Introduction

Intro

This HuBERT on-demand training module …

Intro1

… is provided by the MN Department of Health WIC Program. It provides an overview of benefit issuance messages.

Benefit Issuance Messages

Scenario

Let's take a look at benefit issuance for another household.

Today is July 18th and the Ning household is here for a nutrition visit. Go ahead and open Show Details.

<no audio – failure hint> Click the **Show Details** button.

Termed

We can see that Eve was certified on April 2nd. At that time she would have been issued at least one set of benefits as Federal Regs require, which we can assume was probably a late set of benefits for March.

And this was the last set issued to her.

HuBERT has terminated Eve for failure to pick-up, which is an automatic system-termination that occurs during End-of-Day if benefits haven't been issued within 60 days of the last LDTU.

Let's take a look at Ma's details.

<no audio – failure hint> Click on Ma's row to highlight it and show her information in the Show Details panel.

Termed 1

Hers looks the same. April 2nd cert, last set issued for March, and terminated for failure to pick-up.

Lastly, let's check out Moe's.

<no audio – failure hint> Click on Moe's row to highlight it and show her information in the Show Details panel.

FBFI

Moe was also certified on April 2nd but he wasn't issued any benefits. When we see this, we can assume that he is probably a fully-breastfed infant.

Let's open Eve's folder first.

<no audio – hint after 5 seconds> Double-click on Eve's row in the Participant List or click the **Open Participant Folder** icon.

Proof Msg

This CPA Review alert informs us that Proof of Residency is required.

When Proof of Residency, ID or Income is required, we can only issue, and HuBERT will limit issuance to, one month's worth of benefits until proof is provided.

This explains why only late benefits for March were issued when Ma and Eve were recertified.

Go ahead and close the alert.

<no audio – failure hint> Click Close or press the Enter key.

<Rolling blue cursor>

Reinstate

<Eve's Participant Folder opens>

First thing we need to address is the termination for failure to pick-up.

Until we do, the Issue Benefits icon is disabled.

Do you remember how to reinstate a terminated participant? Go ahead.

<no audio – failure hint> Click the **Participant Activities** menu.

<no audio – failure hint> Select **Reinstate Terminated Participant**.

Reinstate 1

<no audio – failure hint> Click the **Yes** button.

Open Issue Benefits

And the Issue Benefits icon is now enabled.

The other thing we need to address is the Pending Proof.

But, first, let's take a look at the Benefits Issuance screen.

<no audio – failure hint> Click the **Issue Benefits** icon.

Issue Benefits

A few of things to notice.

Ma Ning isn't listed here because we have not yet reinstated her so she isn't eligible to receive benefits.

Since we haven't yet corrected Eve's Pending Proof, and we know she received benefits for March when she was certified, HuBERT displays a message indicating she has proof pending and has already received the one month's worth of benefits allowed.

We assumed Moe was probably fully breastfed since he hadn't received any food benefits yet, and the message displayed indicates he is currently marked as breastfeeding now and to verify the breastfeeding status.

Messages

As we've indicated before, HuBERT performs a large number of validations before suggesting benefits.

If we don't follow best practices and review our participant's health information and food package before opening the Issue Benefits screen, we may see any of the following messages. Go ahead and read through them at your own pace.

<no audio>

Breastfeeding? The participant is currently marked as breastfeeding now. Please go to the Child Health Information tab and verify the breastfeeding Category. Benefits cannot be issued until the breastfeeding status is verified.

Fully-Breastfed Infant < 6 Months Old? Participant is Fully Breastfed and cannot receive benefits until they are 6 months old.

Food Package III? Participant is currently marked as Requiring Food Package III. Please go to the Health Information tab and verify the Food Package III status. Benefits cannot be issued until the Food Package III status is verified.

<no audio> Click when ready to continue.

Messages 1

Special Prescription? The food prescription contains one or more special prescription items that expire before the effective date of the set of benefits.

No Food Prescription for Current Certification (usually VOC)? Participant needs a Food PRescription that is effective for the current certification.

