

March 2022 HuBERT Hints #3

MARCH 16, 2022



Please share this information with ALL HuBERT users!

Important Dates

- Saturday, March 19, 2022: HuBERT Software Update Installed on Production
- Tuesday, March 22, 2022: Training Database UNAVAILABLE Due to Maintenance

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HuBERT Software Update

Reminder! 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

Revised Transaction Form – New Help Desk Email Address

Reminder about New Help Desk Email Address

In the last couple of HuBERT Hints, we've been reminding you that the email address for the Help Desk has changed to mnhelpdesk@gainwelltechnologies.com. You should be using this new address when contacting the Help Desk via email and that beginning this month, the Help Desk's previous email address will no longer be forwarded and, if used, you will receive a "bounce-back" message.

Transaction Form Revised

To support this change, the [Transaction Form](#) found on the [WIC Tools](#) page has been updated to reflect the change in email. Please ensure that you download the updated version of the form, which has the new Help Desk email and a date of 3/22, rather than using a saved copy of the old form. If the revised form does not

initially display, your browser may be displaying a cached version. Simply click the *Refresh* icon to the left of the URL (or F5 key on your keyboard) to view the new form.

Help Desk **Cannot** Participate in 3-Way Calls

The Help Desk has informed us that some Local Agencies have the impression that they are available to join in 3-way calls with Local Agency staff and participants. **This is not correct. The Help Desk cannot participate in 3-way calls.** Local Agency staff are the first call for help for participants. You should work with participants to provide the help they need. If you require further assistance from the Help Desk with HuBERT or transactions, you should collect as much information as possible from the participant first, then call and work with the Help Desk separately.

Training

HuBERT Structured Exercises Moved to FileZilla

In preparation for some website changes that will be occurring at MDH, we have removed the HuBERT Structured (Hands-on) Exercises from the MDH WIC website and posted them to FileZilla. They are now available in the agencygateway >> HuBERT Training >> Structured Exercises folder. If you need a reminder about how to use FileZilla, please refer to the [FileZilla Introduction](#) document available on the MDH WIC website (navigation: Information for Local Agencies >> WIC Information System >> WIC Information System Training >> Reports - link at top of page).

Reports – New Infoview Template

Issued Contract Formula on Future Benefits

A new Infoview template, ISSUED CONTRACT FORMULA ON FUTURE BENEFITS, found in the INFOVIEW TEMPLATES >> Food & Formula folder, was requested by an agency attempting to identify participants that may have been issued future benefits with incorrect quantities after using the Food Adjustment Wizard. (More information about this issue can be found in the [March 2022 HuBERT Hints #2](#)).

Although there isn't any way to specifically identify these participants with a report, this template provides a list of participants issued benefits by the specified agency during the specified issuance dates who meet the following criteria:

- PFDTU > Issued Date (future food package or could also be early issuance)
- Formula Type = Contract

The output includes Clinic ID, HHID, SWID, DOB, Age (in months), BF Amt (at time of issuance), Cans Issued, Formula, Issued Date, PFDTU, Telephone # and Auth Rep.

The output can be exported to Excel and organized/sorted however it might be easiest to review. Scrolling through the list, it is relatively apparent which participants, based on age and BF amount, may not be receiving the correct amount on their future benefits.

References – Complete Listing of Hyperlinks

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

(<https://www.health.state.mn.us/docs/people/wic/localagency/infosystem/hubert/releasedocs/update0322.pdf>)

[Transaction Form](https://www.health.state.mn.us/docs/people/wic/localagency/ewic/transactionformnew.docx) (<https://www.health.state.mn.us/docs/people/wic/localagency/ewic/transactionformnew.docx>)

[WIC Tools](https://www.health.state.mn.us/people/wic/tools/index.html) (<https://www.health.state.mn.us/people/wic/tools/index.html>)

[FileZilla Introduction](https://www.health.state.mn.us/docs/people/wic/localagency/infosystem/techinfo/filezillaintro.pdf)

(<https://www.health.state.mn.us/docs/people/wic/localagency/infosystem/techinfo/filezillaintro.pdf>)

[March 2022 HuBERT Hints #2](https://www.health.state.mn.us/docs/people/wic/localagency/infosystem/hubert/hints/2022/03_2.pdf)

(https://www.health.state.mn.us/docs/people/wic/localagency/infosystem/hubert/hints/2022/03_2.pdf)

Minnesota Department of Health - WIC Program 85 E 7th Place, PO BOX 64882, ST PAUL MN 55164-0882; 651-201-3942, health.wic@state.mn.us, www.health.state.mn.us; To obtain this information in a different format, call: 651-201-3942.

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