

# **MOWINS Hot Topics Session**

## **Add/Replace Guidance**

**(Benefit Replacement)**



***Session Date: February 28, 2014***

# **Scenario 1**

## **Benefit Replacement Using: Void-Reprint**

**Scenario 1:** Issuing Benefits to participant. Printer jams while printing and need to reprint/replace them.

Issue Benefits - 02/24/2014

Benefits Food Prescription

Household Member Information

Household Participant	Frequency	Last Set Issued	Last Set PFDT	Last Set LDTU	Prior Certification	Certification Due	Categorical Ineligibility
ABBY APPLE	Bi-monthly				02/24/2014	09/30/2014	09/30/2014
ANDY APPLE	Bi-monthly				02/24/2014	09/30/2014	09/30/2018

ABBY-APPLE

- 02/24/2014-03/02/2014 Quarter
- <03/01/2014>03/03/2014-03/31/2014 Full
- 04/01/2014-04/30/2014 Full

ANDY-APPLE

Cycle Adjustment Type

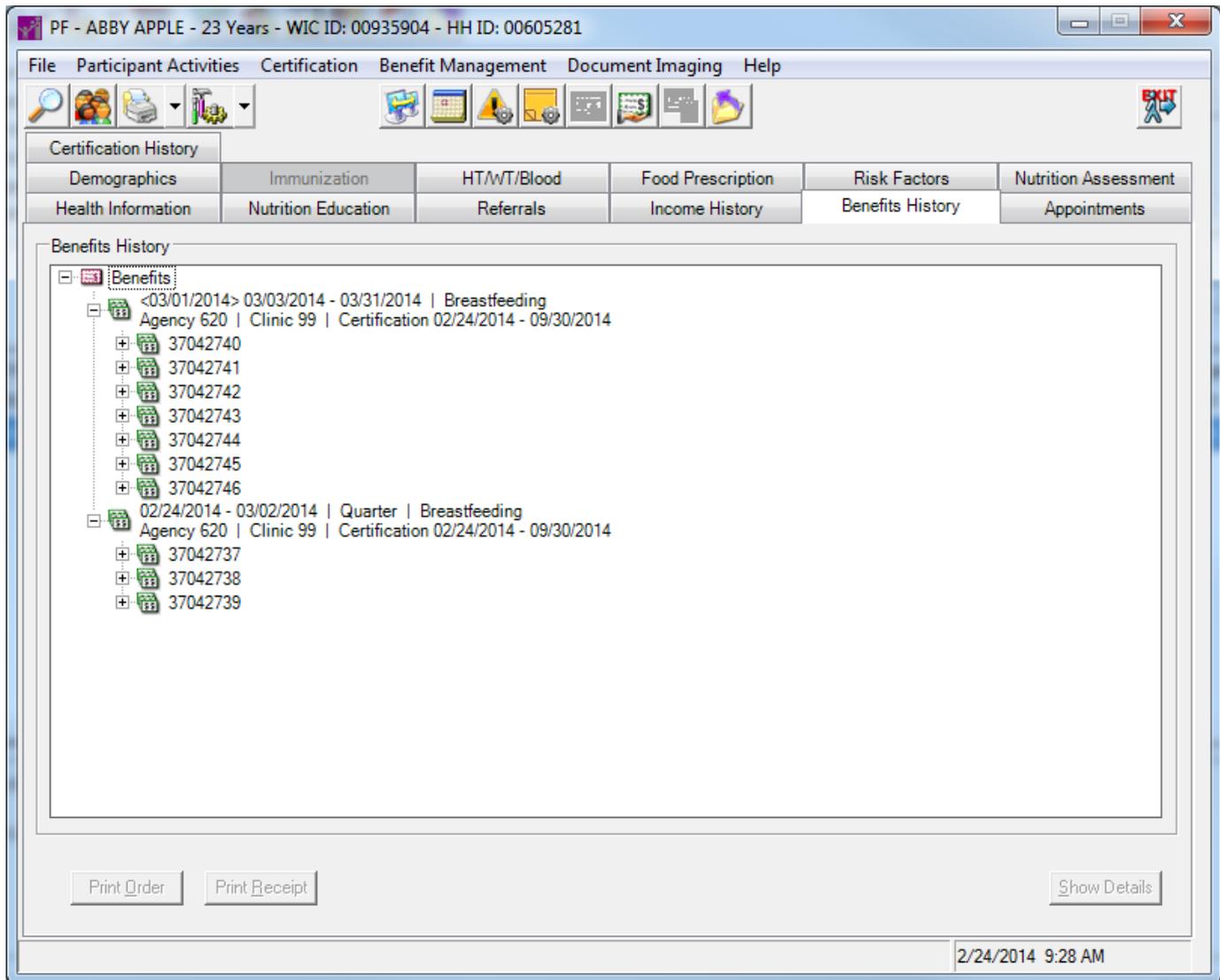
System Determined  Selected LDTU of (none)

Preview Benefits Edit First Set

Mailing Benefits  Generate Address Label

Issue Benefits to Selected Members Cancel

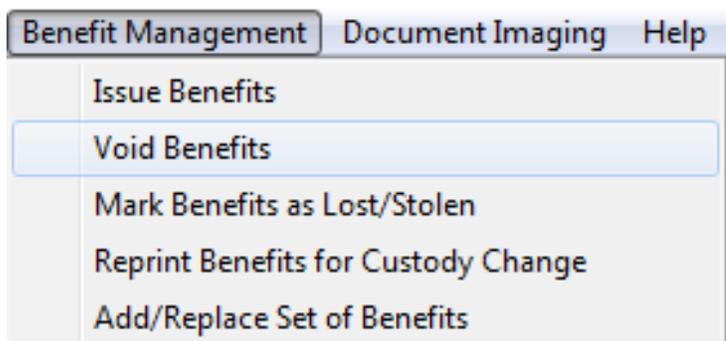
Even though the Printer Jammed and Benefits are damaged the Benefit History still recorded that benefits were printed.



For this scenario we'll say that the February Benefits printed without damage so we will only reprint/replace the March benefits.

Since we are NOT wanting to make any changes to the March benefits, as they were correct, we can utilize the following method to reprint/replace those benefits.

Go to Benefit Management, Void Benefits.



The Identify Benefits to Void screen will display. On this screen we will mark only the benefits that were damaged and necessary to reprint/replace.

**REMEMBER! ONLY VOID BENEFITS YOU HAVE IN HAND!!!** Also, use the printed checks to identify benefits to void by matching the check's number to the Benefit Number on the Identify Benefits to Void screen.

Benefit Stock Type

WIC  Farmers Market

Select Benefits to Void

Select	Participant Name	Benefit Number	First Date to Use	Last Date to Use	Date Issued
<input checked="" type="checkbox"/>	ABBY APPLE	37042740	3/3/2014	3/31/2014	2/24/2014
<input checked="" type="checkbox"/>	ABBY APPLE	37042741	3/3/2014	3/31/2014	2/24/2014
<input checked="" type="checkbox"/>	ABBY APPLE	37042742	3/3/2014	3/31/2014	2/24/2014
<input checked="" type="checkbox"/>	ABBY APPLE	37042743	3/3/2014	3/31/2014	2/24/2014
<input checked="" type="checkbox"/>	ABBY APPLE	37042744	3/3/2014	3/31/2014	2/24/2014
<input checked="" type="checkbox"/>	ABBY APPLE	37042745	3/3/2014	3/31/2014	2/24/2014
<input checked="" type="checkbox"/>	ABBY APPLE	37042746	3/3/2014	3/31/2014	2/24/2014
<input type="checkbox"/>	ABBY APPLE	37042737	2/24/2014	3/2/2014	2/24/2014
<input type="checkbox"/>	ABBY APPLE	37042738	2/24/2014	3/2/2014	2/24/2014
<input type="checkbox"/>	ABBY APPLE	37042739	2/24/2014	3/2/2014	2/24/2014

Food Items on Currently Selected Benefit

Quantity	Description
1000.00	FOR FRESH/FROZEN FRUITS OR VEGETABLES

Once you have selected the benefits to reprint/replace click OK.

Once OK is clicked on the Identify screen the Confirm Benefits to Void screen is displayed.

Benefit Number	Participant Name	First Date To Use	Last Date To Use	Date Issued
37042740	ABBY APPLE	3/3/2014	3/31/2014	2/24/2014
37042741	ABBY APPLE	3/3/2014	3/31/2014	2/24/2014
37042742	ABBY APPLE	3/3/2014	3/31/2014	2/24/2014
37042743	ABBY APPLE	3/3/2014	3/31/2014	2/24/2014
37042744	ABBY APPLE	3/3/2014	3/31/2014	2/24/2014
37042745	ABBY APPLE	3/3/2014	3/31/2014	2/24/2014
37042746	ABBY APPLE	3/3/2014	3/31/2014	2/24/2014

Reason for Voiding: [Dropdown Menu]  Reprint Benefits

Mailing Benefits  Generate Address Label

At this point benefits have not yet been Voided in MOWINS. If you have incorrectly selected benefits to Void you have the option to select Cancel and return to the Identify Benefits to Void screen.

If the benefits identified and selected to void are correct you can select a Reason for Voiding. There are several Reasons available so select the reason that is most appropriate.

If the Reprint Benefits checkbox is marked then when the OK button is clicked MOWINS will Void all the benefits selected AND print benefits with the ***exact same items and quantities*** as the benefits selected. If the Reprint Benefits checkbox remains blank then no benefits will print, MOWINS will only Void.

Reason for Voiding: [Dropdown Menu]  Reprint Benefits

- Alignment
- Custody Change
- Damaged Food Instrument (Printed)
- Food Prescription Change
- Mail Undelivered
- Moving Out of State
- Other (per policy) (see general notes)
- Participant Returned

For this scenario we will utilize the Reprint Benefits checkbox while Voiding.

Benefit Number	Participant Name	First Date To Use	Last DateTo Use	Date Issued
37042740	ABBY APPLE	3/3/2014	3/31/2014	2/24/2014
37042741	ABBY APPLE	3/3/2014	3/31/2014	2/24/2014
37042742	ABBY APPLE	3/3/2014	3/31/2014	2/24/2014
37042743	ABBY APPLE	3/3/2014	3/31/2014	2/24/2014
37042744	ABBY APPLE	3/3/2014	3/31/2014	2/24/2014
37042745	ABBY APPLE	3/3/2014	3/31/2014	2/24/2014
37042746	ABBY APPLE	3/3/2014	3/31/2014	2/24/2014

Reason for Voiding: Damaged Food Instrument (Printed)  Reprint Benefits

Mailing Benefits  Generate Address Label

OK Cancel

Once I have reviewed my benefits, marked the physical checks as VOID, selected a Reason for Voiding, and made a decision on utilizing the Reprint, I click OK.

Since I'm utilizing the Reprint, benefits will print and the Capture Electronic Signature screen is initialized to record the participant's signature for receipt of the newly printed benefits.

I can now review the Benefit History and see that the benefits I selected to Void are marked as such and that I have a Reprinted set for that same date range.

PF - ABBY APPLE - 23 Years - WIC ID: 00935904 - HH ID: 00605281

File Participant Activities Certification Benefit Management Document Imaging Help

Certification History

Demographics	Immunization	HTA/WT/Blood	Food Prescription	Risk Factors	Nutrition Assessment
Health Information	Nutrition Education	Referrals	Income History	Benefits History	Appointments

Benefits History

- Benefits
  - <03/01/2014> 03/03/2014 - 03/31/2014 | Breastfeeding
    - Agency 620 | Clinic 99 | Certification 02/24/2014 - 09/30/2014
      - 37042747 | Reprint
      - 37042748 | Reprint
      - 37042749 | Reprint
      - 37042750 | Reprint
      - 37042751 | Reprint
      - 37042752 | Reprint
      - 37042753 | Reprint
    - <03/01/2014> 03/03/2014 - 03/31/2014 | Breastfeeding
      - Agency 620 | Clinic 99 | Certification 02/24/2014 - 09/30/2014
        - 37042740 | VOIDED 02/24/2014
        - 37042741 | VOIDED 02/24/2014
        - 37042742 | VOIDED 02/24/2014
        - 37042743 | VOIDED 02/24/2014
        - 37042744 | VOIDED 02/24/2014
        - 37042745 | VOIDED 02/24/2014
        - 37042746 | VOIDED 02/24/2014
      - 02/24/2014 - 03/02/2014 | Quarter | Breastfeeding
        - Agency 620 | Clinic 99 | Certification 02/24/2014 - 09/30/2014

Print Order Print Receipt Show Details

2/24/2014 10:42 AM

**NOTE!** The check numbers are different, but the food items are the same when the benefit tree is expanded.

The screenshot shows a software window titled "PF - ABBY APPLE - 23 Years - WIC ID: 00935904 - HH ID: 00605281". The window has a menu bar with "File", "Participant Activities", "Certification", "Benefit Management", "Document Imaging", and "Help". Below the menu bar is a toolbar with various icons. The main content area is titled "Benefits History" and contains a table with columns: "Demographics", "Immunization", "HT/WT/Blood", "Food Prescription", "Risk Factors", and "Nutrition Assessment". Below the table is a list of benefits. Each benefit entry includes a date range, agency/clinic information, and a list of food items. The food items listed are: 1.00 GALLONS MILK:SKIM THRU 2% (WHITE), 1.00 POUND 16 OZ CHEESE - STORE BRAND/GENERIC, 36.00 OUNCES CEREAL - APPROVED TYPES/SIZES, 1.00 16 OZ WIC APPROVED BREAD, TORTILLAS OR BROWN RICE, and 2.00 46 OZ CAN OR 11.5 - 12.0 OZ FROZEN JUICE APPROVED TYPES. The status bar at the bottom right shows the date and time: "2/24/2014 10:51 AM".

**Are there any questions regarding this scenario?**

# **Scenario 2**

## **Benefit Replacement Using: Void & Add/Replace**

**Scenario 2:** Issue Benefits to Participant. Review the printed benefits with the participant and discover food items or quantities are incorrect.

Benefits Food Prescription

Household Member Information

Household Participant	Frequency	Last Set Issued	Last Set PFDT	Last Set LDTU	Prior Certification	Certification Due	Categorical Ineligibility
ABBY APPLE	Bi-monthly	2/24/2014	3/1/2014	3/31/2014	02/24/2014	09/30/2014	09/30/2014
ANDY APPLE	Bi-monthly				02/24/2014	09/30/2014	09/30/2018

ABBY- APPLE  
 04/01/2014-04/30/2014 Full  
 ANDY- APPLE  
 <03/01/2014>03/03/2014-03/31/2014 Full  
 04/01/2014-04/30/2014 Full

Cycle Adjustment Type  
 System Determined  Selected LDTU of (none)

**Preview Benefits** Edit First Set

Mailing Benefits  Generate Address Label

Issue Benefits to Selected Members Cancel

In this situation, the benefits printed with only 1 jar for the Infant Meats & 1 jar for the Infant Fruits/Veggies.

