

## MOWINS How To Session

**Missouri**  
**WIC**

**Eat Healthy. Stay Well.**

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In this How To session, we will be showing you how to change mom from B to N correctly.

## B to N

### Changing Participants from Breastfeeding to Non-Breastfeeding

#### Tips!

- If BF Cert Not completed Remove it & Start Over as Non-BF.
- If No Longer BF and Infant Over 6 months, Terminate mom.
- Make sure the mom and infant are linked with a 2-way link.
- When Changing Infant's Health Information to Non-Breastfeeding: **Keep Mom's Folder Closed.**
- **STOP using the VOC work around to change categories!**

We are going to address how to change a Breastfeeding Mother to Non-Breastfeeding when she has completely stopped breastfeeding her infant(s). In the following slides, we will explore the 2 scenarios on how to change mom from BF to NBF.

Most importantly, all user's should **STOP** using the VOC work around previously used for handling B to N! If for some reason you are unable to change a participant from B to N using the work around we will review, please call the WIC Help Desk for assistance.

# B to N

## Scenario 1: Can't change Participant from BF to NBF AND Certification is **NOT** Complete

The screenshot displays the WIC certification interface. At the top, a window titled "Certification WIC Category" shows the participant is certified as "Breastfeeding". A red box highlights the text "Certification Started as Breastfeeding". Below this, a "Demographics" window shows the participant's details: First Name (MAY), MI (E), Birth Date (05/20/1994), Gender (Female), State (MO), and ZIP (64017-0000). The WIC Category is set to "Breastfeeding".

Below the demographics, a "Breastfeeding Information" window shows "Ever Breastfed" as "Yes" and "Breastfeeding Now" as "No". The "Reason(s) Stopped" dropdown menu is open, showing options like "Low milk supply", "Returned to work or school", "Hospital/healthcare provider", and "Mom met personal goal/personal preference".

To the right, a "Nutrition Assessment" window displays a warning message: "A nutrition assessment contact cannot be added until a breastfeeding infant born from this pregnancy has been added through the Health Information screen." An "OK" button is visible.

At the bottom, a "Certification" menu is open, showing options: "Assign Certification Risk Factors", "Assign Risk Factors for VDC Certification", "VDC Certification", "Mid-certification Assessment", and "Remove Incomplete Certification". A blue box highlights the "Remove Incomplete Certification" option.

A text box in the bottom left of the screenshot reads: "Close the CGS using the green door icon, Go to the Certification drop down menu, & select Remove Incomplete Certification".

Our first B to N example is fairly simple. We've started mom's certification as BF. As we complete the certification we find out she should be NBF.

The only way to change her category from BF to NBF is to close out of the certification we have attempted (using the Close Certification button or "blue/green door" icon), then go to the Certification menu and select Remove Incomplete Certification. We can then start mom's cert over with the appropriate WIC Category.

# B to N

## Scenario 2: Can't change Participant from BF to NBF AND Certification is Complete

Mom and baby come in and you find out she is wanting to switch from BF to NBF. You have mom and baby open and change baby to NBF but mom still shows as BF and you can't give her a NBF food package.

Steps to fix this:

1. Close mom's folder.
2. In baby's folder, on the Health Information tab, baby shows as NBF.

The screenshot displays a software interface with a menu bar (File, Participant Activities, Certification, Benefit Management, Document Imaging, Help) and a toolbar. The main content area is divided into several tabs: Certification History, Demographics, Immunization, HTA/IT/Blood Referrals, Food Prescription, Risk Factors, Nutrition Assessment, Nutrition Education, Income History, Benefits History, and Appointments. The 'Certification History' tab is active, showing 'Birth Information' with fields for Birth Height (20 in 0 lbs), Birth Weight (7 lbs 2 ozs), Gestation (40 Weeks 1 Days), and Birth Facility (HOSPITAL). Below this is the 'Mother's Information' section, including Birth Date (08/11/1984) and a checked 'On WIC' status. The 'Feeding Information' section is expanded, showing 'Ever Breastfed' as 'Yes', 'Requires Food Package III' as checked, and 'Breastfeeding Now' as checked. It also includes dates for 'Date Breastfeeding Verified' (10/22/2015), 'Date Breastfeeding Began' (10/15/2015), 'Date Breastfeeding Ended' (12/04/2015), 'Date Supplemental Feeding Began' (10/15/2015), and 'Date Solids Were Introduced'. The 'Reason(s) Stopped' dropdown is set to 'Low milk supply'. At the bottom, the 'Health Information' section shows 'Household Smoking' as 'No' and 'TV/Video Viewing' as a dropdown. The 'Medical Conditions' section has checkboxes for 'Diabetes Mellitus' and 'Hypertension or Prehypertension', both of which are unchecked.

# B to N

## Scenario 2: Can't change Participant from BF to NBF AND Certification is Complete

Steps to fix this:

3. We will **TEMPORARILY** change baby back to the BF status they were.  
4. After changing back to BF and updating the rest of the required information, click on another tab to save your changes. Click **Yes** to save and continue as prompted.

