

My MN WIC Mobile App

Current Functionality

1. *Food Finder*

When the user selects the Food Finder button, the Food Finder screen displays and includes two buttons:

- A. Scan UPC - When the user selects on the Scan UPC button, the app accesses the camera on the phone, so the user can scan the UPC on the formula or food item.
- B. Enter UPC/PLU - When the user selects the Enter UPC/PLU button, a screen with a text box is displayed. When the user clicks in the box the numeric key pad displays so the user can type in the UPC. or PLU. A Help icon to the right of the field provides guidance on the values required.
- C. Once the UPC/PLU is captured the UPCs and PLUs are validated, the app will display a message to indicate if the formula or food item is *Allowed or Not Allowed*.
 - A. *Allowed* is displayed when a formula or food item is allowed.
 - B. *Not Allowed* is displayed when a formula or food item is not allowed.

2. *Messages*

Messages can be accessed in two ways:

- A. The user receives a push notification on their device. If the user clicks on/selects the notification, the mobile app Messages screen displays.
- B. The user selects the Messages button from the mobile app Home Screen.

The Message feature includes the following Appointment messages: *Hello... Welcome, Upcoming Appointments, Missed Appointments and We Miss You* (Schedule Appointment) notifications and messages.

- A. *Hello...Welcome* is detected by successful registration. The message is removed when the user receives a new message.
- B. *Upcoming Appointments* message displays the first name, appointment date, appointment time, and clinic phone number. The user can click on the phone number to call the clinic. The message is sent for each household member with an appointment scheduled in two (2) business days. Upcoming Appointments messages sent on Monday include appointments for Wednesday (Tuesday for Thursday, Wednesday for Friday, Thursday for Monday, and Friday for Tuesday). The message is removed after the scheduled appointment day.

C. *Missed Appointments* message displays the first name, appointment date, appointment time, and clinic phone number. The user can click on the phone number to call the clinic. Missed appointments are detected by evaluating prior business day appointments for the following conditions:

- The appointment is not recorded as kept
- Benefits were not issued
- There is not a future appointment scheduled

If all validation conditions are true indicating the appointment was not kept, a Missed Appointment message is generated for the participant.

The message is removed from the users' app when an upcoming appointment is detected or after three (3) months.

D. *Upcoming and Missed Appointment* messages are not sent if:

- The participant was issued benefits between the appointment date minus 27 days and the notification date.
- The appointment is not in the same agency where the participant's member record resides.

E. *Missed Appointment* messages are not sent for the following two categories if a member in the household picked up benefits on the scheduled appointment date that was not marked as kept.

- Women SBF > 6 months postpartum, does not receive benefits, and scheduled appointment is not marked kept.
- Infant FBF < 6 months old, does not receive benefits, and scheduled appointment is not marked as kept.

F. *We Miss You* messages are sent to participants with a Certification Expired termination reason. The message is removed when an upcoming appointment is detected, after three (3) months, or if the categorical ineligible date compared to current date is less than one month.

G. *Custom Messages* can be sent to registered users for a specific agency and clinic. More than one agency / clinic can be targeted for a given custom message. Currently, there is not a user interface for this feature. The message is entered directly in the MIS database using SQL.

The custom message is formatted and accessed by users the same way as the other my WIC Messages. A notification is sent one time only on the effective

date. The message will continue to display in the app through the expiration date.

3. *Settings*

Settings allows users to register to receive messages, indicate if they want to received push notifications, and select the Shopping Guide language.

A. Messages

For users to receive Messages they must register their mobile phone. Registration is accessed by clicking Settings and Register. If the user selects the Message prior to registering their device, they will receive a message box prompting them to register.

More than one device can be registered for a household. Registration is a two-step process. The first step requires the user to enter the Household ID and one State WIC ID in the Household to confirm household membership. Help icons to the right of the fields provide guidance on the values required (currently displays snippets of the Minnesota ID Card).