**NOTE!** If the Preview Benefits were used prior to printing, this mistake could have easily been avoided.

PF - ANDY APPLE - 5 Months 23 Days - WIC ID: 00935905 - HH ID: 00605281

File Participant Activities Certification Benefit Management Document Imaging Help

Certification History

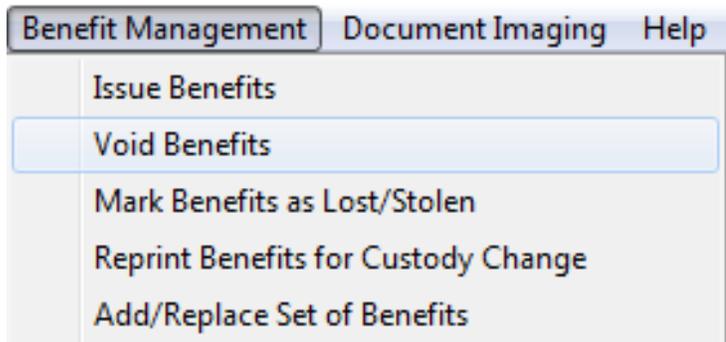
Demographics	Immunization	HT/WT/Blood	Food Prescription	Risk Factors	Nutrition Assessment
Health Information	Nutrition Education	Referrals	Income History	Benefits History	Appointments

Benefits History

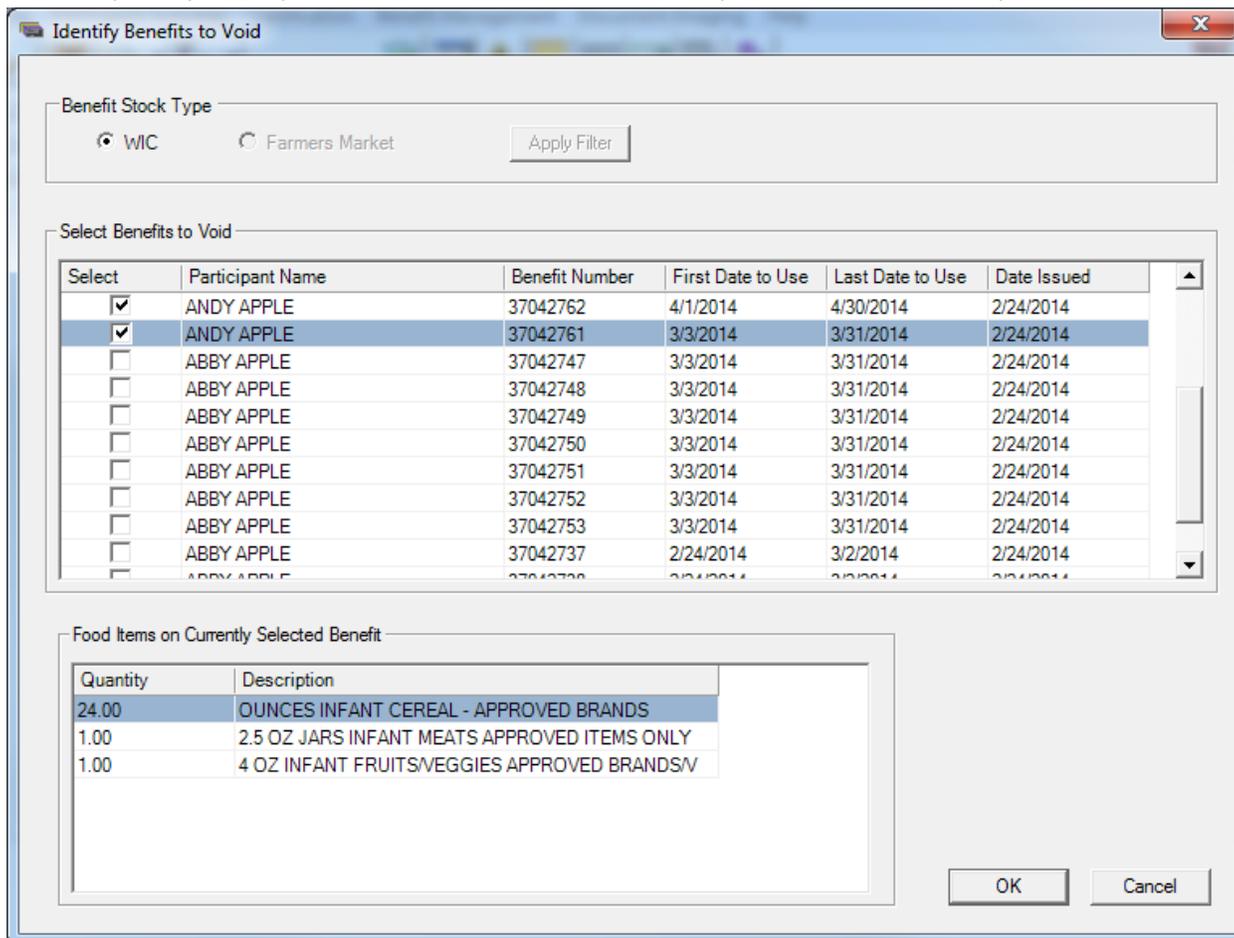
- 04/01/2014 - 04/30/2014 | Infant  
Agency 620 | Clinic 99 | Certification 02/24/2014 - 09/30/2014  
37042762  
 - 24.00 OUNCES INFANT CEREAL - APPROVED BRANDS  
 - 1.00 2.5 OZ JARS INFANT MEATS APPROVED ITEMS ONLY  
 - 1.00 4 OZ INFANT FRUITS/VEGGIES APPROVED BRANDS/VARIETIES ONLY
- <03/01/2014> 03/03/2014 - 03/31/2014 | Infant  
Agency 620 | Clinic 99 | Certification 02/24/2014 - 09/30/2014  
37042761  
 - 24.00 OUNCES INFANT CEREAL - APPROVED BRANDS  
 - 1.00 2.5 OZ JARS INFANT MEATS APPROVED ITEMS ONLY  
 - 1.00 4 OZ INFANT FRUITS/VEGGIES APPROVED BRANDS/VARIETIES ONLY

Since we have realized that these benefits are NOT correct and the benefits are in hand we can correct this right away.

First, we will Void the incorrect benefits. Go to Benefit Management, Void Benefits.



The Identify Benefits to Void screen will display. On this screen we will mark only the benefits that are incorrect and necessary to reprint/replace. Use the check number on the printed check to identify benefits to void.



Once you have selected the benefits to reprint/replace click OK.

Once OK is clicked on the Identify screen the Confirm Benefits to Void screen is displayed.

Confirm Benefits to Void

Benefits to be Voided

Benefit Number	Participant Name	First Date To Use	Last DateTo Use	Date Issued
37042762	ANDY APPLE	4/1/2014	4/30/2014	2/24/2014
37042761	ANDY APPLE	3/3/2014	3/31/2014	2/24/2014

Reason for Voiding: [Dropdown Menu]  Reprint Benefits

Mailing Benefits  Generate Address Label [OK] [Cancel]

At this point benefits have not yet been Voided in MOWINS. Remember, if you have incorrectly selected benefits to void you have the option to select Cancel and return to the Identify Benefits to Void screen.

If the benefits identified and selected to void are correct you can select a Reason for Voiding.

Confirm Benefits to Void

Benefits to be Voided

Benefit Number	Participant Name	First Date To Use	Last DateTo Use	Date Issued
37042762	ANDY APPLE	4/1/2014	4/30/2014	2/24/2014
37042761	ANDY APPLE	3/3/2014	3/31/2014	2/24/2014

Reason for Voiding: Food Prescription Change  Reprint Benefits

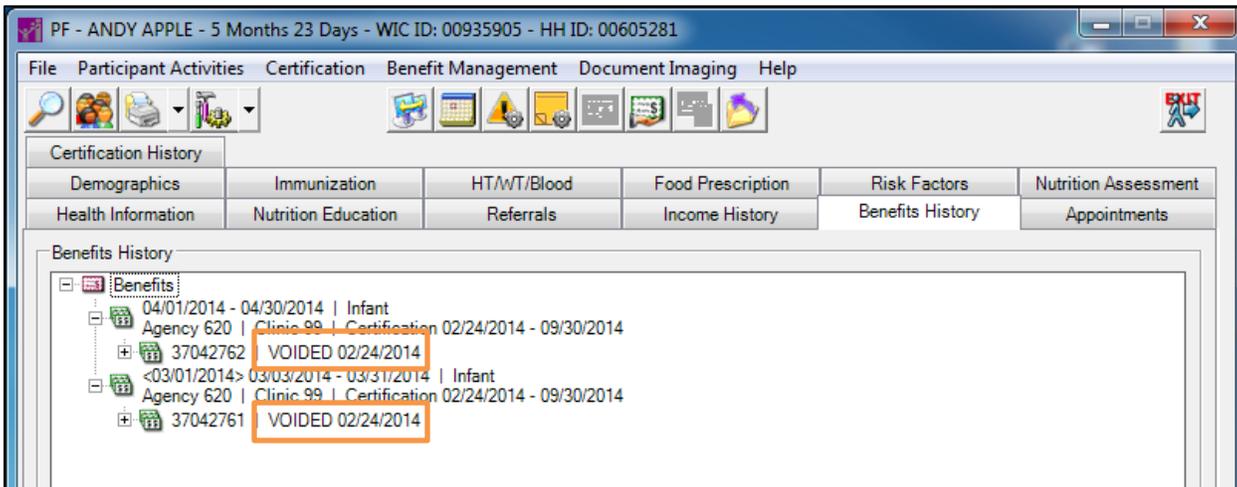
Mailing Benefits  Generate Address Label [OK] [Cancel]

For this scenario we will NOT utilize the Reprint Benefits checkbox while Voiding.

Remember, the Reprint Benefits checkbox means that replacement checks will be printed with the **exact same items and quantities** as the benefits selected. If the Reprint Benefits checkbox remains blank then no benefits will print, MOWINS will only Void.

Once I have reviewed my benefits, marked the physical checks as VOID, selected a Reason for Voiding, and made a decision on utilizing the Reprint, I click OK.

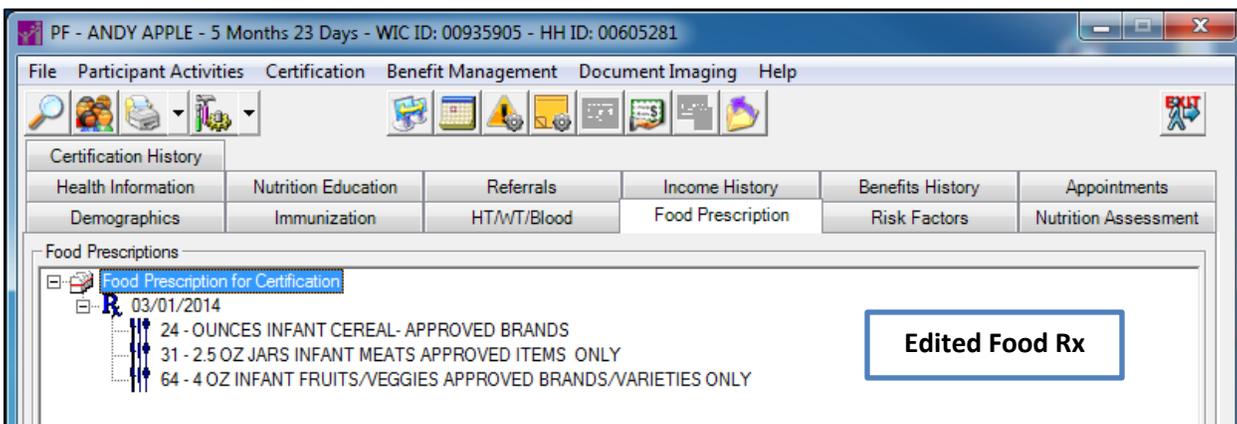
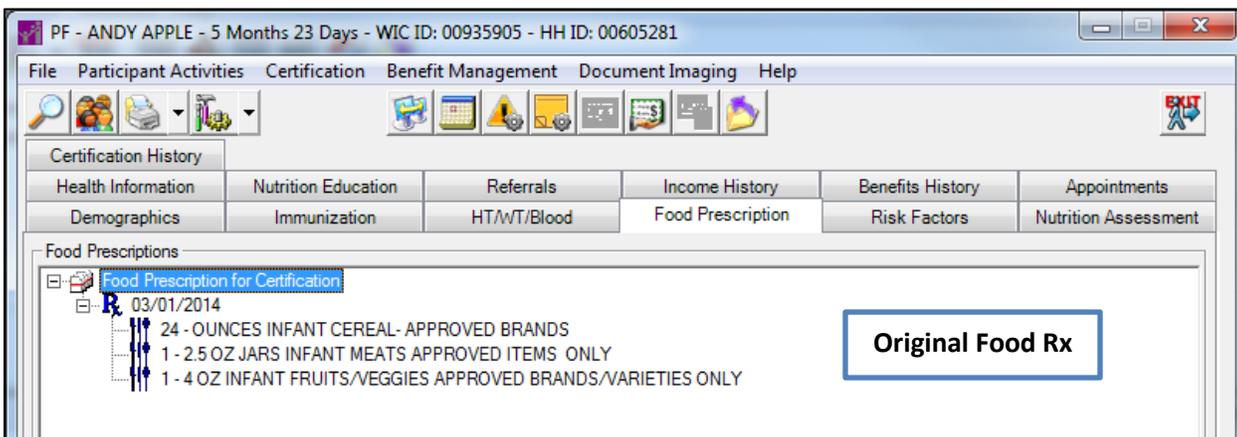
Since the Reprint Benefits checkbox was not used in this scenario we are returned to the participant folder and can review the Benefits History.



Before printing replacement benefits I will want to correct the Food Prescription so that the participant receives the appropriate food items and quantities. **NOTE!** Only appropriate staff should build or change Food Prescriptions!

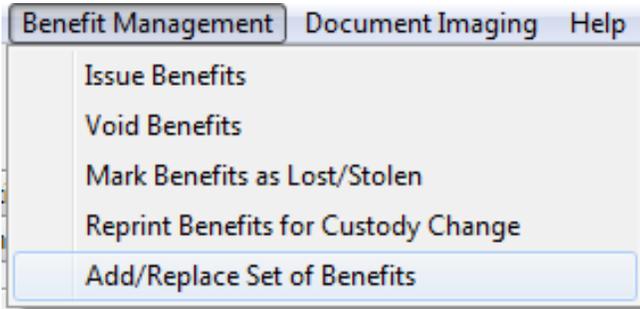
**NOTE!** On the Food Prescription tab only a Current or Future Dated food prescription can be Edited or Deleted.

For this scenario we will Edit the food prescription.



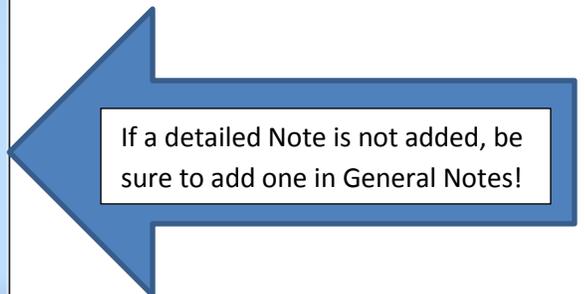
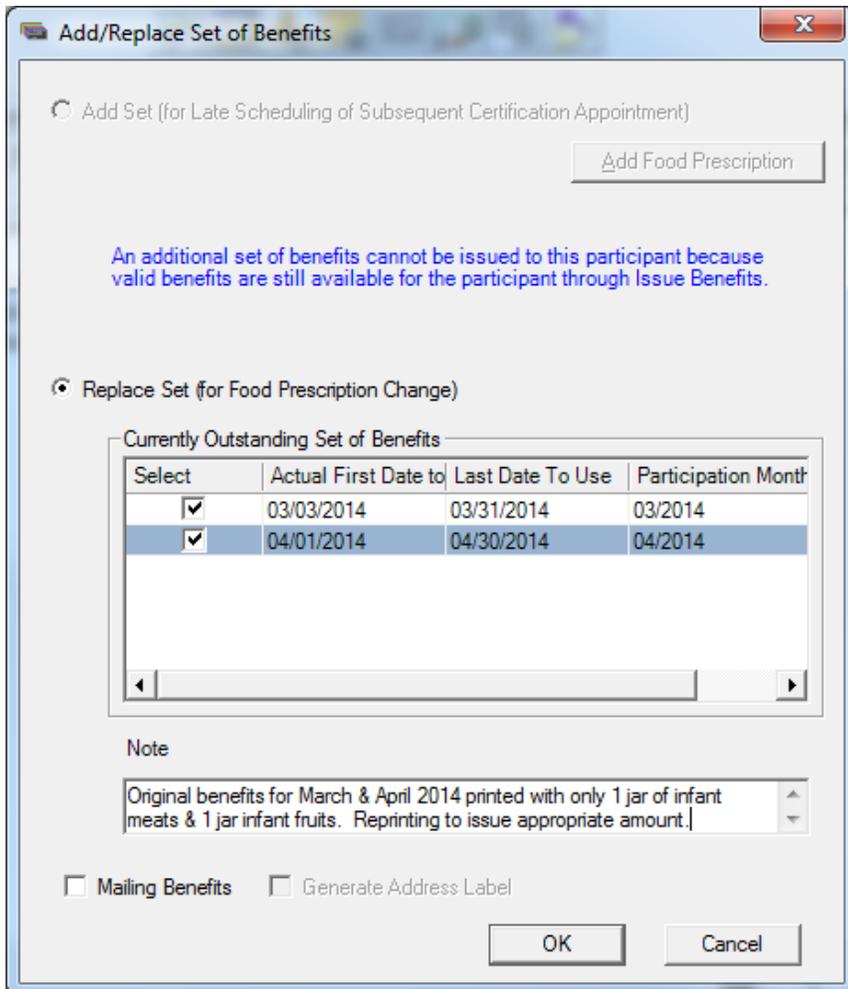
Now that we have an appropriate Food Prescription we are ready to reprint/replace benefits.

