Add Formula/Remove Infant Foods
Food Package III

Intro

This HuBERT on-demand training module…

Intro1

…is provided by the MN Department of Health WIC Program. It reviews how to add more formula in lieu of infant foods when both have already been issued to the WIC Card for participants with Food Package III.

No Redemption

FPIII

We already know that in some instances, participants may be eligible to receive an increased amount of formula in lieu of infant foods when receiving food package III.

But how do we do this if the infant foods have already been issued to the WIC Card?

Just like other scenarios we've looked at, if there hasn't been any redemption we can void current and future benefits, adjust the food package and reissue.

The question we have to address is: What happens if infant foods or formula have been redeemed?

Redemption of Infant Foods

Redemption of Infant Foods

<transition slide>

Transition

<transition slide>

First, let's see what happens if infant foods have been redeemed.

Today is September 23rd.

Olive is a 7 month old infant who has food package III and has been approved to receive increased formula in lieu of infant foods.

Cycle

She was issued benefits for September, October and November just yesterday and her cycle is the 22nd to the 21st.

Go ahead and open her folder.

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

Cursor

<cursor spins>

Open Ben Hx

First, let's take a look at what she was issued.

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

Ben Hx

We'll expand the nodes…

Olive was issued 8 cans of Nutramigen along with infant foods.

Open Trans Hx

Next, whenever we are going to adjust benefits already issued to the card, what is one of the first things we should do? Go ahead. (Click anywhere for a hint if unsure.)

<no audio – failure hint> We need to verify if redemption has occurred. Click the **Benefit Management** menu.

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

Transaction Hx

She was just issued benefits yesterday, which means there can't be very many records, so let's just click Search.

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

Trans Grid

Three benefit issuance records, as we would expect, and one redemption.

Go ahead and double-click the Purchase Completion row.

<no audio – failure hint> Double-click the **Purchase Completion** row.

Trans Details

It appears that 3 cans of formula were already purchased along with some of the infant foods.

Close out of Transaction History.

<no audio> Click the **Close** button.

Close Trans Hx

<no audio> Click the **Close** button.

Open Health Info

Since she is Food Package III, we need to update her Verified Date to make any changes to her benefits. Go ahead and do that.

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

Health Info

<no audio> Use the drop-down calendar.

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

Verified Date

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

Open FAW

Since we want to add more formula to the WIC Card, where do we go next? Go ahead.

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

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

Save HI

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

Add Button

<no audio> Click the **Add More Formula** radio button.

Add OK

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

Remove Infant Food

This is the same message we see when creating a food package for a participant with Food Package III.

It is asking if we want HuBERT to automatically remove the infant foods so that the formula quantity can be increased, which is exactly what we want to do, so click Yes.

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

Add Formula Msg

The next message reads: A redemption exists for the current month's benefits, therefore the amount of formula available to the participant was reduced.

We won't know exactly what this means until we get to the next screen. Nothing to do but click OK.

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

Cannot Add

The message we just OK'd through was informing us that it had identified redemption of **foods** for the current month, which means that the number of cans available to issue is zero.

Cannot Add 1

So, once any **foods** have been redeemed for the current month, we **cannot** add any additional cans of formula for this month. There is no way around this.

Over-Issuance

The reason is that if we were to issue formula when foods have already been redeemed, it would result in over-issuance since there is no method for equating an amount of food to a can of formula.

Oct & Nov

However, we can add 3 additional cans to the October and November benefits…

Amounts Guide

… since, according to the MN WIC Medical Formula Amounts Guide, the max allowed for this formula and non-breastfeeding 6-11 month old infants not receiving foods is 11.

Inform

We always want to make sure we let the participant/proxy know what we can and can't do for them….

<no audio> Since you've already bought some of the infant foods, we can't increase the amount of formula for this month.

<no audio> But, we can remove the infant foods and increase the Nutramigen for October and November.

Add Formula1

Let's add the cans for October and November.

<no audio> Click inside the **Additional Cans cell** in the second row.

<no audio> Click inside the cell again.

<no audio> Double-click to highlight the 0.

<no audio> Type 3 then click into the cell for the November benefits.

