Introduction

Intro

This HuBERT on-demand training module…

Intro1

…is provided by the MN Department of Health WIC Program. It provides an overview of how to change a food already issued.

Change a Food Already Issued

Scenario

Today is August 20th.

Bella's mom is calling the WIC Clinic. Bella was issued benefits on July 25th. Since then mom has only bought some of the milk because Bella has been complaining about tummy aches after drinking milk so mom would like to try lactose-free milk. She tried buying lactose-free milk at the store and they told her it had to be issued to her card. So she is wondering if she can change the milk on her WIC Card.

Scenario 1

Bella was issued July, August and September benefits and her cycle is the 25th to the 24th so she still has a few days left to buy the rest of her food items for July.

Go ahead and open her folder.

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

Open Trans Hx

Although mom said she's bought foods, our first step should always be to verify redemption. Let's use Transaction History to do that.

<no audio – failure hint> Click the **Benefit Management** menu.

<no audio – failure hint> Select **View EBT Transaction History**.

Trans Hx

Her July PFDTU is the 25th. Select that from the Start Date drop-down and search for redemptions.

<no audio – failure hint> Click the **Start Date** drop-down arrow.

<no audio – failure hint> Select **July 25th.**

<no audio – failure hint> Click the **Redemption Activity** radio button.

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

Three redemption records and since Bella is the only member of her household we know they belong to her. Let's close this screen.

Open FAW

We want to change a food already issued. Although we haven't done this yet, where do you think we go? Go ahead.

<no audio – failure hint> Click the **Benefit Management** menu.

<no audio – failure hint> Select **Food Adjustment Wizard.**

FAW

Since our default is to **Change a Food Already Issued,** all we have to do is click the OK button to continue.

<no audio> Click OK or press the Enter key.

<cursor spins>

Food Category

We need to select the category the food item we want to change belongs to.

<no audio> Click the drop-down.

We are changing Bella's milk.

<no audio> Select **MILK/CHEESE**.

And click OK.

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

Change Food Issued

The **Change Food Issued** screen displays.

This is where we indicate the amount of the food item, which in Bella's case is milk, we will be **recovering** from the card.

"Recover" simply means "to remove" from the card.

Change Food Issued 1

The screen comes with directions: Select the **Amount to Change** cell to toggle/edit the amount recovered.

Each benefit period displays, as well as all the food items that belong to the Food Category we selected, which in this case, is Cheese, Milk and Yogurt.

Since Yogurt, which is included in the milk / cheese category, isn't listed here we can assume that she doesn't have yogurt in her food package.

Amount Issued

The **Amount Issued** is the original quantity put on the card for each benefit set.

Notice that since the food package has cheese in it, due to that dangling quart, the quantity of milk changes by a half gallon for each set.

Amount Remaining

The **Amount Remaining for Household** displays the total quantities left for all members in the household after any purchases have been made.

So, we can see that mom already bought the 1 pound of cheese issued for July and also bought 1.5 gallons of milk since she has 2 remaining.

For future sets, it displays the total quantities initially issued to the card.

Total Units

The **Total Units Available** is the maximum amount that can be recovered and replaced, and is usually the same as the amount remaining for the household. The quantities in this column decrease proportionately with an increase in the quantities in the Amount to Change column.

Amount to Change

The A**mount to Change** allows us to indicate the quantity that should be recovered or removed from the card, and ultimately replaced with the new food item.

A single click inside the cell….(or double but we'll just single click…)

<no audio> Click inside the second row of the Amount to Change column.

…highlights the cell.

This is a little clumsy. One would think we could simply type our number in but it's highlighting the cell, not the contents of the cell.

Amount to Change 1

So, we have to click again…

<no audio> Click inside the second row of the Amount to Change column again.

…to get the spin arrows to display.

Since we want to recover the 2 gallons of milk, to replace it with lactose-free milk, we need to increase the quantity from 0 to 2.

Let's use the spin arrow. Click it ONCE.

<no audio> Click the up spin arrow ONCE to increase the quantity.

Hmmm. Were you expecting it to increase to 1?

Quarts

Although gallons of milk display on the Shopping List, Account Balance, and App, the unit of measure for all milk products **in HuBERT** is based on quarts.

Increase Amount

So, the amount increases by .25.

Let's double-click in the cell to highlight the quantity this time….

<no audio> Double-click inside the cell to highlight the quantity.

…and type the quantity of 2 then click into the August milk row.

<no audio> Type 2 then click in the Amount to Change cell in the August set's milk row.

Total Units 1

Notice the Total Units Available decreased in proportion to the amount we want to change.

