Increasing Issued Formula

Intro

This HuBERT on-demand training module…

Intro1

…is provided by the MN Department of Health WIC Program. It provides an overview of increasing the amount of formula already issued to the WIC Card.

Redemptions?

When less than the maximum amount of formula allowed for a breastfeeding infant has been issued to the WIC Card, there may be instances whereby more formula is needed.

When this occurs, the breastfeeding status may change depending on the amount of formula being added.

We approach increasing the amount of formula already issued to the WIC Card the same regardless of whether any redemption has occurred for the infant because all we are going to do is use the Food Adjustment Wizard to Add More Formula.

However, we still do assess redemption because it affects how we address the food benefits that were issued to mom.

Transition

So, let's take a look at what to do when this occurs…

Scenario

Today is January 7th.

Isador is a mostly-breastfeeding infant whose mom is only breastfeeding at night. She made this change when Isador recently returned to daycare and she would now like as much formula as WIC can provide.

Cycle

She was issued benefits for December that started on the 27th and also January benefits that will start on the 21st, which is the first date of the household's cycle. Go ahead and open her participant folder.

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

Cursor

<cursor spins>

Ppt Folder

Remember, we need to see if mom purchased any of her foods for the current set of benefits. Go ahead and do that.

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

Open Trans Hx

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

Cursor

<cursor spins>

Start Date

<no audio> Use the drop-down calendar.

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

<no audio – failure hint> Select **12/21** (the household's cycle is the 21st to the 20th).

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

Search Redemption

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

<cursor spins>

Redemption Record

There are two records. Go ahead and double-click the first row.

<no audio> Double-click the first row in the Transaction History grid.

Trans Details

Since we can add more formula for Isador regardless of redemption, we just needed to verify if mom has redemptions, and she does.

Go ahead and click the Close buttons to exit the Transaction History screens.

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

Exit Trans Hx

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

Open Ben Hx

Let's take a look at what Isador was issued.

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

Benefits Hx

We'll expand the nodes…

…and see she was issued one can of powder Similac Advance for December and January.

Since mom would like as much formula as we can provide, her breastfeeding amount will change from Mostly to Some-BF. Go ahead and make this change.

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

Health Info

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

Some-BF

<no audio – failure hint> Select **Some-Breastfeeding.**

BF Verified

<no audio> Use the drop-down calendar.

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

Verified Today

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

Open Food Rx

Next, let's take a look at the Food Prescription tab, which will prompt the messages to save our changes and auto-update mom's food package. Click through the messages as appropriate.

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

Save HI

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

Update Fd Rx Msg

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

Cursor

<cursor spins>

Select Formula

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

Cursor

<cursor spins>

Update Mom DFP

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

Food Rx Tab

We'll expand the nodes…

…so that we can see that the system created a food package for today with the minimum amount allowed, as well as the future food prescriptions.

Next step is to add more formula to the WIC Card. Where do we go? Go ahead.

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

Open FAW

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

Cursor

<cursor spins>

FAW

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

Add More

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

Add Formula

This time, we have both the current set and the future set listed since the only change being made is to the amount of formula (and not to any previously issued foods as we saw when we changed the breastfeeding status from Fully-Breastfeeding).

We are increasing the amount of powdered Similac Advance.

The number of cans already on the card is 1.

Age

Remember, the max number of cans that can be issued to the WIC Card is based on breastfeeding amount, Some, and the age, which is relative to when the benefits started.

Dec Max

For December, the max number of cans we can add is 8 since Isador was 3 months and 28 days old on December 27th, the start date for her December benefits.

Jan Max

For January, Isador will be 4 months old on the January start date, the 21st, so the max number of cans is 9.

Let's add the appropriate number of cans.

Add Dec Cans

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

Add Dec Cans 1

<no audio> Click inside the cell again.

Add Dec Cans 2

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

Add Dec Cans 3

<no audio> Type 8 the click into the cell below.

Add Jan Cans

<no audio> Click inside the cell again.

Add Jan Cans 1

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

Add Jan Cans 2

<no audio> Type 9 then click the **Send EBT Data** button.

Cursor

<cursor spins>

Add Formula 1

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

Cursor

<cursor spins>

Food Rx After

We'll expand the nodes…

…and we can see that it updated today's food package to the max amount for December's benefits and added a food package for January 21 with the amount issued for January.

Notice the future food packages still reflect the **minimum.**

As we know….best practice, since the Bells are breastfeeding, is to leave the future food packages as is and adjust as appropriate before issuing.

Let's see what happened to our issued benefits.

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

Ben Hx After

We'll expand the nodes…

For the current set, it's straightforward, 8 cans were added.

For the future set, the system marked the one can as voided and reissued 10 cans.

<no audio> Click when ready to continue.

Close PF

Next, let's see what we should do with mom's benefits.

Go ahead and close Isador's folder.

Mom

Take a look at mom's show details panel then go ahead and open her participant folder.

<no audio – failure hint> Click on Ma's row to highlight.

Open Mom's PF

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

Cursor

<cursor spins>

Transition Slide

<transition in>

Redemptions – Mom

Remember, when we increase formula already issued to the WIC Card, we still assess redemption for **mom** because it affects how we address her food benefits.

If there aren't any redemptions for mom, we do what we always do, Void Current and Future benefits, verify the food package with mom, and reissue as appropriate.

If there are redemptions, then mom keeps her current food package and we void **future** benefits, then verify her food package and reissue if still appropriate.

Transition Slide

<transition out>

Mom PF

Earlier, we saw that Ma had some redemptions. Do what needs to be done..

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

Mom Open FAW

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

Void Future

<no audio – failure hint> Click the **Void Future Benefits** radio button.

Void Future 1

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

Select January Set

<no audio – failure hint> Click the Selected checkbox for the January set of benefits.

Void January EBT

<no audio – failure hint> Click the **Send EBT Data** button or press the Enter key.

Void January

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

Open FP Tab

What's our next step? Go ahead. Click anywhere for a hint if unsure of the next step.

<no audio – failure hint> We need to verify mom's food prescription is OK with mom. Click the **Food Prescription** tab.

Mom FP Tab

Mom is fine with her new default food package.

Let's issue benefits. Go ahead.

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

Cursor

<cursor spins>

Issue Benefits

The system is auto-suggesting reissuing January benefits to Ma and adding February benefits for both.

We could issue March benefits to Isador since mom isn't eligible but we should always do some critical thinking to see if this makes sense.

Think

In this instance, we can keep them in sync for this issuance and then next time we see them, only issue to Isador.

Think1

They are due for a midcert at the end of May, so in March we can issue tri-monthly for March, April and May to Isador and schedule her Midcert for June.

That sounds good.

Issue

Go ahead and issue the benefits.

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

Cursor

<cursor spins>

Aggregated

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

Cursor

<cursor spins>

Aggregated1

Again, since we have existing benefits sets, let's print the Account Balance. Go ahead.

<no audio – hint after 5 seconds> This screen does not automatically close. Click the Close button or the X to exit.

Account Balance

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

Account Balance 1

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

Printer Button

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

Print

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

Transition

<transition in>

Account Balance 2

<no audio> Click when ready to continue.

<no audio> Your account balance is also in the app.

End

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