Go to Benefit Management, Add/Replace Set of Benefits.



The Add/Replace Set of Benefits screen opens and we can select the date range(s) of benefits to replace/reprint by selecting the checkbox in the Select column. Replacement sets can be printed one at a time or multiple sets can be selected according to user preference.

It is also important to include a Note that will provide appropriate information to anyone looking at the record regarding why the Add/Replace option was used. Once the information is complete click the OK button.



**NOTE!** If there is NO formula in the Food Prescription, once the OK is clicked the system will immediately print benefits and the Capture Electronic Signature screen is initialized to record the participant's signature for receipt of the newly printed benefits.

There is NOT a second chance to review or preview what will print after clicking OK. Be sure to review the reprinted benefits for correctness before allowing the participant to leave with them.

Reviewing the Benefits History will show us which benefits were Replaced and that the replacement benefits contain items and quantities that match the updated/corrected Food Prescription.

The screenshot shows a software window titled "PF - ANDY APPLE - 5 Months 23 Days - WIC ID: 00935905 - HH ID: 00605281". The window has a menu bar with "File", "Participant Activities", "Certification", "Benefit Management", "Document Imaging", and "Help". Below the menu bar is a toolbar with various icons. The main content area is titled "Benefits History" and contains a table with columns: "Demographics", "Immunization", "HT/WT/Blood", "Food Prescription", "Risk Factors", and "Nutrition Assessment". Below the table is a list of benefits with the following details:

- 04/01/2014 - 04/30/2014 | Replacement | Infant  
Agency 620 | Clinic 99 | Certification 02/24/2014 - 09/30/2014
- 04/01/2014 - 04/30/2014 | Infant  
Agency 620 | Clinic 99 | Certification 02/24/2014 - 09/30/2014
- <03/01/2014> 03/03/2014 - 03/31/2014 | Replacement | Infant  
Agency 620 | Clinic 99 | Certification 02/24/2014 - 09/30/2014
- 37042763
  - 24.00 OUNCES INFANT CEREAL - APPROVED BRANDS
  - 11.00 2.5 OZ JARS INFANT MEATS APPROVED ITEMS ONLY
  - 22.00 4 OZ INFANT FRUITS/VEGGIES APPROVED BRANDS/VARIETIES ONLY
- 37042764
  - 10.00 2.5 OZ JARS INFANT MEATS APPROVED ITEMS ONLY
  - 21.00 4 OZ INFANT FRUITS/VEGGIES APPROVED BRANDS/VARIETIES ONLY
- 37042765
  - 10.00 2.5 OZ JARS INFANT MEATS APPROVED ITEMS ONLY
  - 21.00 4 OZ INFANT FRUITS/VEGGIES APPROVED BRANDS/VARIETIES ONLY
- <03/01/2014> 03/03/2014 - 03/31/2014 | Infant  
Agency 620 | Clinic 99 | Certification 02/24/2014 - 09/30/2014
- 37042761 | VOIDED 02/24/2014
  - 24.00 OUNCES INFANT CEREAL - APPROVED BRANDS
  - 1.00 2.5 OZ JARS INFANT MEATS APPROVED ITEMS ONLY
  - 1.00 4 OZ INFANT FRUITS/VEGGIES APPROVED BRANDS/VARIETIES ONLY

At the bottom of the window, there are buttons for "Print Order", "Print Receipt", and "Show Details". The date and time "2/24/2014 4:05 PM" are displayed in the bottom right corner.

**Are there any questions regarding this scenario?**

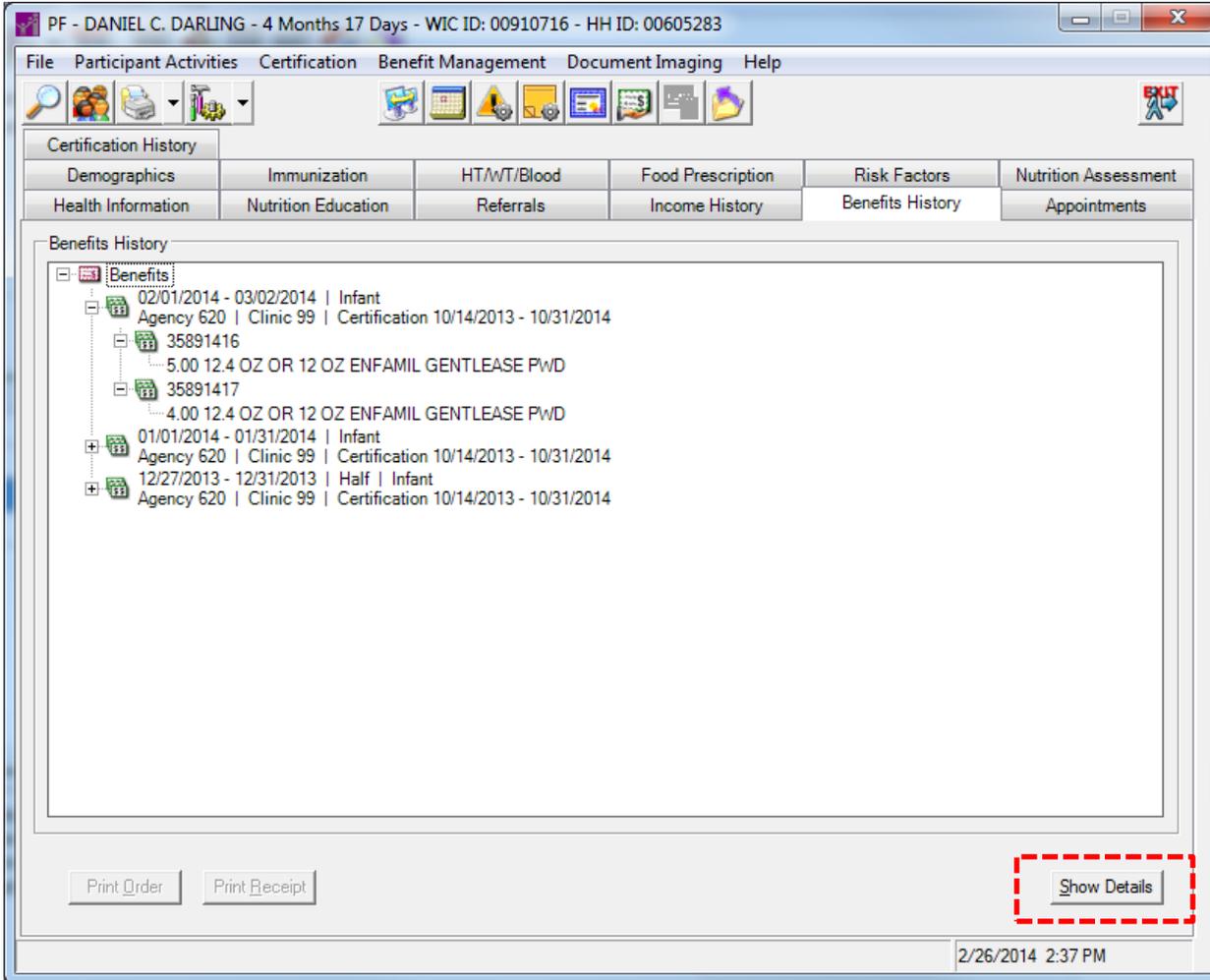
## **Scenario 3**

**Benefit Replacement Using:**

**Void & Add/Replace**

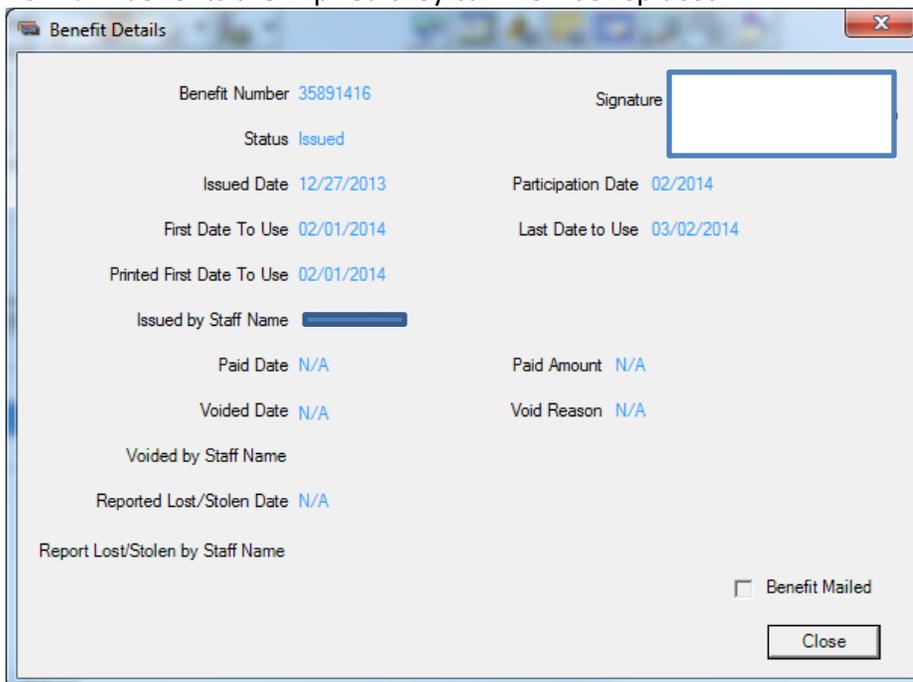
**After 1 Check is Cashed & 1 is  
Returned for Rx Change**

**Scenario 3:** Participant was previously issued benefits for a formula. Guardian returns stating that they want to change formulas & have a WIC-27. They have cashed one of the checks issued and only brought in the unused check. (No cans were returned).



I can use the Show Details button to verify benefit information.

**NOTE!** If benefits are Expired they can NOT be replaced.



I will scan in the WIC-27, add Food Package 3 information on the Health Information tab, & Void the check that was returned. I will NOT use the Reprint option in the Void area.

Identify Benefits to Void

Benefit Stock Type  
 WIC     Farmers Market   

Select Benefits to Void

Select	Participant Name	Benefit Number	First Date to Use	Last Date to Use	Date Issued
<input checked="" type="checkbox"/>	DANIEL C DARLING	35891416	2/1/2014	3/2/2014	12/27/2013

Food Items on Currently Selected Benefit

Quantity	Description
5.00	12.4 OZ OR 12 OZ ENFAMIL GENTLEASE PwD

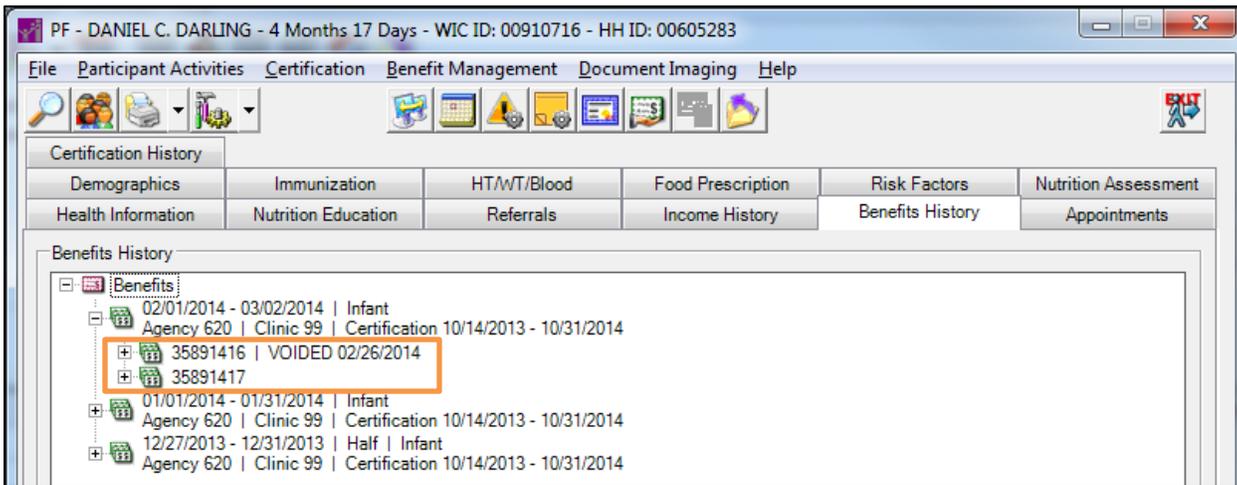
Confirm Benefits to Void

Benefits to be Voided

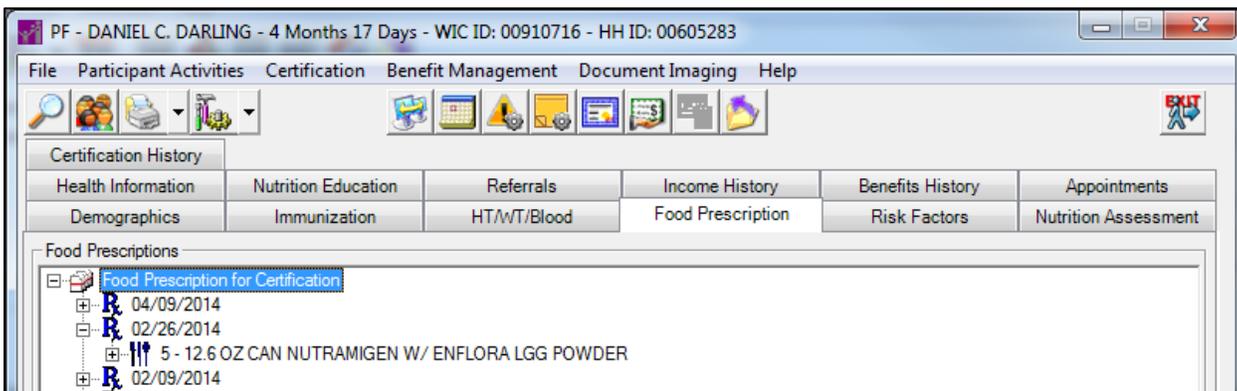
Benefit Number	Participant Name	First Date To Use	Last Date To Use	Date Issued
35891416	DANIEL C DARLING	2/1/2014	3/2/2014	12/27/2013

Reason for Voiding:      Reprint Benefits

Mailing Benefits     Generate Address Label

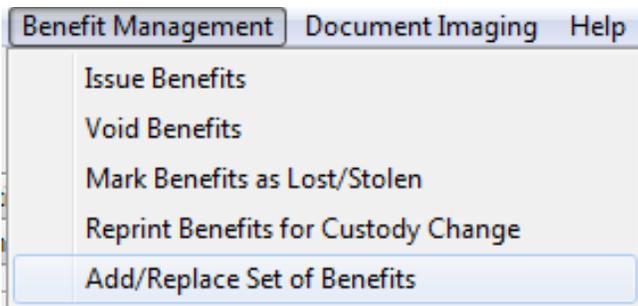


Authorized staff add a New Food Prescription entering it for the appropriate formula & amount. **(See FFRG for help!)**



Now that we have an appropriate Food Prescription we are ready to reprint/replace benefits.

