

CASCADES TOP 10 LIST

01 Are you having trouble matching mom & baby food prescriptions?

- Update the BF and formula feeding amounts on the **Health Info screen**, for both baby and mom, BEFORE you attempt to create a food prescription for baby (always create baby's Rx before mom).

02 Would you like to understand Food Prescriptions and Benefits better?

Food Prescriptions and Issuing Food Benefits are the top calls to Cascades Support. Now that you're using Cascades, review the following PowerPoints at a staff meeting or individually. **Key:** SLOW DOWN and confirm you have the correct foods before issuing benefits.

- [WIC Foods with a Cascades Focus](#)
- [Issuing Food Benefits in Cascades](#)

03 Do you question when to Void and when to Replace Food Benefits?

- Review and use the [Replace Food and Formula Benefits Flowchart](#) before replacing foods or formula for a participant.
- **IMPORTANT:** There are impacts to the foods issued if benefits have been redeemed or it's been more than 7 days past the Family Issuance Date.

04 Are you uncertain about how to transfer a participant or family?

- **Entire family:**
 - Select Transfer - **Between Agency or Clinic**. You can transfer an entire family regardless of certification or benefit status.
- **Individual** in current certification period:
 - Assure the Ppt. has current benefits issued and no future benefits issued. Call Cascades Support if you need help.
 - Review the "[flowsheet](#)" and take necessary steps.
 - Select Transfer - **Between Families**.
- When [Transferring Out of State](#), press the Print VOC button to provide transfer documentation.
 - *Don't select the Transfer button* because it will terminate all benefits the participant has issued.
 - Leave participant as Active and the system will expire the certification.

05 Did you know we recommend NOT to use Quick Links for scheduling appointments?

- Instead, access the Master Calendar by going to **Scheduling** on the Menu bar, then select the Clinic Master Calendar. This will give you more control and flexibility to meet your needs.

06 PE to PE-Complete Assessment (last appt. was PE; this appt. is to complete PE)

- **Don't** select the Subsequent Certification "Apply" button to complete the PE- Complete Assessment. When you apply for a Subsequent Certification, you only get to select Breastfeeding or Non-Breastfeeding category.
- Instead, use the Quick Links on the left side of the screen to enter required information. You won't see stars next to the Quick Links. Use the [Assessment Questions tool](#) and follow the [Cascades Steps: PE Complete Assessment](#) to complete the fields.

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07 Is it hard to know just *what* fields to enter on the Income Screen?

- Adjunctive Eligibility
 - If there's a green checkmark ✓ next to the applicant's name once you enter the adjunctive eligibility information, the person is income eligible, regardless if a red X displays on the Family Income screen.
 - Complete the screen by entering the income from the past 30 days in the **Self Declared Income** field.
 - Delete the line of income in the **Income Details** (if there is an income line here). (This is a change from what was shared in the Cascades [Income Assessment Policy training](#).)
- If there are applicants in the family who aren't adjunctively eligible, fill in the Income Details portion of the income screen.
- Cascades assesses income eligibility for the **entire family**, even for members who aren't being certified. Sometimes you'll receive a red X because Cascades is looking at previous participants. The previous participants may be "ghost" participants in the family carousel (terminated, no longer categorically eligible, etc.).

08 Temporary Certification Ends Date

- If you mark "Not Provided" for a missing proof, Cascades gives a 30-day temporary certification.
- Sometimes Cascades gets "stuck" on the temporary 30-day certification and won't let you issue additional benefits even after you document proof the following month.
- If you enter and save the missing proof information, and still see the 30-day **Certification End Date** on the **Issue Food Instruments** screen, email Cascades.Support@doh.wa.gov and provide us with your contact information, clinic, family ID and participant ID(s).

09 Have you seen a PE Pre-pregnancy Weight of 150# and wonder where it came from?

- Cascades requires a PE participant to have a pre-pregnancy weight; CIMS didn't require this information. A migrated PE women received the value of 150 lbs. pre-pregnancy weight.
- If this impacts the woman's risk criteria, terminate the PE and complete a Subsequent Certification.
- See the [Transition Guidance – Migrated Presumed Eligible Participants with Default Pre-Pregnant Weight](#) for more information.

10 What are reasons for creating a duplicate participant record?

- A participant has the wrong documented birthdate.
- A participant has the wrong documented gender.
- The participant (*individual*, not family) needs to transfer and the participant isn't in a valid certification.

Once you create the duplicate participant, only use the new participant file from this point forward. Email Cascades.Support@doh.wa.gov and request that we link the two participant records. We'll need your contact information, clinic, and the correct and incorrect participant IDs.

If you're not sure what steps to take to do an activity, please call Cascades Support first before making any changes: 1-800-841-1410, option 3, option 2.

This institution is an equal opportunity provider.

Washington State WIC Nutrition Program doesn't discriminate.

For persons with disabilities, this document is available on request in other formats.

To submit a request, please call 1-800-841-1410 (TDD/TTY 1-800-833-6388).

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