Change Household ID 2A – WINNIE Online Training Module

JULY 2024

Introduction

Intro

This WINNIE online training module is provided by the Minnesota (MN) Department of Health WIC Program. It is an overview of how to change the household ID when direct shipped formula has been issued for the current benefit set in WINNIE, the MN WIC Information System.

Date 1

All dates in this module are based on today's date being July 16, 2024.

<Transition Slide>

<screen description – no audio> Slide transitions to Search page for Senna Pede.

Scenario

Scenario 1

In this module, Senna Pede is a 7-month-old infant who is entering foster care, also with Aida Lott, and whose benefits were partially direct-shipped and fully redeemed.

However, Aida has been unable to get any of the formula or food items from the family.

Scenario 2

Millie, Senna's mom was non-breastfeeding and now categorically ineligible.

Her last set of benefits expired over a week ago.

Click on Senna's card.

<no audio> Click on Senna's card to view her details.

Scenario 3

Senna has 3 months of benefits.

She is due for a midcert assessment in September but won't be 9 months old until a week or so after her PFDTU. So, we'll reissue the same sets, and she can come in for the appointment in October.

Double-click her card to open her Participant Folder.

<no audio> Double-click on Senna's card to open her Participant Folder.

<Waiting>

<screen description – no audio> Working…please wait and spin icon display.

Alert 1

This alert may still be applicable for the future, like it is for today.

So, let's just review it then close the alert.

<no audio> Close the Alert modal.

Foster Care

Foster Care 1

Toggle on Foster Care and hit the Enter key to save.

Foster Care 2

<no audio> Toggle on Foster Care and hit the Enter key to save.

<Waiting>

<screen description – no audio> Spin icon displays.

Benefits History

Benefits History 1

Select Benefits History from the sidebar.

Benefits History 1A

First, let's collapse the filter.

Benefits History 2

Open the July benefit set.

<no audio> Click or toggle on the July benefit set.

Benefits History 3

Senna had 2 cans of Reguline issued by Direct Ship and 5 cans of A.R. issued to the household account along with infant foods.

The direct shipped formula is obviously redeemed since the PFDTU is in the past, and some of the other benefits were redeemed as well.

Go ahead and view her August then September benefits.

<no audio> View Senna's August then September benefits.

Benefits History 4

<no audio> View Senna's August then September benefits.

Deactivate Card

Deactivate Card 1

Next, let's open the Manage eWIC Account page.

<Waiting>

<screen description – no audio> Working…please wait and spin icon display.

Deactivate Card 2

Although it is NOT required by policy, we are going to deactivate mom's WIC Card since she no longer needs to use the card for any benefits for herself and in case there are still benefits left for Senna.

Go ahead and deactivate her card.

<no audio> Deactivate the WIC Card.

<audio – hint> We must first select the row with the card.

Deactivate Card 3

<no audio> Deactivate the WIC Card.

Deactivate Card 4

We'll be able to see Senna's redemption in Adjust Benefits while in Change Household ID mode.

So, go ahead and open Change Household ID.

<no audio> Click the Participant Menu.

Open Change Household ID Mode

Open CHHID Mode 1

<no audio> Open Change Household ID mode.

<Waiting>

<screen description – no audio> Spin icon displays.

Which button?

Senna is joining the same foster family as Buzz and Shep Erde.

Which button do we click? Go ahead.

<failure – hint> Incorrect. Only actual siblings should share a Household ID. Otherwise, foster children who have the same foster family should be issued their own Household ID. Click the Create New Household button.

<Transition Slide>

We'll enter the Demographic information on the backside.

<screen description – no audio> Slide transitions to completed address fields.

Create New Household

Create New HH 1

Go ahead and click below the scroll bar.

Create New HH 2

Select the appropriate options from the How Heard About WIC and Reason for ID Change dropdowns.

Create New HH 3

<no audio> Select the appropriate options from the How Heard About WIC and Reason for ID Change dropdowns.

<audio – hint> Select Participated Previously.

Create New HH 4

<no audio> Select the appropriate options from the How Heard About WIC and Reason for ID Change dropdowns.

Create New HH 5

<no audio> Select the appropriate options from the How Heard About WIC and Reason for ID Change dropdowns.

<audio – hint> Select Custody Change.

Create New HH 6

Go ahead and save.

<no audio> Click the Save button.

Review Original Household

Review Original HH 1

Open the next requirement or page.

<Waiting>

<screen description – no audio> Working…please wait and spin icon display.

Review Original HH 2

The card was deactivated so nothing displays in the Card Number column.

We still have to click Save to complete this requirement and enable the next one.

Go ahead.

<no audio> Click the Save button.

Review Original HH 3

Open the next requirement or page.

<no audio> Select Review New Household's EBT HH Demographics from the sidebar.

<Waiting>

<screen description – no audio> Working…please wait and spin icon display.

Review New Household

Review New HH 1

Again, we need to add Aida's birthdate, 5/13/87, set her as Primary, and assign a WIC Card (6107279300000519).

Go ahead. Follow any cues that display.

<cue – no audio> Double-click.

Review New HH 2

<no audio> Add Aida's birthdate (5/13/87), set her as Primary, and assign a WIC Card (6107279300000519).

Review New HH 3

<no audio> Add Aida's birthdate (5/13/87), set her as Primary, and assign a WIC Card (6107279300000519).

<audio – hint> You must select the row before clicking the button.

Review New HH 4

<no audio> Add Aida's birthdate (5/13/87), set her as Primary, and assign a WIC Card (6107279300000519).

Review New HH 5

<no audio> Add Aida's birthdate (5/13/87), set her as Primary, and assign a WIC Card (6107279300000519).

<audio – hint> You must select the row before clicking the button.

Review New HH 6 - 8

<no audio> Add Aida's birthdate (5/13/87), set her as Primary, and assign a WIC Card (6107279300000519).

Review New HH 9

Our SWIPe is on so we can have Aida sign for the card.

Click Save then click through capturing the signature.

Capture Signature 1

<no audio> Click Save then click through capturing the signature.

Capture Signature 2-4

<no audio> Click Save then click through capturing the signature.

Adjust Benefits

Adjust Benefits 1

Next, open Adjust Benefits.

<no audio> Select Adjust Benefits from the sidebar.

<Waiting>

<screen description – no audio> Spin icon displays.

End Slide 1

We'll continue with Senna's household ID change in the next module.

Click the button to continue.

Knowledge Test

True/False Q#1

True or false?

We should decide whether to deactivate the original household's card based on the circumstances. It is not required by policy.

Answer #1

The answer is true.

Deactivation of WIC Cards may be necessary based on our assessment of the circumstances surrounding changing the participant's Household ID, but we are never required to do so.

End

End Slide 2

Thank you for reviewing this WINNIE online training module presented by the Minnesota Department of Health WIC Program.

If you have any feedback, comments, or questions about the information provided, please submit the WINNIE Questions for the State WIC Office form.

Minnesota Department of Health - WIC Program, 625 Robert St N, PO BOX 64975, ST PAUL MN 55164-0975; 1-800-657-3942, health.wic@state.mn.us, www.health.state.mn.us; to obtain this information in a different format, call: 1-800-657-3942.

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