Go to Benefit Management, Add/Replace Set of Benefits.



The Add/Replace Set of Benefits screen opens. We can select the date range of benefits to replace/reprint and add a Note describing what has occurred with the reason why the Add/Replace option was used. Once the information is complete click the OK button.

**Add/Replace Set of Benefits**

Add Set (for Late Scheduling of Subsequent Certification Appointment)

Replace Set (for Food Prescription Change)

An additional set of benefits cannot be issued to this participant because valid benefits are still available for the participant through Issue Benefits.

Select	Actual First Date to	Last Date To Use	Participation Month
<input checked="" type="checkbox"/>	02/01/2014	03/02/2014	02/2014

Note

Participant has WIC-27 for formula change and returned with check for "old" formula. Voided check and reprinting for new formula & approp Qty.

Mailing Benefits     Generate Address Label

Since we are printing a formula the Direct Shipped Benefit Items screen appears. This option could be used if you had the formula in your agency stock to give. For this scenario we will just print a physical check so we will only click Finish.

**Direct Shipped Benefit Items**

Direct Ship this Item

Participant  
State WIC ID 00910716    Name DANIEL C. DARLING

Ship to:  
 Clinic  
 Participant  
 In Stock

Ship to Address:  
Address [Redacted]  
City [Redacted]  
State [Redacted]

**Order**

Benefit Period 02/01/2014 - 03/02/2014  
Formula 12.6 OZ NUTRAMIGEN W/ ENFLORA LGG POWDER  
Quantity 5

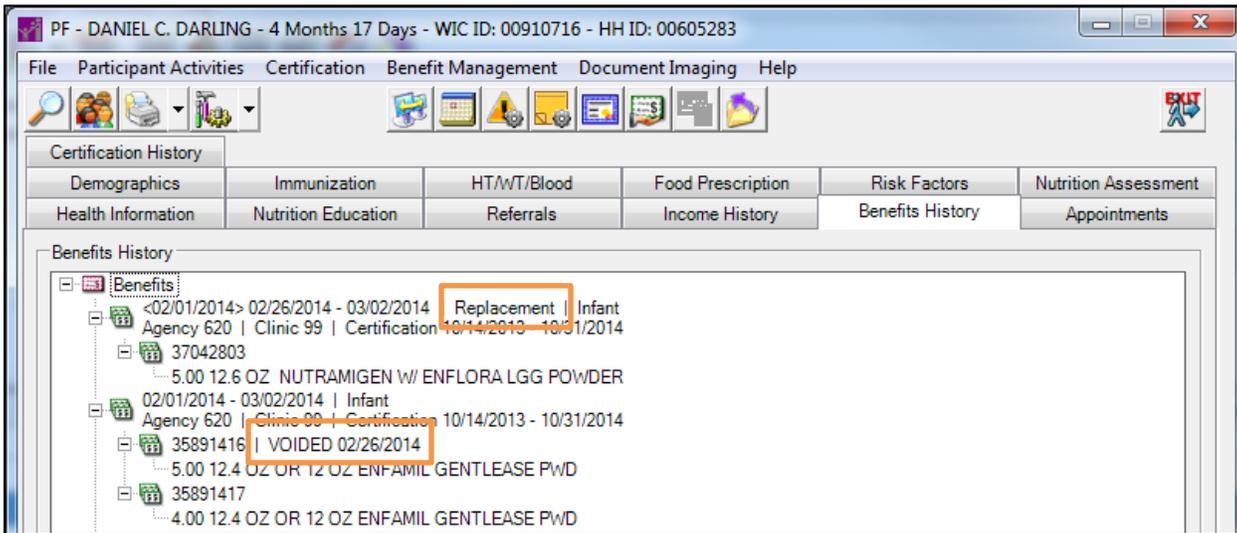
Print Order     Print Receipt

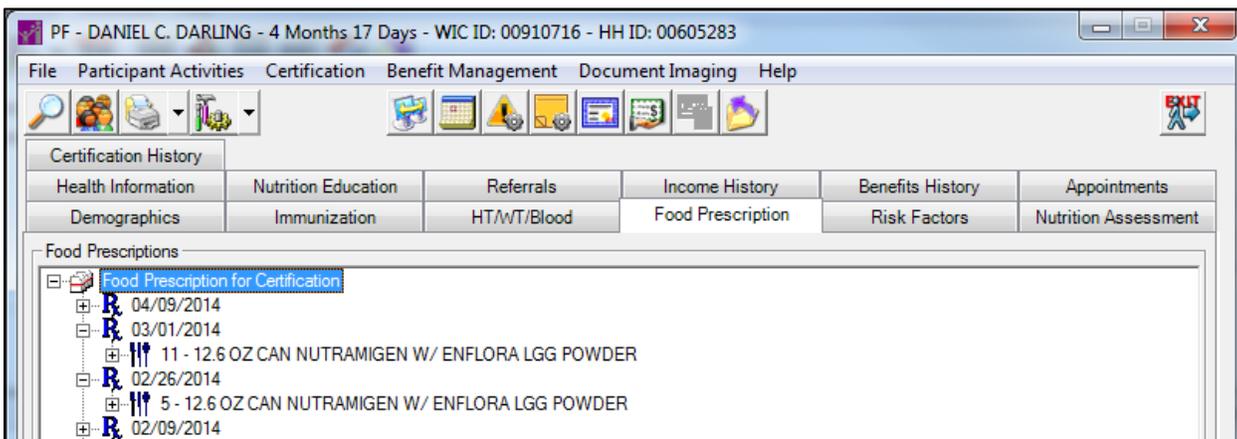
**NOTE!**  
The Order area can be used to confirm that the benefits printed will be for the correct dates, formula, and quantity.

Benefits will print, and the Capture Electronic Signature screen is initialized to record the participant's signature for receipt of the newly printed benefits.

Reviewing the Benefits History will show us which benefits were Replaced and that the replacement benefits contain items and quantities that match the updated/corrected Food Prescription.



**Last Step!** Now to ensure that the next full set of benefits prints correctly we will want to make sure that there is an appropriate FUTURE dated Food Prescription.



**Are there any questions regarding this scenario?**

## Scenario 4

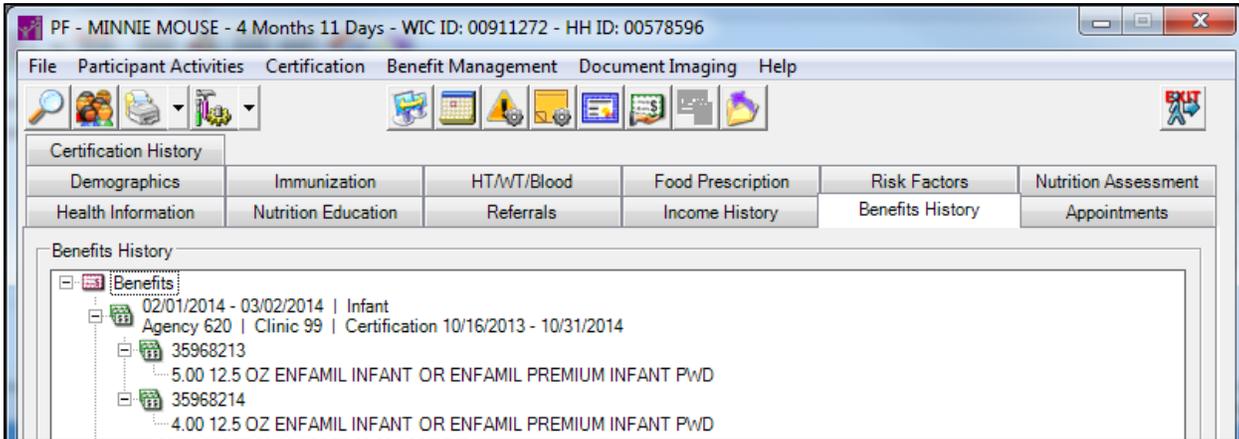
**Benefit Replacement Using:**

**Add/Replace**

**After Current Benefits are Cashed**

**& Only Cans of Formula are  
Returned**

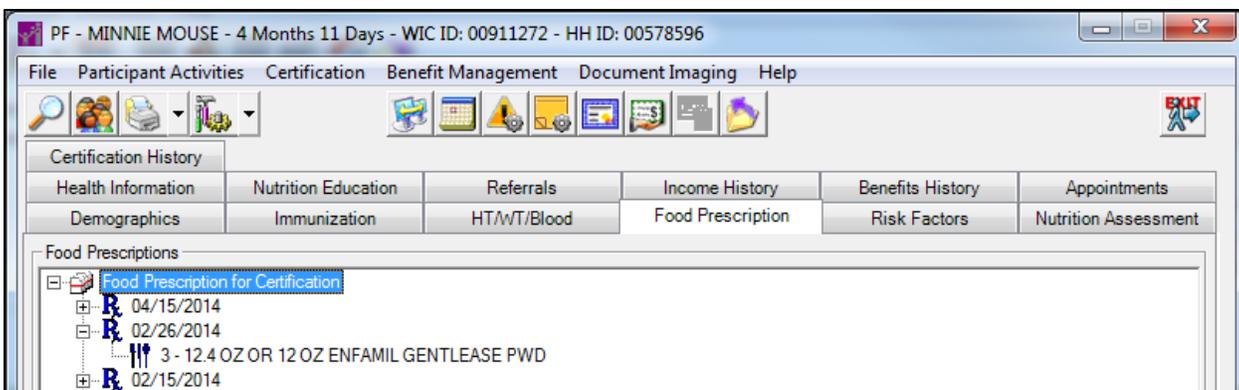
**Scenario 4:** Benefits were issued to participant for the current month and have been cashed. Guardian returns to the clinic with X number of cans, and needs to change formulas.



Since the Benefits have been Cashed we do **NOT** Void benefits.

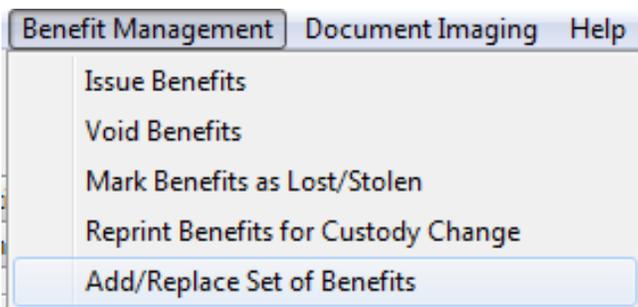
Instead we follow procedures making sure that the formula returned is not open, not expired, is the same formula WIC issued, that it is for the Current Month, etc.

Authorized staff (using the FFRG) add a New Food Prescription entering it for the appropriate formula & amount.



Now that we have an appropriate Food Prescription we are ready to reprint/replace benefits.

Go to Benefit Management, Add/Replace Set of Benefits.



The Add/Replace Set of Benefits screen opens. We can select the date range of benefits to replace/reprint and add a Note describing what has occurred with a reason why the Add/Replace option was used. Once the information is complete click the OK button.

Add Set (for Late Scheduling of Subsequent Certification Appointment)

An additional set of benefits cannot be issued to this participant because valid benefits are still available for the participant through Issue Benefits.

Replace Set (for Food Prescription Change)

Currently Outstanding Set of Benefits

Select	Actual First Date to	Last Date To Use	Participation Month
<input checked="" type="checkbox"/>	02/01/2014	03/02/2014	02/2014

Note

Participant cashed Feb-14 benefits & returned 3 cans Erfamil PWD to exchange for Gentlease PWD-issuing 3 from stock. See Rx change note

Mailing Benefits     Generate Address Label

Since we are printing a formula, the Direct Shipped Benefit Items screen appears. *For this scenario we will utilize this option to issue the formula from the agency stock.*

On the Direct Shipped Benefit Items screen we must add a checkmark to the Direct Ship this Item and in the Ship to area select In Stock. Verify the information and click the Finish button.

Direct Shipped Benefit Items

Direct Ship this Item

Participant

State WIC ID 00911272 Name MINNIE MOUSE

Ship to

Clinic  
 Participant  
 In Stock

Ship to Address

Address  
City  
State ZIP -

Order

Benefit Period 02/01/2014 - 03/02/2014  
Formula 12.4 OZ OR 12 OZ ENFAMIL GENTLEASE PWD  
Quantity 3

Print Order  Print Receipt

< Back Finish Cancel

Benefits will **NOT** print, but the Capture Electronic Signature screen is initialized to record the participant's signature for receipt of the formula from the agency stock.

Reviewing the Benefits History will show us which benefits were Replacement, information regarding the use of Direct Ship, & that the replacement benefits contain items and quantities that match the updated/corrected Food Prescription.

PF - MINNIE MOUSE - 4 Months 11 Days - WIC ID: 00911272 - HH ID: 00578596

File Participant Activities Certification Benefit Management Document Imaging Help

Certification History

Demographics	Immunization	HT/WT/Blood	Food Prescription	Risk Factors	Nutrition Assessment
Health Information	Nutrition Education	Referrals	Income History	Benefits History	Appointments

Benefits History

- <02/01/2014> 02/26/2014 - 03/02/2014 Replacement Infant  
Agency 620 | Clinic 00 | Certification 10/16/2013 - 10/31/2014
- 37042804 Direct Shipped  
3.00 12.4 OZ OR 12 OZ ENFAMIL GENTLEASE PWD
- 02/01/2014 - 03/02/2014 | Infant  
Agency 620 | Clinic 99 | Certification 10/16/2013 - 10/31/2014
- 35968213  
5.00 12.5 OZ ENFAMIL INFANT OR ENFAMIL PREMIUM INFANT PWD
- 35968214  
4.00 12.5 OZ ENFAMIL INFANT OR ENFAMIL PREMIUM INFANT PWD

**NOTE!**  
Currently there is a reported issue that when doing a Direct Ship through Add/Replace a Physical Check may print. If the Benefit History shows the Benefit as Direct Shipped then ONLY Void the Physical Check and document in Notes.

Then ensure that the next full set of benefits prints correctly by verifying that there is an appropriate FUTURE dated Food Prescription.