We also have to change the quantities for the August and September sets.

<no audio> Click inside the cell.

August

<no audio> Double-click in the cell to highlight the 0.00.

August 1

<no audio> Type 3 then click in the Amount to Change cell in the September set's milk row.

September

<no audio> Click inside the cell.

September 1

<no audio> Double-click inside the cell to highlight the 0.00.

September 2

What quantity are we can enter for September? Go ahead then click the OK button.

<no audio> Enter the Amount to Change for September's milk and then click the OK button.

<failure hint if wrong amount entered> The quantity is 3.5. The Total Units Available for September.

Replacement Food

Next, we are going to choose a replacement food item for our recovered milk.

<no audio> Click the drop-down list.

All the items in our Milk, Cheese, and Yogurt food category display in this list.

We are looking for the Fat/Free or 1% lactose-free milk.

<no audio> Click below the scroll bar.

<no audio> Select **gallon(s) Fat Free or 1% Lactose Free milk.**

And we have to communicate our change with the EBT Processor.

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

Replacement Food1

Our change in food was successful. Click OK.

<no audio> Click OK or press the Enter key.

Open Food Rx

Let's take a look at the Food Prescription tab.

Food Rx

Go ahead and open the nodes for the August 25th and August 20th food packages.

<no audio> Click the + next to 08/25/2019.

<no audio> Click the + next to 08/20/2019

A couple things to notice:

The system created a new food package with an effective date the same as the **First** Date to Use for each set of benefits we changed.

Each food package has the quantity that was issued to the card.

<no audio> Click when ready to continue.

Best Practice

Best practice is to create a new food package that begins on her **next**, in this case October**,** benefit set.

The reasons for this is two-fold: the quantities listed in the food package may not be correct and HuBERT does not update future food packages.

View FP

With this in mind, let's take a quick look at the 9/25/2019 food package.

<no audio> Click on 09/25/2019 to highlight and enable the Edit button.

Dangling Quart

Remember the dangling quart? A byproduct of a food package with cheese that results in the amount of milk being issued alternating by a half gallon each month?

For September, the 3.5 gallons were issued. And if we look at milk products calculator, our allocation is one quart too high.

Go ahead and click the Cancel button.

New FP

Create a new food package with an Effective Date of the October PFDTU. Delete the appropriate food items first, then add. Go ahead.

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

Effective Date

<on screen> Type the date; don't use the drop-down calendar.

<no audio – failure hint> Type 10/25/19 for the Effective Date and click the **Use Default** button.

Delete

<on screen> Delete appropriate food items starting from the top of the grid.

<no audio – failure hint> Click the **Fat Free/Skim or 1% Milk row** to highlight it.

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

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

<no audio – failure hint> Click the **Yogurt (lowfat/nonfat) (1 quarts of milk product) row** to highlight it.

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

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

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

Add Milk

<no audio – failure hint> Click the **Food Category** drop-down.

<no audio – failure hint> Select **MILK.**

<no audio – failure hint> Select **Fat Free of 1% Lactose Free milk**.

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

Edit Milk

<no audio – failure hint> Click the **Fat Free or 1% Lactose Free Milk row** to highlight it.

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

<on screen> Type the amount; don't use the spin arrows.

<no audio – failure hint> Type the amount into the **Quantity of Item** field and click the **OK** button (or press the Enter key).

Save New FP

<no audio - failure hint> Click OK to save the new food package.

New FP

Well done.   Now let's take a look at the Benefits History tab.

<no audio> Click the **Benefits History** tab.

Ben Hx – after Replace

If we expand the September benefit nodes…

We can see that a new set of benefits with lactose free milk was issued for September and HuBERT automatically voided the previous September benefits that had been issued to the card.

Ben Hx – after Replace 1

And the same for August: a newly issued set and the automatically voided set.

Benefits Hx – After Replace2

For July, since redemption had already occurred, of the 3.5 gallons of Fat Free/Skim or 1% milk issued, it displays that 2 gallons were recovered on August 20th (today) and 2 gallons of Fat Free or 1% Lactose Free milk was issued.

Mom will be able to see the updated food benefits right away on her app.

We can also print an account balance so go ahead and do that.

<no audio – failure hint> Click the Benefit Management menu.

Acct Balance

<no audio – failure hint> Select **Print EBT Account Balance**.

Acct Balance 1

<no audio – failure hint> Click the **Send to Printer** radio button.

<no audio – failure hint> Click OK or press the Enter key on the keyboard.

Acct Balance 2

<no audio> Click when ready to continue.

End

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