Change Issued Formula

Example: Issued Similac to Card; Returns for Isomil – page 1

Assess Redemption of FORMULA for Current Benefit Set

- ☐ Open the Participant Folder of the participant for whom benefits are being changed
- ☐ Click **Benefit Management** menu
- ☐ Select **EBT Transaction History**
- ☐ Type **PFDTU of current set of benefits** into *Start Date* field
- ☐ Click **Redemption Activity** radio button
- ☐ Click **Search** button
- ☐ Click each row displayed then the **View Details** button – **was any FORMULA redeemed**?

Assess if Any Adjustments Made to Current Benefit Set

- ☐ Click **Benefits History** tab
- ☐ Expand any nodes associated with the current month's set of benefits
- ☐ **Are there any rows that display "Recovered - <quantity> - <date>"?**

No Redemption of Formula or Adjustments Made → Void Current and Future Benefits

- ☐ Click **Benefit Management** menu
- ☐ Select **Food Adjustment Wizard**
- ☐ Click **Void Current and Future Benefits** radio button
- ☐ Click **OK** (or press Enter on keyboard)
- ☐ Click **Yes** on confirmation message
- ☐ Click **OK** (or press Enter) on "successfully voided" message
- ☐ In *Food Prescription* tab: **delete future** and **create new** food Rx for new type of formula (Effective Date = Today's Date)
- ☐ NOTE: If a breastfeeding infant, remember to update the *Date Breastfeeding Verified* in Health Information
- ☐ Click **Issue Benefits** icon and re-issue current and future benefits
- ☐ **Print Account Balance** (since other members of household may have redemption): Benefit Management menu >> Print EBT Account Balance >> Send to Printer >> OK or refer to My MN WIC App >> Benefits >> Current or Future Benefits

Redemption of Formula or Adjustments Made → Change Food Already Issued

- ☐ NOTE: If a breastfeeding infant, remember to update the *Date Breastfeeding Verified* in Health Information
- ☐ Click **Benefit Management** menu
- ☐ Select **Food Adjustment Wizard**
- ☐ Click **OK** (or press Enter) – default radio button = Change Food Already Issued
- ☐ Select **FORMULA** from *Food Category* drop-down
- ☐ Click **OK** (or press Enter) to open the *Enter Return Quantity* dialogue
- ☐ Type (or use the spin arrows) to enter the number of purchased and unopened cans being returned to the clinic (the quantity can be 0)
- ☐ Click **OK** (or press Enter) to open the *Select Formula* screen
- ☐ Select the new formula being issued
- ☐ Click **OK** (or press Enter)
- ☐ Complete the **Special Prescription Item** screen if it displays and click **OK**

DEPARTMENT OF HEALTH

Change Issued Formula

Example: Issued Similac to Card; Returns for Isomil – page 2

- The maximum number of cans of new formula that can be issued displays in the **Cans to Issue** column. This quantity can be decreased (ex: breastfeeding mom indicates she does not require as many cans). In most cases, this is the number of cans that will be issued (if changing click inside cell to highlight, click again for spin arrows)
- Click **Send EBT Data** button on the *Formula Replacement* screen
- Click **OK** (or press Enter) on the *Formula Replacement* message
- The system should automatically update future food packages with new formula

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