**Are there any questions regarding this scenario?**

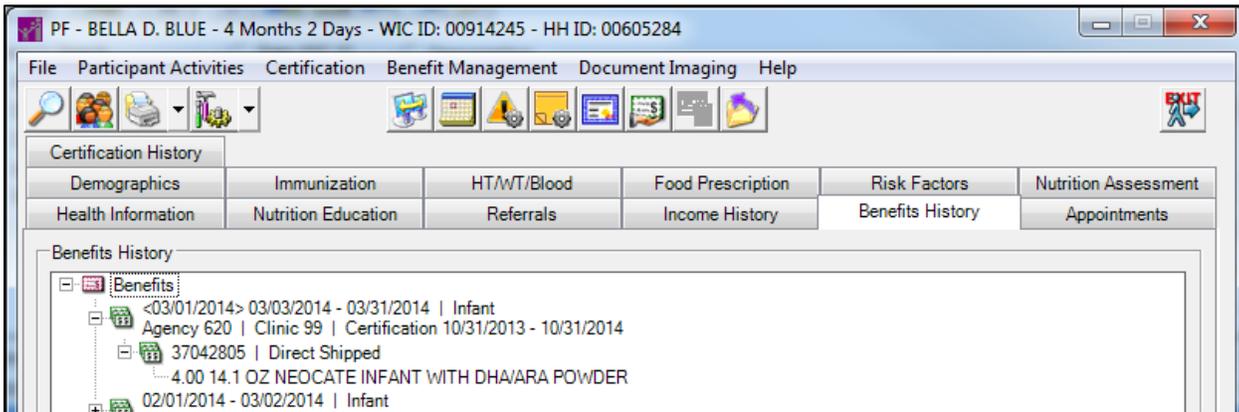
# **Scenario 5**

**Benefit Replacement Using:**

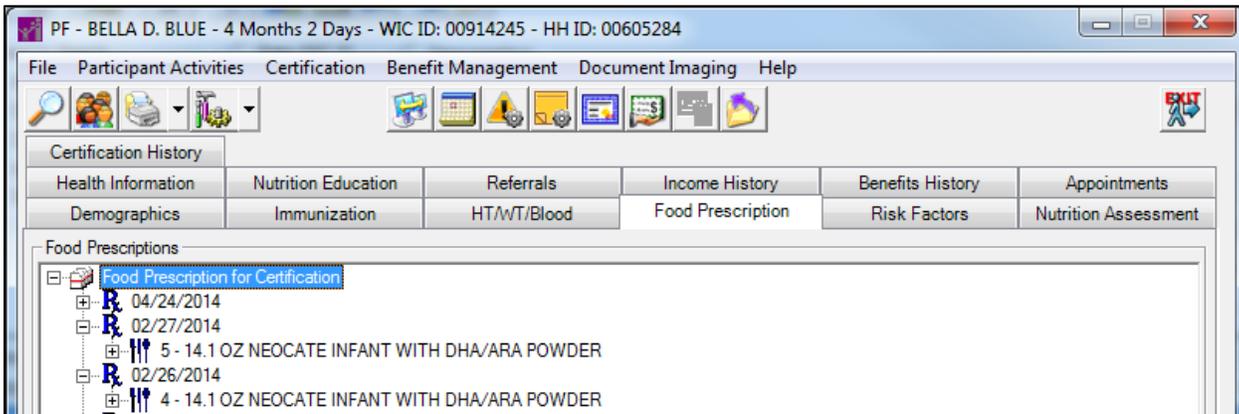
**Add/Replace**

**After Benefits are Issued for Part of  
a Direct Ship & Remainder of Order  
Arrives**

**Scenario 5:** Participant receives a special formula that is direct shipped to the agency monthly. Scheduled participant to pick up next set of benefits expecting formula to have arrived. Guardian is here & have a few cans left from the previous shipment that could be issued. Decide to issue the formula already in the agency & plan to schedule the participant to return when order arrives.

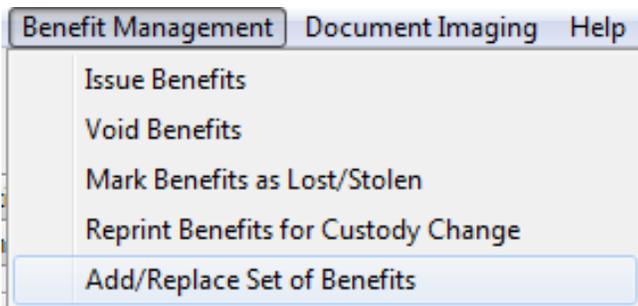


Order has arrived & can now issue the remaining amount of formula necessary to fulfill WIC-27 request. Appropriate staff have entered the Food Prescription for the amount of formula to be issued.



Guardian has arrived to pick up the rest of the formula and we are ready to reprint/replace benefits.

Go to Benefit Management, Add/Replace Set of Benefits.



The Add/Replace Set of Benefits screen opens. We can select the date range of benefits to replace/reprint & add a Note describing what has occurred. Once the information is complete click the OK button.

Add Set (for Late Scheduling of Subsequent Certification Appointment)

An additional set of benefits cannot be issued to this participant because valid benefits are still available for the participant through Issue Benefits.

Replace Set (for Food Prescription Change)

Currently Outstanding Set of Benefits

Select	Actual First Date to	Last Date To Use	Participation Month
<input type="checkbox"/>	02/01/2014	03/02/2014	02/2014
<input checked="" type="checkbox"/>	03/03/2014	03/31/2014	03/2014

Note

Participant gets 9 cans Neocate DHA/ARA that's direct shipped. Issued 3/14 benefits w/ 4 cans in stock from previous shipment. Issuing remaining

Mailing Benefits     Generate Address Label

Since we are issuing a formula, the Direct Shipped Benefit Items screen appears and must be used.

On the Direct Shipped Benefit Items screen we must add a checkmark to the Direct Ship this Item and in the Ship to area select In Stock. Verify the information and click the Finish button.

Benefits will **NOT** print, but the Capture Electronic Signature screen is initialized to record the participant’s signature for receipt of the formula from the agency.

Reviewing the Benefits History will show us which benefits were Replacement, information regarding the use of Direct Ship, and that the replacement benefits contain items and quantities that match the updated/corrected Food Prescription.

Then ensure that the next full set of benefits prints correctly by verifying that there is an appropriate FUTURE dated Food Prescription.

**Are there any questions regarding this scenario?**

## **Scenario 6**

**Benefit Replacement Using:**

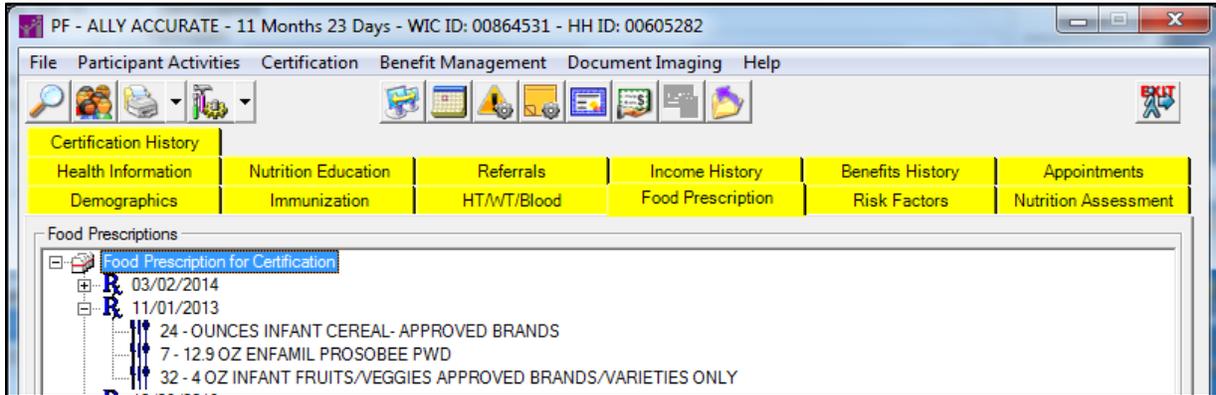
**Add/Replace**

**After Original Benefits are Issued as  
a Prorated Package**

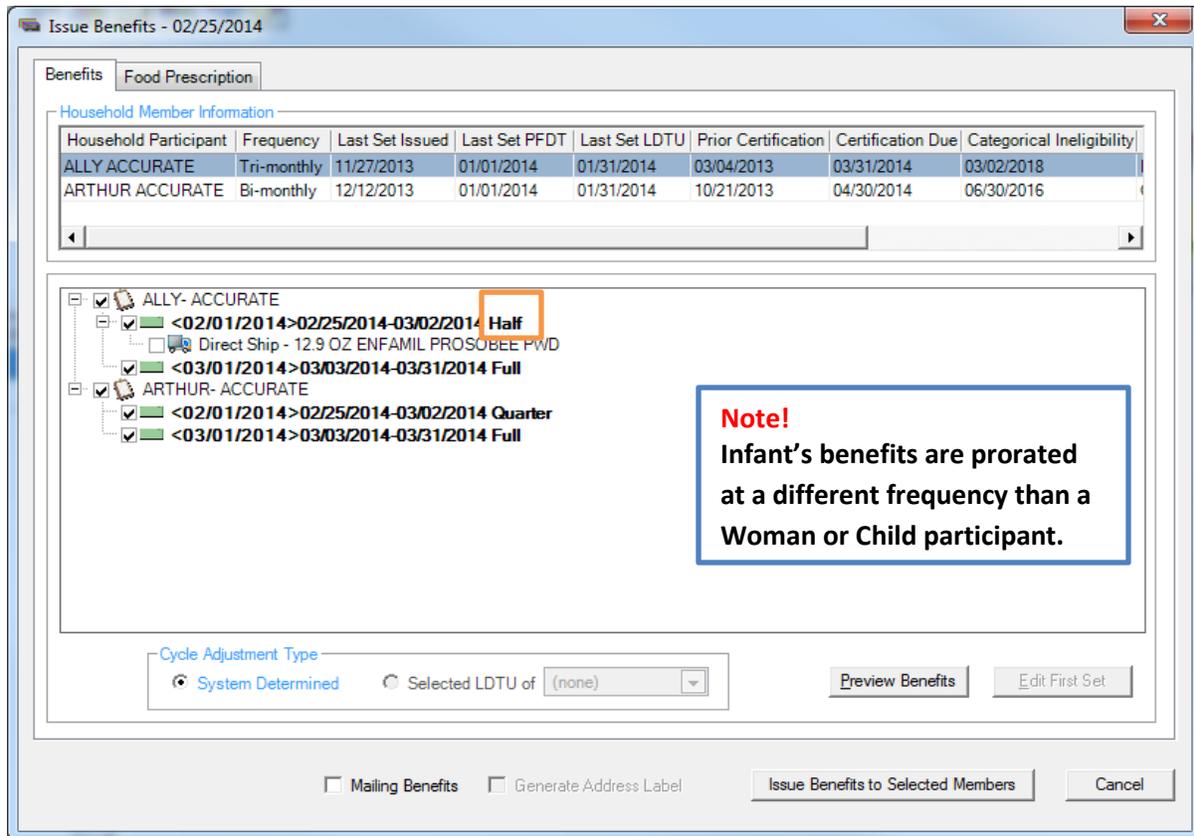
**Scenario 6:** Participant is “Late” picking up benefits for the current month. The Food Prescription the system will use to suggest benefits for the current month is a full package. However, based on the number of days the participant has to use the benefits, the Issue Benefits screen may suggest benefits be prorated.

**NOTE!** If the Original Benefits were issued in Issue Benefits as a Prorated Package, the Add/Replace will Reprint benefits for that date range in the Same Prorated Amount.

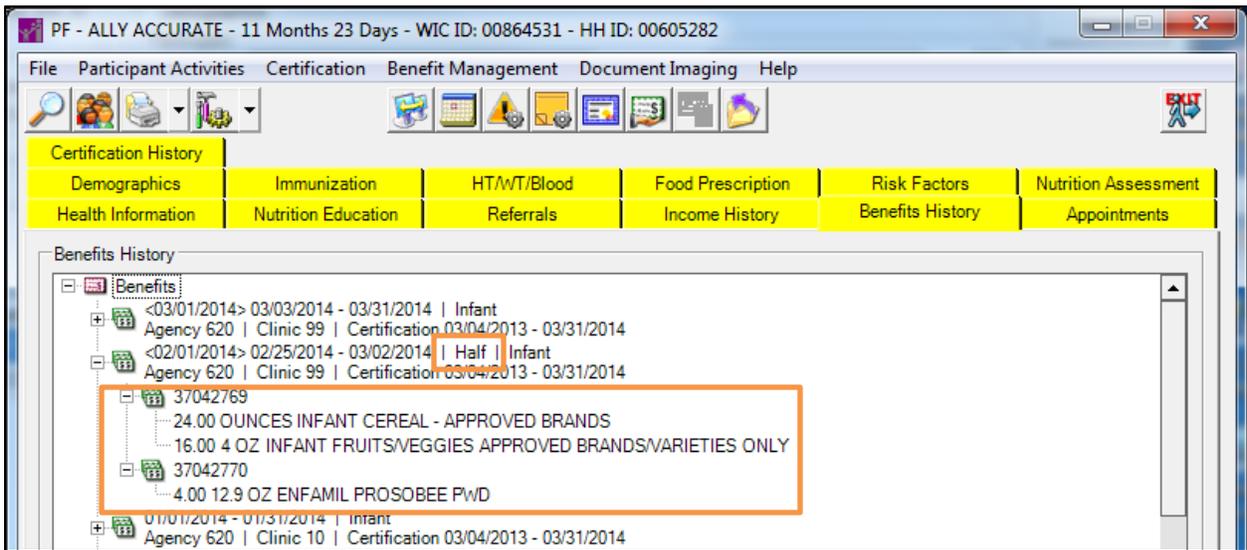
Participant has a valid Food Prescription for a Full package of benefits.



Based on the number of days allowed for the participant to use the benefits MOWINS suggests a prorated set.

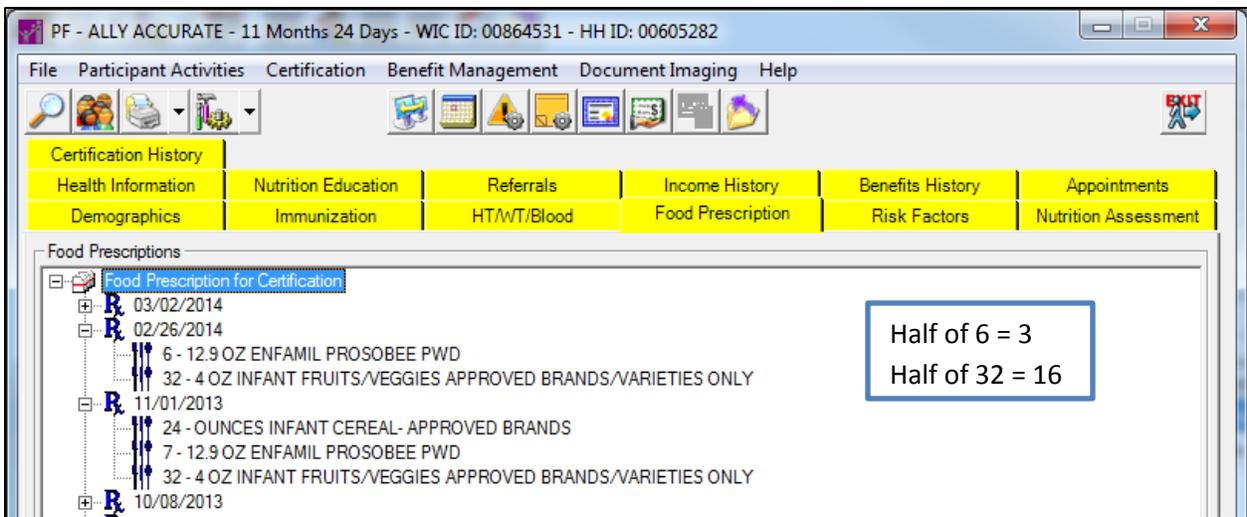


Issued benefits as suggested with the proration. Review of Benefits History reflects the proration.

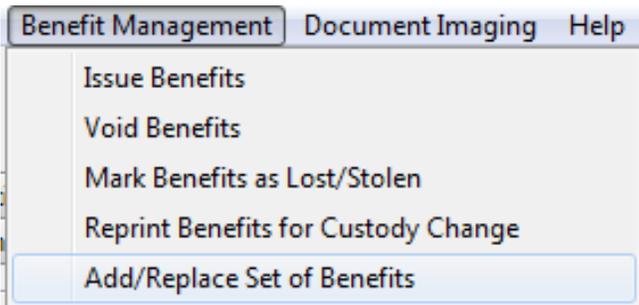


If I make no changes to the Food Prescription and attempt to use Add/Replace to reprint the benefits as a Full set I will again receive a set of benefits that match the original printed set.