The Household ID and State WIC ID entered are verified against the HUBERT database. If the information entered is invalid a message is displayed stating 'The WIC Household ID and State WIC ID do not match. Please try again or call your WIC Clinic for assistance'.

The second step requires the user to enter the device owner information so that Registration ID on the phone can be linked to an individual. The data values entered along with the Registration ID are stored on a new table in the HUBERT database to allow for future maintenance of a user's Registration ID should they change devices. Upon successful registration, the system writes a record on the users' device indicating that the user is registered to receive notifications.

The Unregister button becomes enabled. Selecting Unregister will remove the registration ID from the device. Once the registration ID has been removed, the Register option is enabled.

B. Notifications

The Notification Services process is scheduled to run every day at 7:20 AM to obtain data from the HUBERT database. The extracted data is submitted to the push notification provider Pushwoosh and then pushed upon receipt to registered devices with the notification functionality turned on. Notification Services uses the HUBERT table BusinessDay to determine clinic business days.

C. Shopping Guide

The user can select the language of the Shopping Guide that will be displayed when they click on the Shopping Guide link. The current options are English or Spanish.

New Functionality

1. Benefits (eWIC)

If the user selects the Benefits button prior to registering their device, they will receive a message box prompting them to register. If the user is not in an eWIC clinic they will receive a message letting them know they cannot use the Benefits functionality until they are issued eWIC benefits.

When the eWIC user selects the Benefits button, the Benefits screen displays which includes two buttons:

- A. Current Balance - When the user selects the Current button, the current benefit last date to use date and the available household balance display. The balance includes the remaining quantity, unit of measure, and Sub-Cat Long Description for each food item.
- B. Future Benefits - When the user selects the Future button, the future benefit dates and the available household balance for the first future benefit period are expanded and displayed. The user can use the arrow in the benefit dates button to expand/collapse the balances. The balance includes the remaining quantity, unit of measure, and Sub-Cat Long Description for each food item.

2. Food Finder

The Food Finder screen displays *All Fresh Fruits and Vegetables are WIC Allowed*. PLU was removed from the screen.

For eWIC users, once the UPC is captured and validated the app will display a message to indicate if the formula or food item is:

- A. *Allowed – Not Included* message. Applicable when a food item is Allowed but it is not included in the current benefits
- B. *Allowed – Balance Too Low* message. Applicable when a food item is Allowed but there is not a remaining household balance in the current benefits.
- C. *Allowed – May be Included* message. Applicable for fresh fruits and vegetables. Message includes Check benefit balance text.
- D. *Allowed – Included* message. Applicable when a food item is Allowed and included in current benefits.

E. *Not Allowed – Not WIC Allowed.* Applicable when a food item is not allowed.

3. Settings

A Notifications section allows users to set preferences for Appointments and Benefits via slider on/off functionality.

4. Messages

For eWIC user, a Benefit Balance message lets the user know the household may have benefits available that expire soon and to check the current balance.

The Third Party EBT Provider records are used to check the household balance and determine if a message should be sent.

The Benefit Balance message is sent 7 calendar days prior to the LDTU and, if applicable, 2 calendar days prior to the LDTU.

The message is removed the day after benefits have been used or expired.

5. Store Locator

When the Store Locator button is first selected, the following standard message will pop-up: Allow access to your current location? Allow / Don't Allow.

- If the user selects Allow, a list of stores within a default 5-mile radius of the current location will be displayed.
- If the user selects Don't Allow, the user must manually enter a location (e.g. address) via a textbox. A list of stores within a 5-mile radius (default radius) of the location entered will be displayed.

A dropdown list allows the user to change the mile radius. The dropdown will include 10, 15, 20, 30, 40, 50 and 60-mile radius. The app uses a calculation to match the mobile apps current location or entered location to the nearest stores within the default or selected radius.

The store name, physical address, phone number and a link for directions is displayed for each store in the list of stores displayed. When the user selects the phone number it automatically dials the number. When the user selects directions, it invokes the devices native map application (ex: Google maps on Android and Apple maps on iPhone).