024:

Category: 19 - Subcategory: 000 - Quantity: 250.00

Category: 19 - Subcategory: 000 - Quantity: 500.00

8. After entering required fields, select "Activate". You will see this screen confirming the card is activated with the designated household size.

Participant Portal Activate Cardholder Chloe Hatfield

Card activated with Household Identifier P0000005!

**Activate new cardholder**

Card number \*

Continue

9. Record the card number assigned to the participant. Each clinic will keep a record of assigned cards. Contact your clinic lead for more information.
10. A PIN is required to start using the benefits on the card. Prescribers should help participants set up their PIN. Date of birth (01/01/2000) and ZIP code (clinic ZIP code) are required to set up the PIN.  
  
Note: The participant can also call the customer service number on the back of their card to set up their PIN. The customer service number contacts DOH.
11. Call the benefit balance/IVR line number at 866-237-9422 to set up the PIN. The IVR is available in English and Spanish.
12. Follow the prompts to select a PIN number for the card. The participant can select a unique PIN number, or the last four digits of the card.
13. The card is now ready to use at all Safeway locations across Washington State!

## Process Evaluation and Reporting Requirements

During the eFVRx pilot, DOH will conduct a process evaluation to identify successes and address challenges before the statewide launch in July 2025. Your feedback will be used to make improvements to eFVRx.

### Prescribers

#### **Surveys**

Prescribers will fill out a feedback form twice during the pilot, at the end of February and May 2025. You will receive additional information on how to access and complete this form.

You can access the general feedback from here:

<https://www.surveymonkey.com/r/eFVRxgeneralfeedback>. This form will be open throughout the entire pilot. It is a good place to share stories, successes, and barriers to eFVRx.

#### **Office Hours**

DOH will host office hours every other week with varied dates and times to accommodate prescriber schedules. This is a space to bring feedback, questions, or items to troubleshoot.

### Participants

#### **Survey**

Prescribers will ask participants 3 questions during their monthly appointment, if applicable. This should take less than 5 minutes to complete.

During the appointment, follow this Survey Monkey link and fill in the participants' responses.

<https://www.surveymonkey.com/r/eFVRxparticipantprocesseval>

Note: Bookmark this link for easy access.

## Reporting Requirements

The enrollment and exit surveys required for the paper voucher system will no longer be required for eFVRx. Instead, DOH is designing a yearly participant survey. This will help reduce the administrative burden on clinics and prescribers while assuring that DOH is meeting our legislative requirements.



## Frequently Asked Questions (FAQ)

### eFVRx Overview

#### **What is changing?**

Fruit and vegetable prescriptions are moving from paper vouchers to electronic cards.

#### **What is the benefit of the card?**

It promotes shopper dignity, autonomy, and choice while reducing administrative burdens and increasing redemption rates.

#### **What is the timeline?**

DOH is piloting the card at Sea Mar and Yakima Valley Farmworkers Clinic from January 2025 – July 2025. The card will launch statewide in July 2025.

#### **Where can the card be used?**

During the pilot, the card can be used at Safeway stores in Washington. Throughout 2025 and beyond, DOH will add redemption locations as time and funds allow. The eventual goal is for the card to be accepted at 600+ locations, including farmers markets.

#### **I need support. Where can I find it?**

Contact your clinic lead for immediate concerns. DOH will host biweekly office hours to troubleshoot concerns. You can also email [fvr@doh.wa.gov](mailto:fvr@doh.wa.gov). DOH will add additional resources on their website. Check the website [www.doh.wa.gov/FVRx](http://www.doh.wa.gov/FVRx) for updates.

### Eligibility

#### **Who is eligible to receive the benefits and card?**

Eligibility for the card is the same as the paper voucher system.

### Participant Portal

#### **I can't access or enroll participants in the participant portal. Who should I contact?**

Email [fvr@doh.wa.gov](mailto:fvr@doh.wa.gov) with participant portal questions.

#### **Where do I find the participant portal?**

Here is the link to the participant portal: <https://participants.cdpehs.com/>

### Benefits

#### **How are benefits loaded? When are they available?**

All benefits for the 6-month period are loaded at once when the card is activated. The funds are immediately available.

#### **Do the benefits expire?**

The benefits expire after the 6-month enrollment and do not carry over into the next cohort.

### **How does a participant check their card balance?**

A participant can call the benefit balance/IVR line number at 866-237-9422 to check their card balance. This number is on the back of the card. Additionally, participants can request a card balance at the checkout keypad at any Safeway store.

### **How do I discontinue benefits for a participant?**

To deactivate a participant's card, email [fvrx@doh.wa.gov](mailto:fvrx@doh.wa.gov) the last 8-digits of the card number and explanation for the change. DOH will deactivate the card and the remaining funds will be immediately unavailable. Update the card tracking document accordingly.

### **Card**

#### **What should I do if a participant loses their card?**

The participant should contact their clinic if they lose their card. Look up the participant's card number. Each clinic keeps a record of which card is assigned to which participant. Email [fvrx@doh.wa.gov](mailto:fvrx@doh.wa.gov) the last 8-digits of the card number that needs replaced. DOH will mail a new card with a new card number to the clinic. Once received, the clinic should call DOH at 360-236-3438 to activate the card with the remaining balance and set the PIN. Prescribers should update the card tracking record to reflect the number change. The participant can pick up the replacement card at the clinic.

#### **How does the participant use the card?**

Swipe the card the same as a debit card. The benefit will automatically apply to eligible items. \*TIP\* If the participant is also doing a WIC transaction, it's best to separate WIC and SNAP purchases in order to ensure benefit applies correctly to the SNAP card.

#### **How does a participant set a PIN for their card?**

The prescriber should help a participant set up their PIN by calling the IVR number at 866-237-9422. The participant can also call DOH at 360-236-3438 for PIN setup.

#### **What should a participant do if their PIN is locked?**

A card is locked after 4 incorrect PIN entries. To unlock the card, a participant calls DOH at 360-236-3438 to reset the PIN.

#### **Can the card be used at self-checkout?**

Yes!

#### **Does the card support online shopping and/or delivery?**

This is not supported at this time, but DOH anticipates this will be an option with the addition of future grocery store locations.