I must add a new Food Prescription that when Prorated for the same amount as the original benefits would provide the appropriate remaining balance.



Go to Benefit Management, Add/Replace Set of Benefits.



The Add/Replace Set of Benefits screen opens. We can select the date range of benefits to replace/reprint & add a Note describing what has occurred. Once the information is complete click the OK button.

Add Set (for Late Scheduling of Subsequent Certification Appointment)

**An additional set of benefits cannot be issued to this participant because the Expected FDTU of the additional set is past the Certification End Date.**

Replace Set (for Food Prescription Change)

Currently Outstanding Set of Benefits

Select	Actual First Date to	Last Date To Use	Participation Month
<input checked="" type="checkbox"/>	02/25/2014	03/02/2014	02/2014
<input type="checkbox"/>	03/03/2014	03/31/2014	03/2014

Note

Benefits for Feb. 2014 printed as a half package. Participant was unable to come in due to snow and ice. Have approval from WC to provide full

Mailing Benefits     Generate Address Label

Since we are printing a formula the Direct Shipped Benefit Items screen appears. For this scenario we will print a physical check so we will only use the screen to verify our formula & click Finish.

Direct Ship this Item

Participant

State WIC ID 00864531    Name ALLY ACCURATE

Ship to

Clinic  
 Participant  
 In Stock

Ship to Address

Address  
City  
State

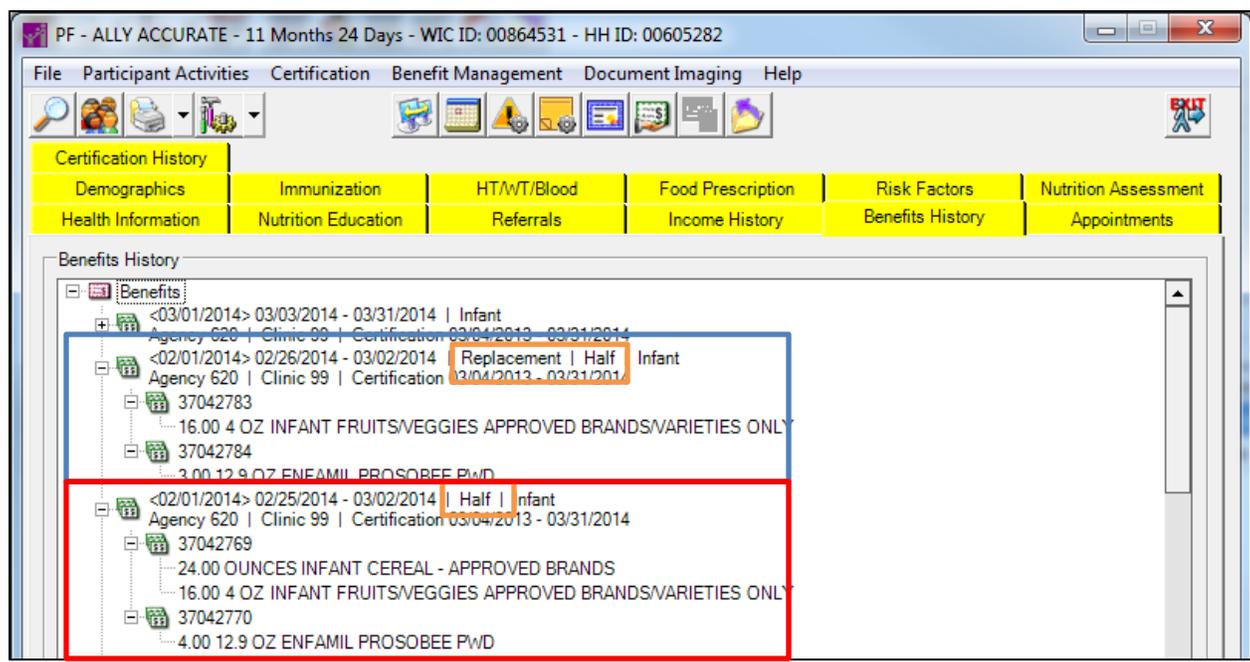
Order

Benefit Period 02/01/2014 - 03/02/2014  
Formula 12.9 OZ ENFAMIL PROSOBEE PwD  
Quantity 3

Print Order     Print Receipt

Benefits will print, and the Capture Electronic Signature screen is initialized to record the participant's signature for receipt of the benefits.

Reviewing the Benefits History will show us which benefits were Replacement & that the replacement benefits contain items and quantities that match the updated/corrected Food Prescription after proration.



There are now 2 Half Packages for 1 Date Range that Equal 1 Full Package.

**Are there any questions regarding this scenario?**

# Scenario 7

**Benefit Replacement Using:**

**Add/Replace**

**For a 2<sup>nd</sup> Time & Have 2 Date  
Ranges for 1 Benefit Set**

**Scenario 7:** Doing Add/Replace for a 2<sup>nd</sup> time for a Participant for the same benefit set. Need to know which set to select.

Add Set (for Late Scheduling of Subsequent Certification Appointment)

An additional set of benefits cannot be issued to this participant because valid benefits are still available for the participant through Issue Benefits.

Replace Set (for Food Prescription Change)

Currently Outstanding Set of Benefits

Select	Actual First Date to	Last Date To Use	Participation Month
<input type="checkbox"/>	02/01/2014	03/02/2014	02/2014
<input type="checkbox"/>	02/26/2014	03/02/2014	02/2014

Note

Mailing Benefits  Generate Address Label

**Example 1:** Original Benefits issued. Completed the first Add/Replace and it was to correct or reissue benefits.

**Suggestion:** Use the “Original” Date range when using the Add/Replace for a 2<sup>nd</sup> time.

**Example 2:** Original Benefits issued. Completed the first Add/Replace and it was to change the food prescription.

**Suggestion:** Use the “Secondary” Date range when using the Add/Replace for a 2<sup>nd</sup> time.

**Are there any questions regarding this scenario?**

## **Scenarios 8 & 9**

# **Policy Driven Benefit Replacement Options:**

**Mark Benefits as Lost/Stolen**

**&**

**Reprint Benefits for Custody  
Change**

*These Benefit Replacement Options are only meant to show MOWINS functionality & are NOT representative of procedures to follow with regards to policy.*

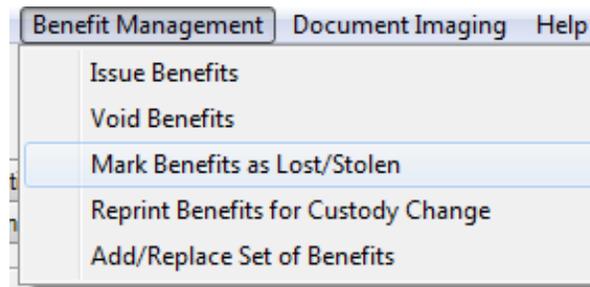
## Scenario 8: Mark Benefits as Lost/Stolen

**NOTE!** When participants report benefits as Lost it's recommended to at first only enter a General Note (& Alert). This is because participants may find their benefits after reporting them lost and the Lost/Stolen indication cannot be removed. Additionally, by waiting to use the Lost/Stolen option it can make replacement easier as shown in **Lost/Stolen Example 2** if applicable.

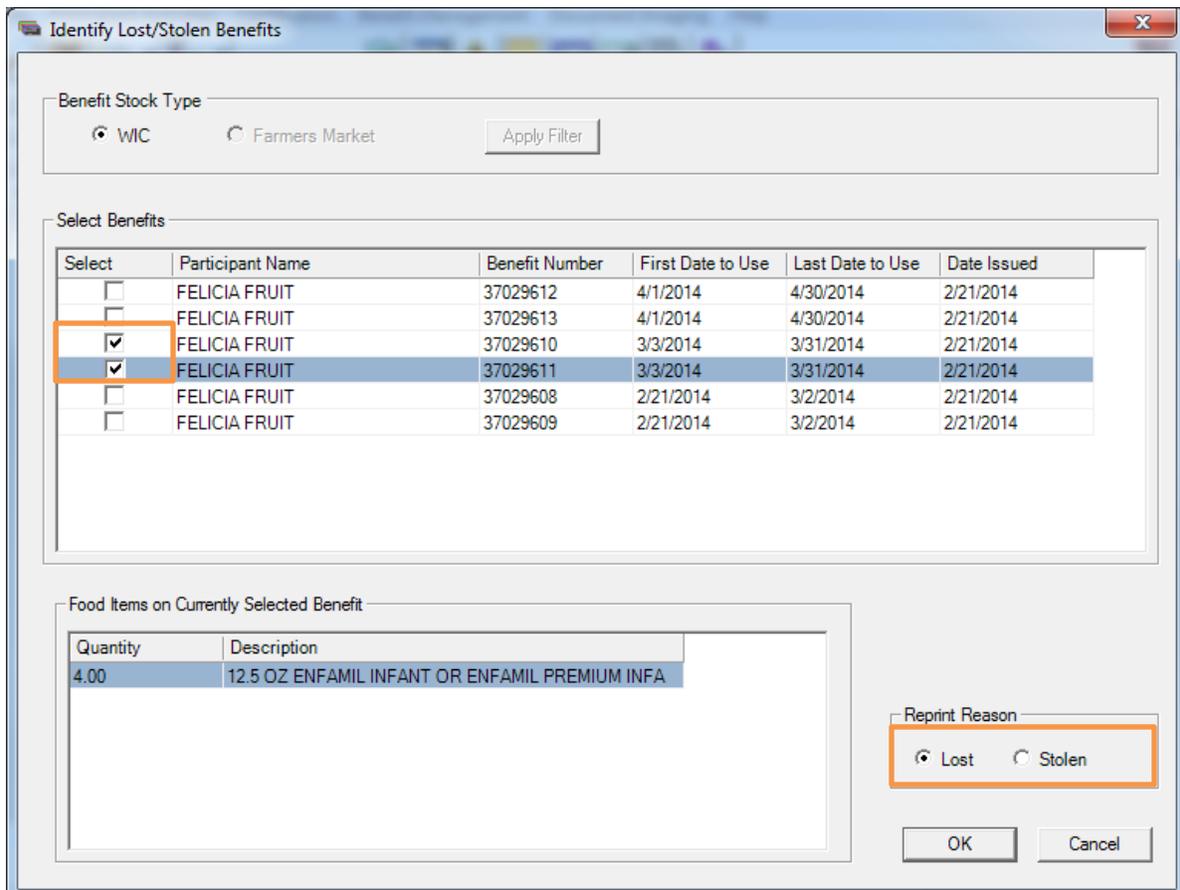
*Only for Benefits NOT yet Redeemed.*

### Lost/Stolen Example 1: Only Marking Benefits Lost & NO Reprint of Benefits

When ready to indicate benefits as Lost/Stolen in MOWINS, go to Benefit Management, Mark Benefits as Lost/Stolen.



The Identify Lost/Stolen Benefits screen opens. You can then select the benefits reported as Lost/Stolen and select if the benefits were just lost or if they were actually stolen. For this scenario we will select Lost and click the OK button.



The screenshot shows the 'Identify Lost/Stolen Benefits' dialog box. It has a title bar with a close button (X). The dialog is divided into several sections:

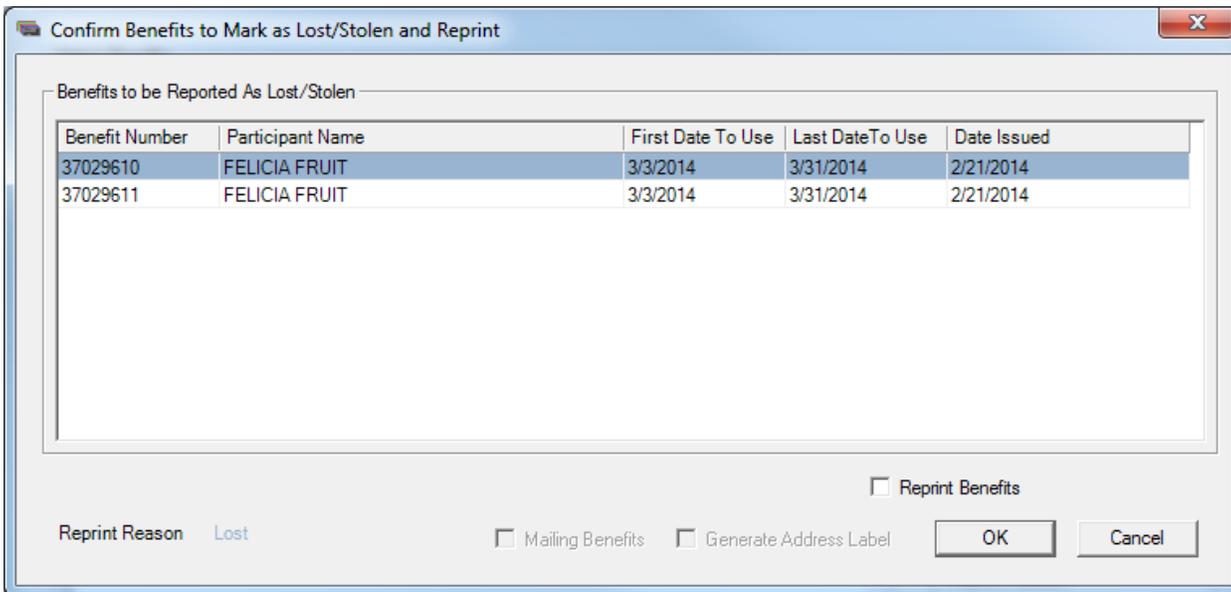
- Benefit Stock Type:** Radio buttons for 'WIC' (selected) and 'Farmers Market', with an 'Apply Filter' button.
- Select Benefits:** A table with columns: Select, Participant Name, Benefit Number, First Date to Use, Last Date to Use, and Date Issued. Two rows are selected (checked).
- Food Items on Currently Selected Benefit:** A table with columns: Quantity and Description. One row is shown: 4.00, 12.5 OZ ENFAMIL INFANT OR ENFAMIL PREMIUM INFA.
- Reprint Reason:** Radio buttons for 'Lost' (selected) and 'Stolen'.
- Buttons:** 'OK' and 'Cancel' buttons at the bottom right.

Select	Participant Name	Benefit Number	First Date to Use	Last Date to Use	Date Issued
<input type="checkbox"/>	FELICIA FRUIT	37029612	4/1/2014	4/30/2014	2/21/2014
<input type="checkbox"/>	FELICIA FRUIT	37029613	4/1/2014	4/30/2014	2/21/2014
<input checked="" type="checkbox"/>	FELICIA FRUIT	37029610	3/3/2014	3/31/2014	2/21/2014
<input checked="" type="checkbox"/>	FELICIA FRUIT	37029611	3/3/2014	3/31/2014	2/21/2014
<input type="checkbox"/>	FELICIA FRUIT	37029608	2/21/2014	3/2/2014	2/21/2014
<input type="checkbox"/>	FELICIA FRUIT	37029609	2/21/2014	3/2/2014	2/21/2014

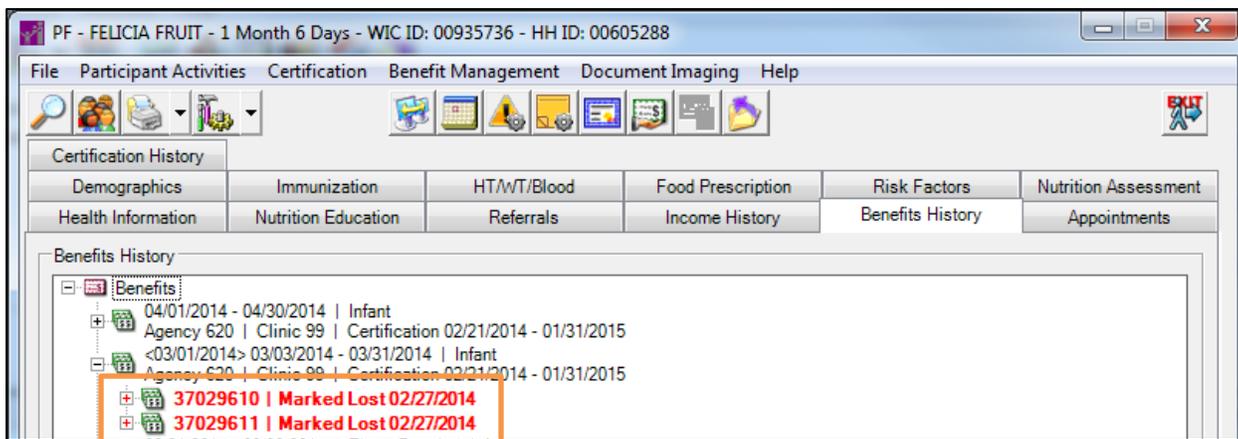
Quantity	Description
4.00	12.5 OZ ENFAMIL INFANT OR ENFAMIL PREMIUM INFA

The Confirm Benefits to Mark as Lost/Stolen and Reprint screen opens. At this point benefits have not yet been marked as Lost in MOWINS. If you have incorrectly selected benefits you still have the option to select Cancel and return to the Identify Lost/Stolen Benefits screen.