Add Formula2

<no audio> Click inside the cell again.

<no audio> Double-click to highlight the 0.

<no audio> Type 3 then click on the **Send EBT Data** button.

AddFormula3

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

Health Info-after

Let's check out Benefits History.

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

Sept Benefits

Expanding the September nodes, we can see that the current benefits are unchanged.

Future Benefits

And for October and November…

<expand nodes for October and November>

HuBERT voided the original issuance for infant foods and 8 cans of formula and reissued 11 cans of Nutramigen.

In the Food Prescription tab.

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

Food Rx

After expanding the nodes, we can see that HuBERT created food packages with an Effective Date of the PFDTU for October and November.

Account Balance

And the Account Balance reflects what we saw in Benefits History.

<no audio> Click when ready to continue.

Transition

<transition slide>

Main Take-Away

The main thing we want to take away with us is that we **cannot** increase already issued formula in lieu of infant foods for the current month if ANY infant foods have been redeemed.

Redemption of Formula

FPIII-FR

So what happens if a participant has been approved for an increased amount of formula in lieu of infant foods and they've only redeemed **formula** for the current month?

Well, it's just like when we added formula before.

The question really is: how do we remove the infant foods that have already been issued to the WIC Card.

Well, we let HuBERT do it for us when we add formula, of course.

Let's take a look…

Form - FR

Molly has Food Package III and has been approved for an increased amount of formula in lieu of the infant foods.

Cycle - FR

Molly was issued September, October and November. Her PFDTU is the 8th and today is September 23rd.

Redemption - FR

Mom indicated she already bought all of the cans issued for this month.

Go ahead and open her folder.

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

Cursor

<cursor spins>

Open Ben Hx-FR

And let's take a look at her benefits history.

<no audio – failure hint> Click the **Benefits History** tab.

Ben Hx-FR

We'll expand the nodes…

The only thing of note is that Molly received a three-quarters package, which was 6 cans, for September.

And, the issuance of infant foods.

Next. We always, no matter what, do what? Go ahead.

<no audio – failure hint> We always need to verify redemption (even if mom tells us she has redeemed the formula for this month). Click the **Benefit Management** menu.

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

Transaction Hx-FR

<no audio> Use the drop-down calendar. PFDTU is 9/8.

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

<no audio – failure hint > Select **September 8.**

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

Transaction Hx-FR1

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

<no audio> Double-click to view details.

<no audio – failure hint> Double-click the Purchase Completion row to view the redemption details.

Transaction Hx-FR1A

Yep. All 6 cans have been redeemed. Go ahead and close out of the Transaction History screens.

<no audio> Click the **Close** button.

<no audio> Click the **Close** button.

Open Health Info-FR

If Molly is Food Package III, what do we need to update? Go ahead and do that (click anywhere for a hint if unsure).

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

Health Info-FR

<no audio> Use the drop-down calendar and Today button.

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

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

Open FAW - FR

We want to add more formula to the WIC Card. What's our next step?

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

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

Save-FR

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

FAW-FR

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

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

Remove Food Msg

Like before, HuBERT will do the extra work for us.

It's the same message we've seen multiple times asking us if we want the system to remove the solid food items from the prescription so that the formula quantity can be increased.

Why, yes, yes we do.

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

Add Formula-FR

Although the max is 11 cans for Food Package III not receiving infant foods…

Add Formula1-FR

…because the September set was prorated to three-quarters package, we can still only provide 3 more cans for September, not 5.

Remember, the system sets the max and it can't be changed.

Add Cans

This time, we'll just quickly add our 3 cans for each benefit set.

Add Formula2-FR

Go ahead and finish it up.

<no audio> Click the **Send EBT Data** button (or press the Enter key).

AddFormula3-FR

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

Health Info-after-FR

Back to Benefits History.

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

Benefits Hx-after-FR

We'll expand the nodes…
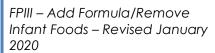
Go ahead and check out the issuances and voids.

<no audio> Click when ready to continue.

Transition

<transition slide>

Account Balance

And again, the Account Balance reflects what we saw in Benefits History.

End

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