The screenshot shows a software application window titled "Certification History". The interface includes several tabs: Demographics, Immunization, HT/WT/Blood, Food Prescription, Risk Factors, Nutrition Assessment, Health Information, Nutrition Education, Referrals, Income History, Benefits History, and Appointments. The "Health Information" tab is active, displaying fields for Birth Information (Unknown Birth Criteria, Birth Height, Birth Weight, Gestation, Birth Facility), Mother's Information (Birth Date, On WIC, State WIC Information), Feeding Information (Ever Breastfed, Requires Food Package II, Breastfeeding Now, Breastfeeding Amount, Reason(s) Stopped), and Health Information (Household Smoking, TV/Video Viewing, Medical Conditions like Diabetes Mellitus, Hypertension, or Phypertension).

The dialog box is titled "Health Information" and contains the question "Do you want to save?". Below the question are three buttons: "Yes", "No", and "Cancel". A red arrow points to the "Yes" button.

# B to N

## Scenario 2: Can't change Participant from BF to NBF AND Certification is Complete

Steps to fix this:

5. Now, click back on the Health Information tab and change baby back to **NBF**.  
6. After changing back to NBF and updating the rest of the required information, click on another tab to save your changes. Click **Yes** to save.

Health Information

Do you want to save?

 Yes No Cancel

Participant Activities Certification Benefit Management Document Imaging Help

Certification History

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

Birth Information  
Unknown Birth Criteria   
Birth Height 20 In 0 lbs Birth Weight 7 Lbs 2 Ozs Gestation Weeks   
Birth Facility HOSPITAL 40 Weeks 1 Days

Mother's Information  
Birth Date 08/11/1984  On WIC State WIC Information "Two-Way Link"  
ID Name

Feeding Information  
Ever Breastfed  Yes  No  Unknown  Requires Food Package III Date Food Package III Verified  
 Breastfeeding Now Date Breastfeeding Verified 10/22/2015  
 Breastfeeding beyond One Year Date Breastfeeding Began 10/19/2015  
Breastfeeding Amount Non-Breastfeeding Date Breastfeeding Ended 12/04/2015  
Reason(s) Stopped Low milk supply Returned to work or school Hospital/healthcare provider Mom met personal goal/personal preference Breast problems Date Supplemental Feeding Began 10/15/2015  
Date Solids Were Introduced

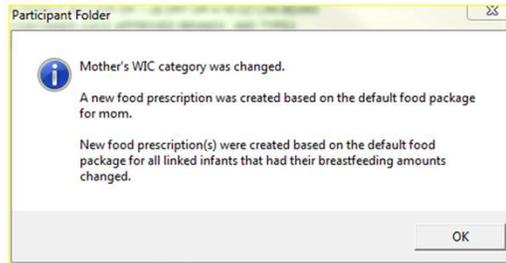
Health Information  
Household Smoking No  TV/Video Viewing  Medical Conditions  
 Diabetes Mellitus  Hypertension or Prehypertension

# B to N

## Scenario 2: Can't change Participant from BF to NBF AND Certification is Complete

### Steps to fix this:

7. Now you should get a message that says **Mother's WIC category was changed.**
8. You now need to make sure that both mom and baby have appropriate food packages.



### Note:

You can also verify that mom's category has fully changed by doing a new HHID search on the Participant List screen and look at the WIC Category column for mom.

State WIC ID	Household ID	Last Name	First Name	MI	Date of Birth	WIC Category	Gender	Agency Number	Clinic
						Child	Female	88	88
						Non-breastfeeding	Female	423	99
						Infant	Female	305	99

## B to N Reminders!



Do **NOT** open mom's folder when changing infant from BF to NBF.

VOC  
Work Around  
For  
B to N



Do **NOT** use the VOC work around previously performed to fix this situation.

Remember, once we have completed a change of Mom's WIC Category it is important for us to verify that the certification end date has also changed with the WIC Category. If for some reason it did **NOT**, please call the WIC Help Desk.

Additionally, to make sure that category changes happen without extra steps or confusion it's suggested that when handling this situation we try to only have only the infant's folder open. By only having 1 record open we ensure that shared information is updated in the other participant's record automatically.

Lastly, once again, please **STOP** using the VOC work around given for handling the B to N issue. If these methods for handling B to N that were just given don't allow you to change a mom from B to N you should contact the WIC Help Desk for assistance.

Any Questions?

## The MOWINS Webpage



<http://www.health.mo.gov/living/families/wic/mowins/index.php>

The MOWINS webpage is located at:

<http://health.mo.gov/living/families/wic/mowins/index.php>. Bookmark or Favorite this webpage to refer back to it frequently for updated information. Any Questions? Call the WIC Help Desk at (800) 554-2544 or email at [WICHelpDesk@health.mo.gov](mailto:WICHelpDesk@health.mo.gov).