

# March 2022 HuBERT Hints #1

MARCH 2, 2022



**Please share this information with ALL HuBERT users!**

## Important Dates

- Tuesday, March 15, 2022: Second [Quarterly WIC Card Stock Order](#) Due – All Agencies Must Submit Order
- Saturday, March 19, 2022: HuBERT Software Update Installed on Production

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## Common Help Desk Tickets

### Do NOT Use the Void Current and Future Benefits Function in the Food Adjustment Wizard when Adjusting Benefits **that Include Formula**

There continues to be issues caused by users voiding current benefits or benefits with a PFDTU on or before today's date. This results in not being able to add formula/foods back onto the WIC Card and Help Desk calls that require back-end resolutions with the following ramifications:

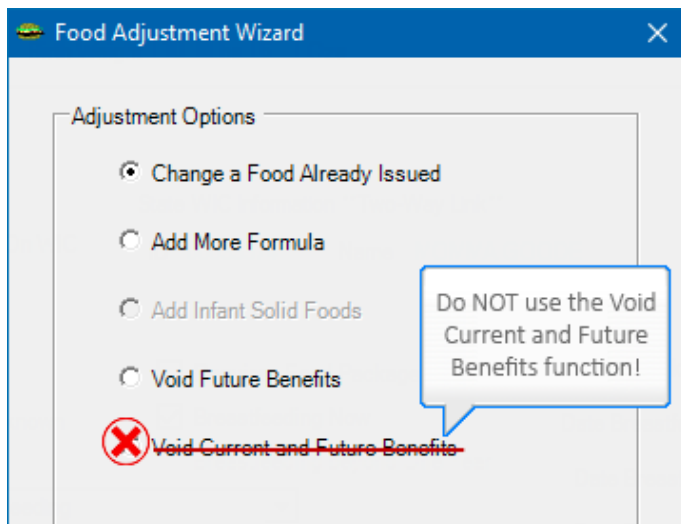
- Issuance information does not display in Transaction History nor Benefits History; it can only be seen if the Account Balance is printed (the participant can see it in the My MN WIC App).
- Increasingly complex reconciliation processes to ensure accurate issuance records.

### Never VOID Current Benefits with Formula on Them! Use the Food Adjustment Wizard to ADJUST Them

If you adjust (recover/replace/reissue) benefits and then use the *Void Current and Future Benefits* function to void the adjusted benefits, **you will be unable to add more formula to the WIC Card.**

**Do NOT use the *Void Current and Future Benefits* function!**

**NEVER void benefits with formula on them.**



Keep in mind that the WIC Card is just a tool for accessing formula and food items stored at the WIC Processor. Unlike when we had paper benefits, which required voiding to make changes to issued benefits, the **WIC Card allows us to make changes without ever voiding.**

Do NOT void when changing or replacing benefits! Instead, always ADJUST the benefits by changing a formula/food already issued or adding more formula. **The Food Adjustment Wizard can be used multiple times to change issued formula/food items.**

### **Cheat Sheets Are Available for the Similac Formula Recall**

While mitigating formula issues due to the Similac formula recall, please use one of the cheat sheets available on the [Similac Formula Recall Information](#) page on the MDH WIC website for replacing/changing formula:

- [Replacing Purchased Cans Due to Formula Recall](#)
- [Changing Formula Already Issued](#)

### **Voiding Benefits – Must Call the Help Desk First**

If you think you need to void the current month benefits, **call or contact the Help Desk first** to ensure voiding the current month is appropriate. **Do not void benefits unless you've been expressly told to do so by the Help Desk.**

- Help Desk Email: [mnhelpdesk@gainwelltechnologies.com](mailto:mnhelpdesk@gainwelltechnologies.com)
- Help Desk Phone: 1-800-488-8799 (press 2 for MN; press 1 for emergency, otherwise, press 2)

### **Do NOT Void Direct Shipped Benefits**

If you have direct-shipped benefits, you should **NOT** use **Void Current and Future Benefits**. Since issuance of direct-shipped benefits should only be for the current month (Reference: [Changes to Direct Ship – November 3, 2021 Wednesday Update Memo](#)) once a formula is issued as Direct Ship, and the PFDTU is on or before today's date, it is immediately marked as redeemed within HuBERT. **Benefits that have redemptions should never be voided.**

If a benefit is direct shipped, and the participant needs different formula or food items, the Food Adjustment Wizard should be used to **adjust the benefits**.

There are multiple Benefit Management cheat sheets to address how to handle changes to direct-shipped benefits. Please use them when adjusting this type of benefit.

