

MOWINS Hot Topics- Q&A to Intro to Direct Shipments

Question:

If they pick up formula off the shelf and a direct ship on the same day, do we do one or two checks?

Answer:

When issuing formula off of the shelf and a direct ship on the same day you will need to issue two separate checks, one to show the direct ship amount and one to show the formula off the shelf amount.

Question:

If you issue the direct ship check first before you do the physical checks, is that ok?

Answer:

We recommend always printing the physical check first.

Question:

Do you have to enter the food prescription the same day the formula is received from the state or can you enter it early?

Answer:

You can enter it early but you will want to enter it with a date as close as possible to the date the formula is expected to arrive from the state. If you enter a date that is beyond the date it arrives, when you do the "issue benefits", it will read the current date food prescription and if one doesn't exist, it will read the most recent food prescription date. It won't read a future date for current benefits.

Question:

Participants that are late picking up, the system wants to prorate the benefits (direct ship). How do you change that or prevent it from happening?

Answer:

On the issue benefits screen, click on the edit first set button in the lower right corner and change to full set. On the add/replace screen, you cannot change it from a prorated set to a full set. We recommend that you make a general note so that others will know why you changed the proration.