If the benefits identified & selected are correct you can select OK. (We will review the Reprint Benefits checkbox next).



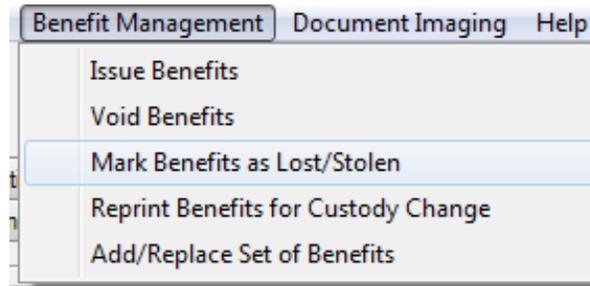
Reviewing the Benefits History will show us which benefits were marked as Lost/Stolen in red with the date that this option was used. (**Note**- if I had selected Stolen then Benefits History would show “Marked Stolen” instead).



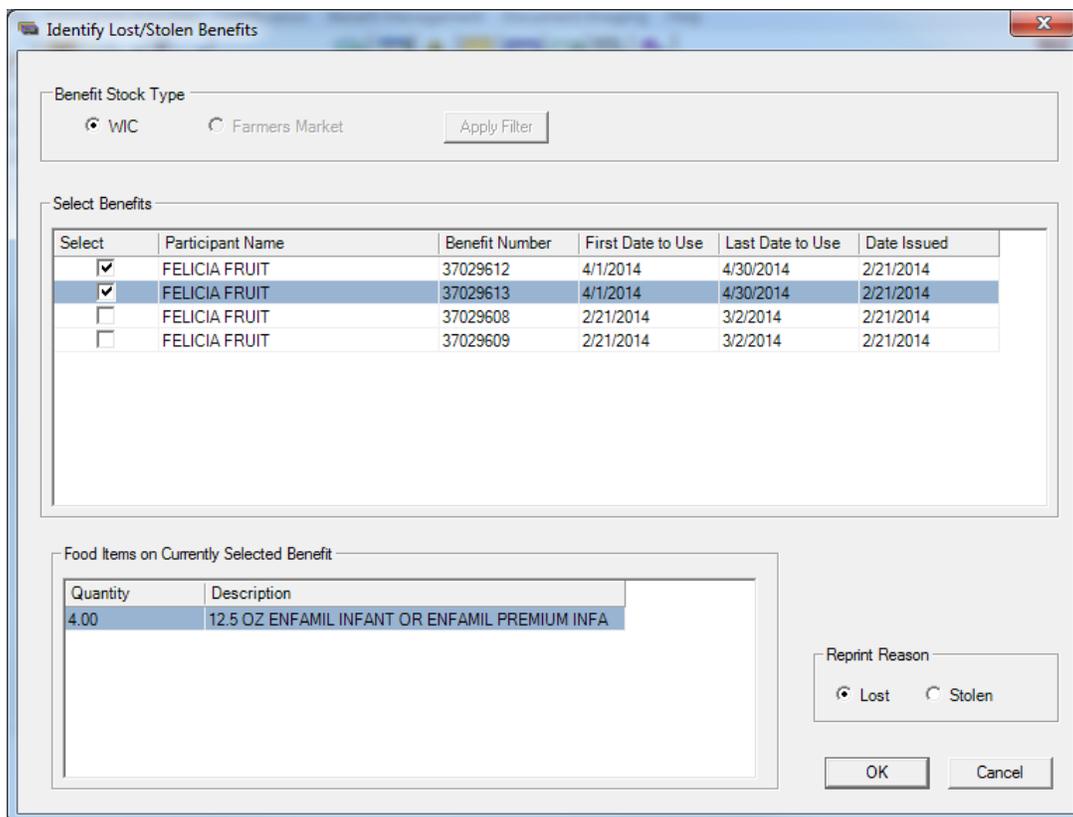
**Are there any questions regarding this scenario?**

## Lost/Stolen Example 2: Marking Benefits Lost & Reprinting Benefits

When ready to indicate benefits as Lost/Stolen in MOWINS, go to Benefit Management, Mark Benefits as Lost/Stolen.



The Identify Lost/Stolen Benefits screen opens. You can then select the benefits reported as Lost/Stolen and select if the benefits were just lost or if they were actually stolen. For this scenario we will select Lost and click the OK button.



The screenshot shows a dialog box titled 'Identify Lost/Stolen Benefits'. It contains several sections:

- Benefit Stock Type:** Radio buttons for 'WIC' (selected) and 'Farmers Market', with an 'Apply Filter' button.
- Select Benefits:** A table with columns: Select, Participant Name, Benefit Number, First Date to Use, Last Date to Use, and Date Issued.
- Food Items on Currently Selected Benefit:** A table with columns: Quantity and Description.
- Reprint Reason:** Radio buttons for 'Lost' (selected) and 'Stolen'.
- Buttons:** 'OK' and 'Cancel' buttons.

Select	Participant Name	Benefit Number	First Date to Use	Last Date to Use	Date Issued
<input checked="" type="checkbox"/>	FELICIA FRUIT	37029612	4/1/2014	4/30/2014	2/21/2014
<input checked="" type="checkbox"/>	FELICIA FRUIT	37029613	4/1/2014	4/30/2014	2/21/2014
<input type="checkbox"/>	FELICIA FRUIT	37029608	2/21/2014	3/2/2014	2/21/2014
<input type="checkbox"/>	FELICIA FRUIT	37029609	2/21/2014	3/2/2014	2/21/2014

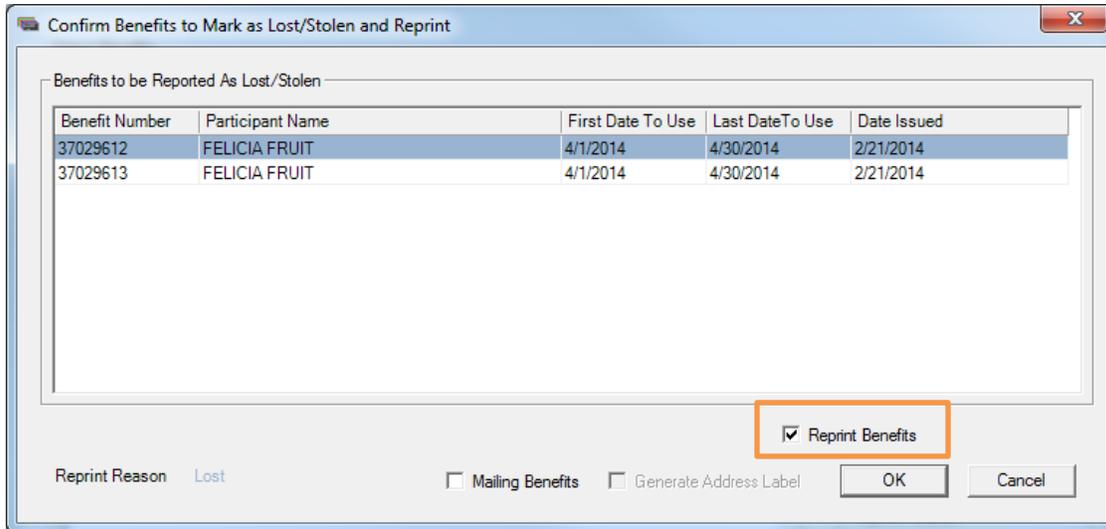
Quantity	Description
4.00	12.5 OZ ENFAMIL INFANT OR ENFAMIL PREMIUM INFA

The Confirm Benefits to Mark as Lost/Stolen and Reprint screen opens. At this point benefits have not yet been marked as Lost in MOWINS. If you have incorrectly selected benefits you still have the option to select Cancel & return to the Identify Lost/Stolen Benefits screen.

If the benefits identified & selected are correct you can proceed.

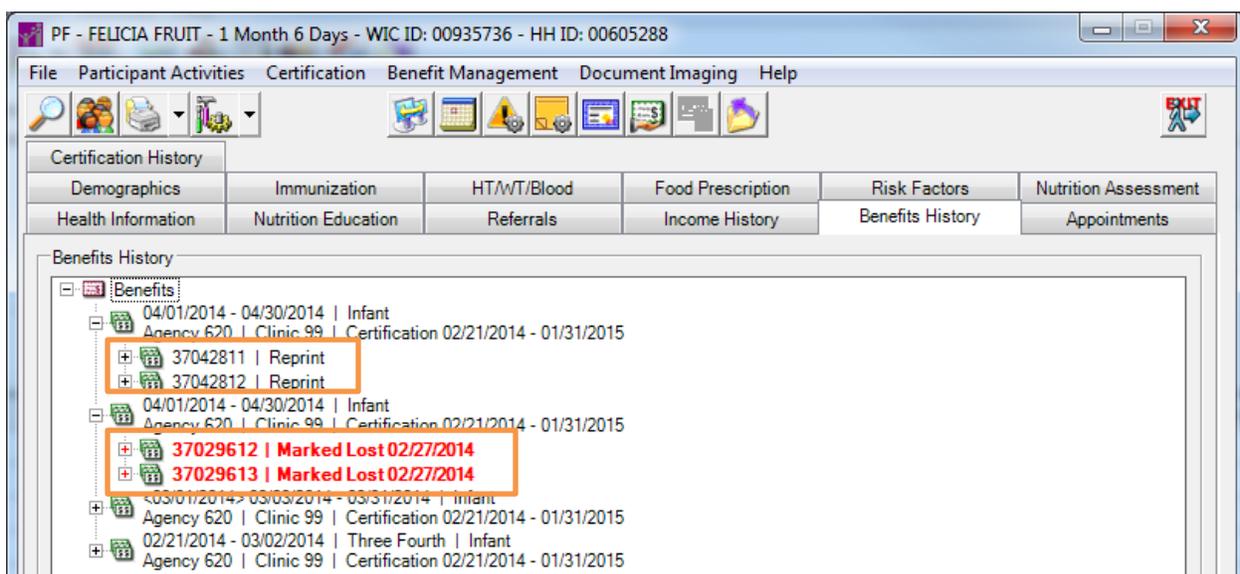
In this scenario we want to reprint the benefits. We add a checkmark in the Reprint Benefits box.

**REMEMBER!** If the Reprint Benefits checkbox is marked then when the OK button is clicked MOWINS will mark all the benefits selected as Lost/Stolen AND print benefits with the ***exact same items and quantities*** as the benefits selected. If the Reprint Benefits checkbox remains blank then no benefits will print, MOWINS will only indicate Lost/Stolen.



Since I'm utilizing the Reprint, benefits will print and the Capture Electronic Signature screen is initialized to record the participant's signature for receipt of the newly printed benefits.

Reviewing the Benefits History will show us which benefits were marked as Lost/Stolen in red with the date that this option was used. By using Reprint Benefits we also see that I have a Reprinted set for that same date range.

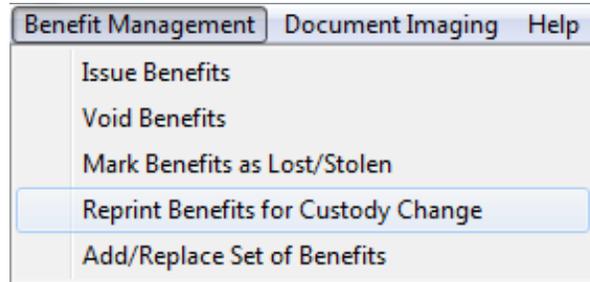


**Are there any questions regarding this scenario?**

## Scenario 9: Reprint Benefits for Custody Change

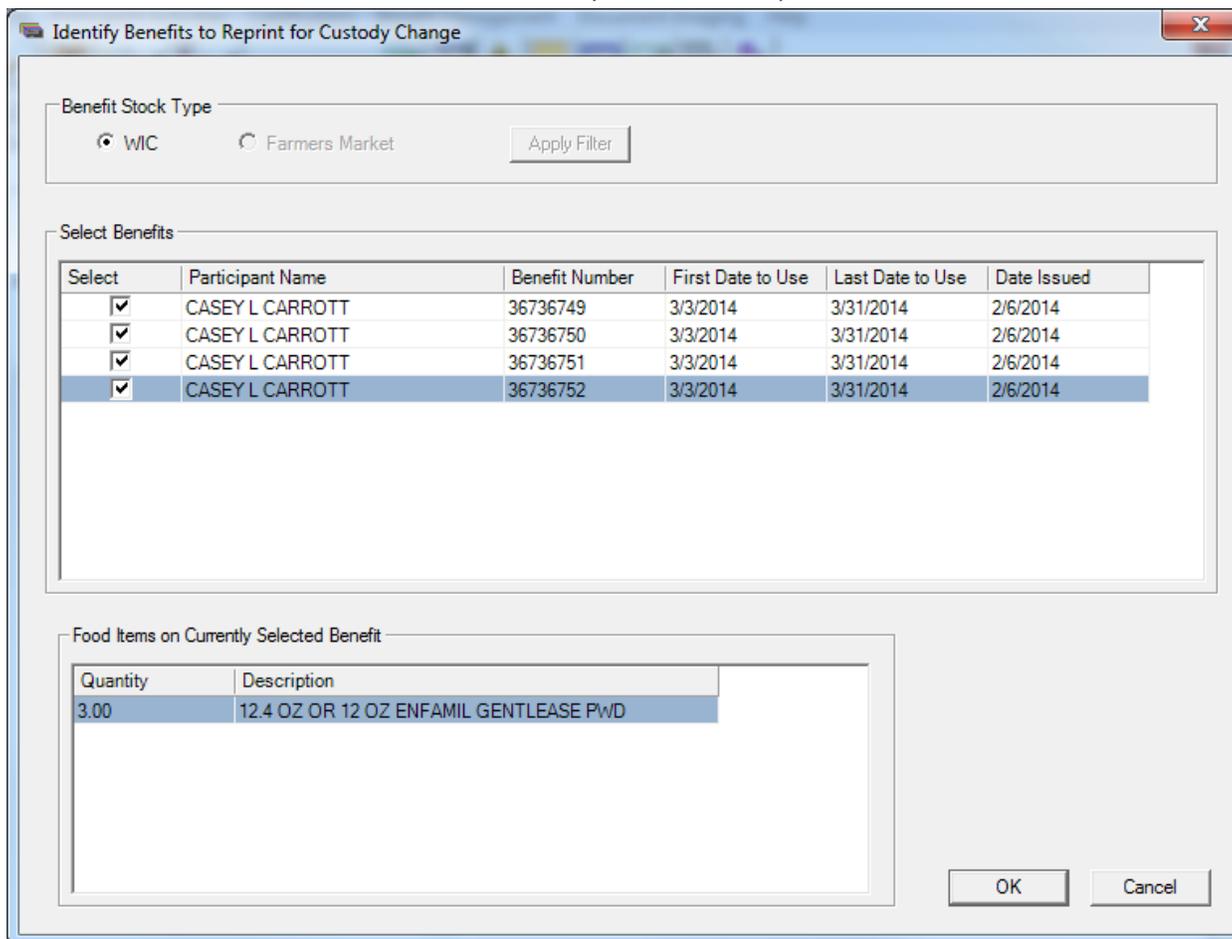
When ready to reprint benefits for a custody change in MOWINS, go to Benefit Management, Reprint Benefits for a Custody Change. *Remember to include all appropriate information regarding the situation in General Notes and/or scanned documents!*

**Remember if Benefits are NOT in hand you should NOT Void benefits!**



The Identify Benefits to Reprint for Custody Change screen opens. You can then select the benefits reported as Not received by the guardian and that are to be replaced.