No Food Prescription for Age Category? There is no appropriate food prescription available for age category <Age Category> to generate the benefits set for <FDTU - LDTU>.

Infants 1-Yr DOB between PFDTU and LDTU? A child food package was not found for the participant. An infant food prescription will be used instead to generate benefits for <FDTU - LDTU>.

Expired or Inactive Food Item in Food Prescription? Food Prescription contains expired/inactive food item <Food Item> for benefit set <FDTU - LDTU>.

<no audio> Click when ready to continue.

Messages 2

Homeless? The participant is currently marked as homeless. Please go to the Demographics tab and verify the homeless status. Benefits cannot be issued until the homeless status is verified.

Pending Proof of Income, Residency or ID? Participant has a proof pending and will be limited to one issuance.

Pending Proof of Income, Residency or ID and Already Issued One Set? Participant has a proof pending and has already received their one allowed set of benefits.

<no audio> Click when ready to continue.

Messages 3

Already Issued Benefits? Benefits will not be issued for <participant>. REASON: The difference between the Last Date to Use and the current system date is not 75 days or less.

All Benefit Sets Issued for Current Certification? Participant has been issued all Food Instruments for their curret certification.

Some-BF Woman > 6 Months Postpartum? Participant is breastfeeding and cannot receive benefits because her infant is getting more than the maximum amount of formula.

<no audio> Click when ready to continue.

Cancel Issue Benefits

So, let's cancel out of this screen and do what we have to do to issue benefits.

<no audio – failure hint> Click the **Cancel** button.

Pending Proof

We can't issue benefits until we select a Residency Proof.

Ma brought a piece of mail that we can use to verify their address.

<no audio> Click the **Residency Proof** drop-down.

Residency Proof

<no audio> Select **Mail addressed to applicant.**

Open Food Rx

We need to save our change and double-check Eve's food prescription.

<no audio> Click the **Food Prescription** tab.

Save Change

<no audio> Click **Yes** or press the Enter key.

Check Food Rx

Which food prescription will be issued today? Double-click on the date.

<no audio – failure hint> Double-click on 04/02/2019.

Ma is fine with the foods that Eve has been receiving.

Let's open Ma's folder next.

Go ahead and click on the Participant List on either side of Eve's participant folder.

<no audio> Click on the Participant List.

Open PF 1

Double-click to open Ma's folder.

<no audio – failure hint> Double-click to open Ma's participant folder.

Open PF 2

Residency Proof 1

Since Residency Proof is a household-level field, and Ma's folder was closed so that the selection could be updated in her folder, the Residency Proof displays in Ma's folder. All we have to do is reinstate her. Go ahead and do that.

<no audio – failure hint> Click the **Participant Activities** menu.

<no audio – failure hint> Select **Reinstate Terminated Participant**.

Reinstate 2

<no audio – failure hint> Click the **Yes** button.

Reinstated

The last thing we need to do is assess how breastfeeding is going. Since Ma has indicated it's going great, let's update the breastfeeding info in her folder since it's already open, verify her food package and then issue benefits.

Go ahead (if you get stuck, click anywhere on the screen and a hint will display).

<no audio – failure hint> Click the **Health Information** tab.

Health Info

<no audio – failure hint> Click the **Infant(s) Born from This Pregnancy** button.

<no audio – failure hint> Click the **Edit** button.

<no audio – display on screen> Use the calendar drop-down.

<no audio – failure hint> Click the **Date Breastfeeding Verified** drop-down.

<no audio – failure hint> Click the **Today** button.

<no audio – failure hint> Click the **OK** button.

Health Info 1

<no audio – display on screen> Use the button.

<no audio – failure hint> Click the **Close** button.

Food Rx

<no audio – failure hint> Click the **Food Prescription** tab.

Mom's would prefer to have 2 pounds of cheese instead of a total of 4 for the household.

FP7

Remember, Food Package 7 for fully breastfeeding women always has 1 lb of cheese.

Since Eve currently has 1 lb of cheese and mom is OK with two lbs for the household, we don't have to change Eve's food package and can just create a new default food package for mom.

Go ahead and do that.

<no audio – failure hint> Click the **Add** button.