All cheat sheets pertaining to Direct Ship specifically can be found at:

<https://health.state.mn.us/people/wic/localagency/infosystem/hubert/training/2019/benefitmanagement.html#directship>

All Benefit Management cheat sheets are available at:

<https://health.state.mn.us/people/wic/localagency/infosystem/hubert/training/cheatsheets.html>

You can also navigate to them on the MDH WIC website by clicking:

- Information for Local Agencies
- WIC Information System
- Information System Training
- HuBERT Training: Cheat Sheets

## HuBERT Software Update

Update Installed on Production on Saturday, March 19, 2022

### Overview

This software update includes:

- Change to server time-out duration setting.
- Note Subject changes.
- Corrections to the Risk Factor Reference Guides.
- Updates to the Non-discrimination Statement in the Ineligibility Letter.
- Back-end corrections to batch processing for End-of-Day and End-of-Month processes.

### Update Documentation

The [HuBERT Software Update Document](#) is available on the MDH WIC website. All HuBERT users should review this document before Monday, March 21, 2022.

### Successful Installation

You must **Reset Local Reference Data** to complete the installation. You can verify the update was successfully installed by ensuring the new Note Subject changes are available for General Notes.

### Installation Reminders

**Since HuBERT update installations may use a lot of your local or county bandwidth, we encourage you to communicate with your local or county IT about this update.**

The following are some reminders about installing this update on your HuBERT workstation:

- If you do not have clinic on Monday, March 21, you can wait to install the update until the next time you have clinic.
- If you have machines that are not being used, they do not need to be updated on Monday, March 21. You can wait to update them until the next time they are used.

## Best Practices, Guidance and Tips

### Use the MN Help Desk's New Email Address – Reminder!

This is a reminder that the contractor for the MN Help Desk (our Maintenance and Operations contractor), formerly DXC, is now Gainwell Technologies. In lieu of this, the MN Help Desk email address has been changed to [mnhelpdesk@gainwelltechnologies.com](mailto:mnhelpdesk@gainwelltechnologies.com).

**Please use this new email address for any email communications with the MN Help Desk.** Beginning this month, their previous email address will no longer be forwarded and you will receive a “bounce-back” message.

### Participant Folders Should Be Closed when Not in Use

We are seeing discrepancies between agency and clinic assignments on redemption reports, specifically incorrect clinics associated with agencies at the WIC Processor. Once investigated, these were determined to

be due to a transfer being initiated by another clinic when a participant folder was already open at the clinic where the participant was currently assigned, and then one of the users issuing benefits. When more than one user has a single participant folder open, a mismatch can occur with the data being saved.

We need to ensure that staff are not working in the same participant folders at the same time. We understand that folders are often left open to finish documentation. However, **if you are not actively working in a folder, you should close it.** If documentation needs to be completed, write your documentation in Word and copy/paste it into HuBERT once it's finalized.

## Reports

### Infoview Templates that May Assist with Similac Formula Recall

The following Infoview templates may be useful to assist with Similac Formula Recall efforts:

- **FOOD & FORMULA ITEMS ISSUED ON LAST SET OF BENEFITS** (INFOVIEW TEMPLATES >> Food & Formula)  
A list of currently certified participants (women, infants, and children) who belong to the specified agencies and were issued the specified food/formula item on their most recent set of benefits. The report also provides a count of participants by WIC Type (P, N, B, I, C), specified food/formula item(s) and clinics. The references for food/formula items do not include special/medical formula but this report could be run for those items if the Food Item ID is known.
  - The **Reference** tab on the **FOOD & FORMULA ITEMS ISSUED BY PFDTU** template also found in the *Food & Formula* folder provides a comprehensive list of Food Item IDs, including special/medical formulas.
- **STORES AND PHARMACIES BY COUNTY** (INFOVIEW TEMPLATES >> Vendors)  
Lists of active stores and pharmacies by specified counties. Lists are provided by name and by city. An OPTIONAL input control filters the output by selected cities

## References – Complete Listing of Hyperlinks

[Quarterly WIC Card Stock Order Form](https://redcap.health.state.mn.us/redcap/surveys/?s=7KMMC4DCJJ) (https://redcap.health.state.mn.us/redcap/surveys/?s=7KMMC4DCJJ)

[Similac Formula Recall Information](https://health.state.mn.us/people/wic/localagency/recall.html) (https://health.state.mn.us/people/wic/localagency/recall.html)

[Replacing Purchase Cans Due to Formula Recall](https://health.state.mn.us/docs/people/wic/localagency/recall/replace.pdf)

(https://health.state.mn.us/docs/people/wic/localagency/recall/replace.pdf)

[Changing Already Issued Formula](https://health.state.mn.us/docs/people/wic/localagency/recall/change.pdf) (https://health.state.mn.us/docs/people/wic/localagency/recall/change.pdf)

[Changes to Direct Ship – November 3, 2021 Wednesday Update Memo](https://health.state.mn.us/docs/people/wic/localagency/wedupdate/2021/topic/1103directship.pdf)

(https://health.state.mn.us/docs/people/wic/localagency/wedupdate/2021/topic/1103directship.pdf)

[HuBERT Software Update Document](https://health.state.mn.us/docs/people/wic/localagency/infosystem/hubert/releasedocs/update0322.pdf)

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