**Note!** If benefits have been **Paid** in MOWINS they can NOT be replaced.



The screenshot shows a window titled 'Identify Benefits to Reprint for Custody Change'. It has a 'Benefit Stock Type' section with radio buttons for 'WIC' (selected) and 'Farmers Market', and an 'Apply Filter' button. Below is a 'Select Benefits' table with columns: Select, Participant Name, Benefit Number, First Date to Use, Last Date to Use, and Date Issued. The table contains four rows, all for 'CASEY L CARROTT'. The first three rows have '3/3/2014' for both dates and '2/6/2014' for the date issued. The fourth row has '3/3/2014' for both dates and '3/31/2014' for the date issued. All rows have a checked 'Select' box. Below the table is a 'Food Items on Currently Selected Benefit' section with a table with columns: Quantity and Description. The table contains one row: '3.00' and '12.4 OZ OR 12 OZ ENFAMIL GENTLEASE PwD'. At the bottom right are 'OK' and 'Cancel' buttons.

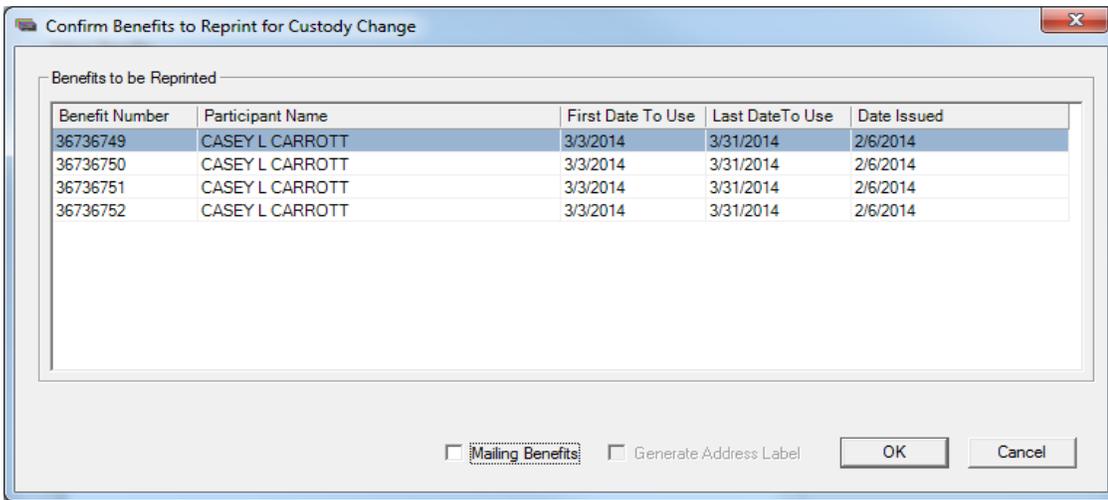
Select	Participant Name	Benefit Number	First Date to Use	Last Date to Use	Date Issued
<input checked="" type="checkbox"/>	CASEY L CARROTT	36736749	3/3/2014	3/31/2014	2/6/2014
<input checked="" type="checkbox"/>	CASEY L CARROTT	36736750	3/3/2014	3/31/2014	2/6/2014
<input checked="" type="checkbox"/>	CASEY L CARROTT	36736751	3/3/2014	3/31/2014	2/6/2014
<input checked="" type="checkbox"/>	CASEY L CARROTT	36736752	3/3/2014	3/31/2014	2/6/2014

Quantity	Description
3.00	12.4 OZ OR 12 OZ ENFAMIL GENTLEASE PwD

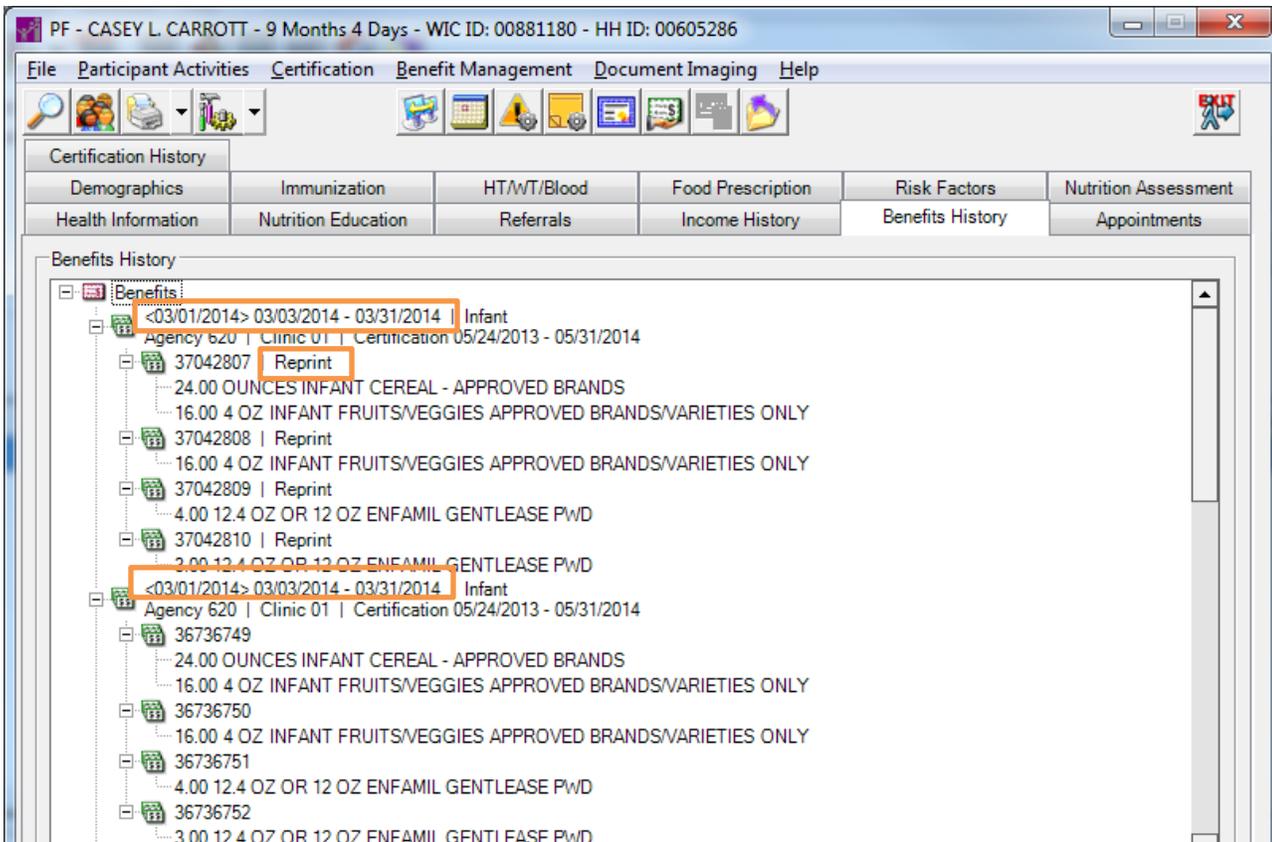
The Confirm Benefits to Reprint for Custody Change screen opens. At this point benefits have not yet been reprinted. If you have incorrectly selected benefits you still have the option to select Cancel & return to the Identify Benefits to Reprint for Custody Change screen.

If the benefits identified & selected are correct you can click OK.



Benefits will print & the Capture Electronic Signature screen is initialized to record the guardian’s signature for receipt of benefits.

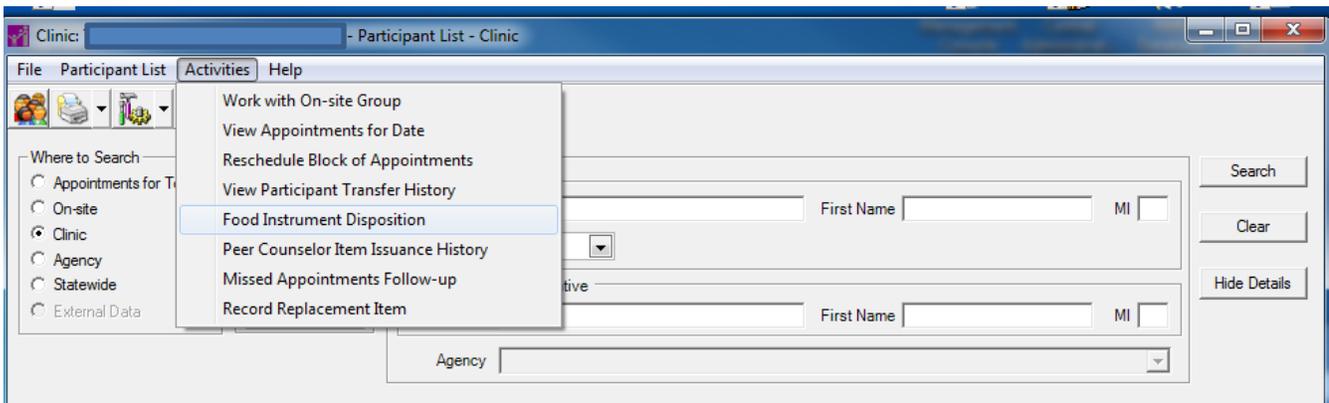
Reviewing the Benefits History will show us which benefits are the Reprints, however the benefit date range line will NOT show Replacement. To see the Reprint indication, you must expand the benefit information tree. Nothing is done to the “Original” benefits. **Be sure to provide all necessary documentation in General Notes!**



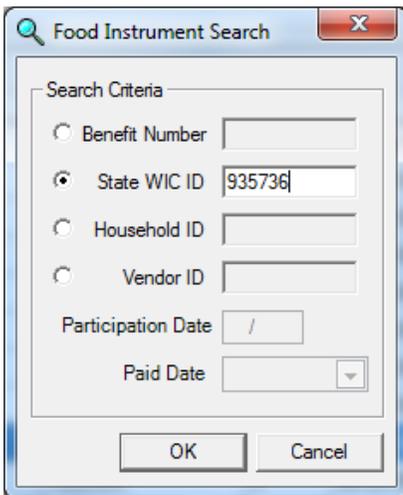
**Are there any questions regarding this scenario?**

***Helpful Tool:***  
***Food Instrument Disposition***

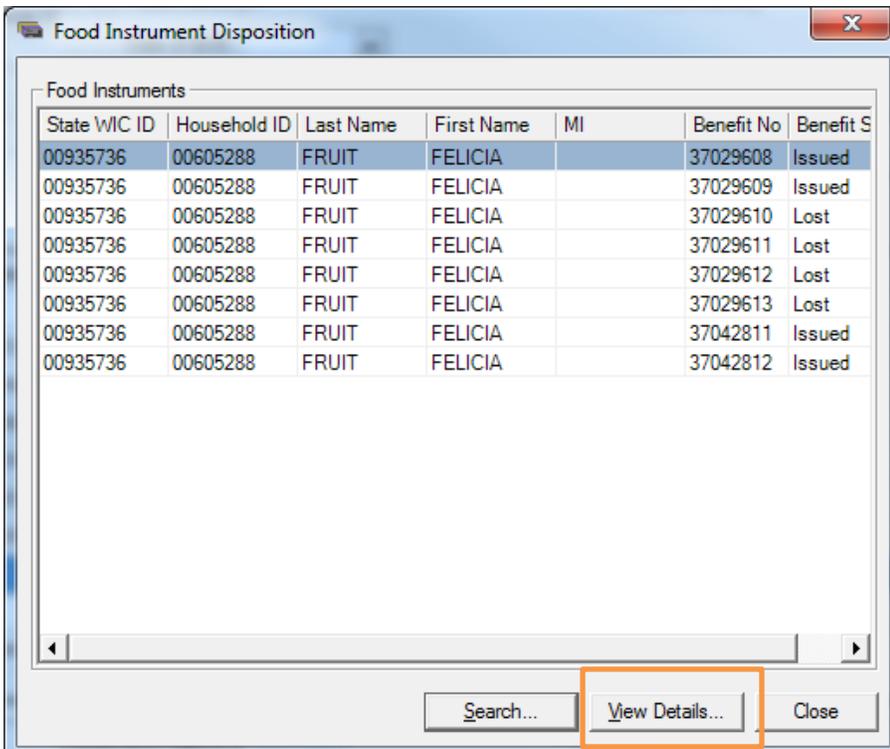
From the Clinic Participant List screen select the **Activities** menu and then select **Food Instrument Disposition**.



The Food Instrument Search screen opens. You can then select the search option you would like to use and enter the identifying information for the search. Then click the OK button.



The Food Instrument Disposition screen opens & benefit information is displayed. You can then select a benefit from the listing and select the View Details button.



The View Details button will open the Food Instrument Details screen to view information regarding the benefit.

**Food Instrument Details**

Food Instrument Information

Benefit Number	37029610	FI Type	6000	Clinic	99
Status	Lost	Mailed Benefit	N		
Issued Date	02/21/2014	Participation Date	03/2014	Expiration Date	04/30/2014
First Date to Use	03/03/2014	Last Date to Use	03/31/2014		
Paid Date	N/A	Paid Amount	N/A		
Void Date	N/A	Void Reason	N/A		
Reported Lost/Stolen Date	02/27/2014				

Participant Information

State WIC ID	00935736	Household ID	00605288
Name	FRUIT, FELICIA		
WIC Category	Infant	Priority	1

Vendor Information

Vendor ID	Stamp Number	Peer Group	0
Vendor Name			
Average Price	Percent Over	Maximum Price	

Buttons:

You can also use the Food Items button to display the food items and quantity information for the benefit.

**Food Instrument Items**

Benefit Number 37029610

Food Items

Quantity	Description
5.00	12.5 OZ ENFAMIL INFANT OR ENFAMIL PREMIUM INFANT PwD

Buttons:

**Are there any questions regarding this tool?**

## **Key Points Regarding Printing Benefits & Add/Replace**

- 1. Always Look Before you Print & use Preview Benefits.**
- 2. Always Review Printed Benefits for Accuracy.**
- 3. Use the Direct Shipped Benefits Items screen to Verify Formula & Quantity when available.**
- 4. Use the Benefits History tab & the Show Details button to review benefit information.**
- 5. Review Food Prescriptions Before Issuing Benefits.**
- 6. Include Detailed information in General Notes when Reprinting Benefits, Issuing from Stock, Issuing a Direct Ship Formula, etc.**
- 7. If the Original Benefits were issued in Issue Benefits as a Prorated Package, the Add/Replace will Reprint benefits for that date range in the same Prorated Amount.**
- 8. Remember to Follow Policy & Only Work within your Scope.**
- 9. If in Doubt, Contact the WIC Help Desk and/or District TA Staff for Assistance.**