

## Participant Benefit Over Issuance (SVN-140)

(Release Version: 2.16.12286.929)

This issue is related to February benefit issuance and early issuance for the next month of benefits (the March benefits). If staff attempts to print the March benefits prior to the LDTU of the February benefits an extra set of benefits is suggested and should not be allowed.

Participant had benefit sets already issued for:

12/10/12-1/9/13

1/10/13-2/9/13

2/10/13-3/11/13 (This is correct since February had 28 days & system is trying to provide benefits for 30 days)

The screenshot shows a software application window titled "HEALTH DEPARTMENT - Participant List - Statewide". The interface includes a menu bar (File, Participant List, Activities, Help) and a toolbar with various icons. On the left, there is a "Where to Search" section with radio buttons for "Appointments for Today", "On-site", "Clinic", "Agency", "Statewide" (selected), and "External Data". In the center, there are search filters for "State WIC ID", "Household ID", "PAN#", and "Demographics" (Last Name, First Name, MI, Date of Birth, Agency). On the right, there are buttons for "Search", "Clear", and "Hide Details".

Below the search filters is a table with the following columns: State WIC ID, Household ID, Last Name, First Name, MI, Date of Birth, WIC Category, Gender, and Agency Number. A single row is visible with the following data: [Redacted], [Redacted], Participant Name, [Redacted], [Redacted], [Redacted], Child, Female, [Redacted].

At the bottom of the window, there is a detailed view for the selected participant. It includes the following information:

- WIC Category: Child
- Gender: Female
- Next Appointment: [Redacted]
- Telephone: [Redacted]
- Certification Effective: 12/10/2012
- Certification End: 06/30/2013
- Termination Date: N/A
- Termination Reason: N/A

The "Benefit Set" section shows a table of issued benefits:

| PFDTU      | LDTU       | Status |
|------------|------------|--------|
| 02/10/2013 | 03/11/2013 | Issued |
| 01/10/2013 | 02/09/2013 | Issued |
| 12/10/2012 | 01/09/2013 | Issued |

Issuance Frequency: Tri-monthly

The bottom right corner of the window shows the date and time: 3/4/2013 10:06 AM.

When you open the participant folder and click to issue benefits system suggests:  
3/10/13-3/11/13 (Quarter) - this is Incorrect they do not need benefits for this period of time  
3/12/13-4/11/13 (Cycle shifted forward based on the February LDTU)  
4/12/13-5/11/13  
5/12/13-6/11/13

**If the set for 3/10/13-3/11/13 is printed the set should be Voided and a General Note included.**

**Issue Benefits - 03/04/2013**

Benefits: Food Prescription

Household Member Information

| Household Participant | Frequency   | Last Set Issued | Last Set PFDT | Last Set LDTU | Prior Certification | Certification Due | Categorical Ineligibility |
|-----------------------|-------------|-----------------|---------------|---------------|---------------------|-------------------|---------------------------|
| Participant Name      | Tri-monthly | 12/10/2012      | 2/10/2013     | 03/11/2013    | 12/10/2012          | 06/30/2013        | 10/31/2014                |

Participant Name

- 3/10/2013-3/11/2013 Quarter
- 3/12/2013-4/11/2013 Full
- 4/12/2013-5/11/2013 Full
- 5/12/2013-6/11/2013 Full

Cycle Adjustment Type

System Determined  Selected LDTU of 3/11/2013

Preview Benefits Edit First Set

Mailing Benefits  Generate Address Label

Issue Benefits to Selected Members Cancel

To correct **Benefit Issuance Prior to Printing** use the Cycle Adjustment option of Selected LDTU of \_\_\_\_\_. Select the date appropriate for the original LDTU **prior to the February Issuance**.

Participant previously had a LDTU of the 9<sup>th</sup> (According to Show Details and/or Benefits History).

| Benefit Set |            | Benefits History  |                     |             |                   |                  |
|-------------|------------|---|---------------------|-------------|-------------------|------------------|
| PFDTU       | LDTU       | Demographics  | Immunization        | HT/WT/Blood | Food Prescription | Risk Factors     |
|             |            | Health Information  | Nutrition Education | Referrals   | Income History    | Benefits History |
| 02/10/2013  | 03/11/2013 | FDTU: 02/10/2013 - LDTU: 03/11/2013 Printed FDTU: 02/10/2013 Agency |                     |             |                   |                  |
| 01/10/2013  | 02/09/2013 | FDTU: 02/10/2013 - LDTU: 03/11/2013 Printed FDTU: 02/10/2013 Agency |                     |             |                   |                  |
| 12/10/2012  | 01/09/2013 | FDTU: 02/10/2013 - LDTU: 03/11/2013 Printed FDTU: 02/10/2013 Agency |                     |             |                   |                  |
|             |            | FDTU: 02/10/2013 - LDTU: 03/11/2013 Printed FDTU: 02/10/2013 Agency |                     |             |                   |                  |
|             |            | FDTU: 02/10/2013 - LDTU: 03/11/2013 Printed FDTU: 02/10/2013 Agency |                     |             |                   |                  |
|             |            | FDTU: 02/10/2013 - LDTU: 03/11/2013 Printed FDTU: 02/10/2013 Agency |                     |             |                   |                  |
|             |            | FDTU: 01/10/2013 - LDTU: 02/09/2013 Printed FDTU: 01/10/2013 Agency |                     |             |                   |                  |
|             |            | FDTU: 01/10/2013 - LDTU: 02/09/2013 Printed FDTU: 01/10/2013 Agency |                     |             |                   |                  |

Issuance Frequency: Tri-monthly

In the Selected LDTU of \_\_\_\_ field select the 9<sup>th</sup> (of April).

**Issue Benefits - 03/04/2013**

Benefits | Food Prescription

Household Member Information

| Household Participant | Frequency   | Last Set Issued | Last Set PFDT | Last Set LDTU | Prior Certification | Certification Due | Categorical Ineligibility |
|-----------------------|-------------|-----------------|---------------|---------------|---------------------|-------------------|---------------------------|
| Participant Name      | Tri-monthly | 12/10/2012      | 2/10/2013     | 03/11/2013    | 12/10/2012          | 06/30/2013        | 10/31/2014                |

Participant Name

- 3/10/2013-4/9/2013 Full
- 4/10/2013-5/9/2013 Full
- 5/10/2013-6/9/2013 Full

Cycle Adjustment Type

System Determined  Selected LDTU of 4/9/2013

Mailing Benefits  Address Label

Preview Benefits | Edit First Set

Issue Benefits to Selected Members | Cancel

If no Selected LDTU is available, please call the WIC Help Desk at 1-800-554-2544 for assistance.