<no audio – failure hint> Click the **Use Default** button.

<no audio – failure hint> Click the **OK** button

Open Issue Benefits 1

Let's try issuing benefits again.

<no audio – failure hint> Click the **Issue Benefits** icon.

The only message is that Moe is Fully breastfed and cannot receive benefits until he is 6 months old.

We are good to go. Go ahead and issue the benefits. We won't print a Shopping List since Ma has the app.

<no audio – failure hint> Click the **Issue Benefits for Selected Members** button.

Issue Benefits 1

<no audio – failure hint> Click the **Send EBT Data** button.

<screen description> Status: Issuance Received. Success!

<no audio – hint displays after 7 seconds> The Aggregated Issuance for EBT Account screen does not automatically close. Click the Close button or the X in the top right corner.

Late Issuance Messages & Certs

Scenario 1

Most benefit issuance messages display in the Issue Benefits screen. However, there are two messages pertaining to late issuance that display before and after a cert.

Today is July 24th and Maxie Mize came in with her mother for a nutrition ed contact.

However, she is actually due for a recert this month. Since Maxie is here, and mom has time for an appointment, we are going to recertify Maxie.

Last Set

Maxie's last set was for May and since today is the 24th, and her cycle ends on the 26th , she is still eligible to receive benefits for June.

Go ahead and start her cert.

<no audio – hint after 7 seconds> Double-click on Maxie's row in the Participant List or click the Open Participant Folder icon.

Start Cert

<no audio> Click the **Certification** icon.

Late Issuance

We actually saw this message earlier. It's letting us know that the system still has benefits that it can auto-suggest for this certification period in the Issue Benefits screen.

Remember though that the system auto-suggests the set for the month the cert ends and best practice is to recertify in that month before issuing that month's benefits.

It's important, though, that we issue the late benefits for June.

Late Iss Msg

This message is a remnant from a period when this was our last chance to issue a late set of benefits.

But, we are going to have another opportunity to issue late so we are going to answer No, we do not want to abort the cert process. Go ahead.

<no audio – failure hint> Click the **No** button.

Start Cert Msg

<no audio – failure hint> Click the **Yes** button.

CGS

And we'll quickly complete the CGS…

Go ahead and Issue Benefits and complete the cert.

<no audio – failure hint> Click the **Issue Benefits** icon

End Cert

<no audio – failure hint> Click Ok or press the Enter key.

End Cert 1

<no audio – failure hint> Click the **Schedule Appointment** checkbox to remove the checkmark.

<no audio – failure hint> Click the **Generate Certification Notice** checkbox to remove the checkmark.

<no audio – failure hint> Click Ok or press the Enter key.

Multiple PFDTU Msg

The **Muliple PFDTU Dates Available** message displays regardless of whether we close the cert and then issue benefits from the participant folder or issue benefits from the CGS. If the participant is still eligible for late issuance the message displays.

Multiple Choice

<no audio> Why is late issuance so important? Select an answer:

   A.   To ensure participants are issued all possible food benefits they are eligible to receive
   B.   Our agency get paid for each participant issued benefits each month
   C.   The WIC Program is federally funded based on the participant count each month
   D.   All of the above

Answer

<no audio> Late issuance is important to ensure that our participants receive all the food benefits they are eligible for but it is also important because by being able to issue late we are able to count more participants, which increases the MN WIC Program's, and our agency's, funding.

Multiple PFDTU Msg 1

This message indicates we can have a PFDTU that starts on June 27th, late issuance for the previous certification period or that starts today, which would be July issuance and based on the new certification period.

We always want to select the late issuance option, which is why it is the default.

And this message allows us to start a cert without having to worry whether there are late benefits that can still be issued or having to waste time issuing benefits prior to certifying.

Go ahead and click OK on this message to issue the late June benefits.

End Cert 2

<Screen description> Applicant is certified message displays again before Issue Benefits screen opens.

Issue Benefits 2

And the system suggests June, July and August benefits.

End

Thank you for reviewing this HuBERT on-demand training module presented by the MN Department of Health WIC Program.