

eWIC – Void and Change Issued Food Items

Intro

This MOWINS on-demand training module...

Intro1

...is provided by the Missouri Department of Health and Senior Services, Bureau of WIC and Nutrition Services. This module provides an overview of Voiding Issued Food and Changing Issued Food for eWIC.

Voiding Benefits

Audio

This course contains audio. Please turn on your speakers.

Void

Voiding benefits are slightly different with eWIC.

Previously to void benefits in MOWINS, you were required to have the checks in hand, with eWIC you will require the eWIC card to be present.

Although issuance is aggregated for the household, voiding occurs at the participant level.

Introduction to Food Adjustment Wizard

Benefit Management

Like most eWIC functions, the Food Adjustment Wizard can be found in the Benefit Management menu.

<no script> Click the **Benefit Management** menu.

Since food items are now issued to a card, we no longer have to reprint when we reissue benefits. This means we now have more flexibility with how issued foods are removed or adjusted.

In many instances, we don't have to void all the benefits issued on the card.

For this reason, there are multiple void functions found in the Food Adjustment Wizard.

<no script> Select **Food Adjustment**

Food Adjustment Wizard

The Food Adjustment Wizard has 5 options: Change a Food Already Issued, Add More Formula, Add Infant Solid Foods, which automatically enables when appropriate, Void Future Benefits and Void Current and Future Benefits.

Void Current and Future Benefits

Food Adjustment Wizard

Void Current and Future Benefits is an all or nothing function.

Let's take a look at what this means.

<no script> Click the **Cancel** button.

Show Details

Brother and his little sister Baby need to change the foods previously issued to their eWIC Card. Brother needs lactose-free milk and Baby needs her formula changed to soy.

Transaction Hx

Before we make any changes to the food prescription we must first check to see if any benefits have been redeemed. There are two (2) ways to determine if there has been any redemption activity.

The easiest way to view redemption activity is in the EBT Transaction History screen. However, this screen will only update once a retailer has sent their WIC purchases to our EBT processor. If the participant has shopped in the last two (2) business days, this screen may not accurately reflect those redemptions.

The second option, is to print the Account Balance and compare the current month's benefit set to the benefits listed in the Benefits History tab for each participant. This option requires users to do a side-by-side comparison and can be time consuming.

Regardless, the Food Adjustment Wizard will guide users on what will be allowed should there be any redemptions.

For this module, we will only review the EBT Transaction History.

<no script> Click the **Benefit Management** menu.

<no script> Select **View EBT Transaction History**.

Transaction Hx1

When looking at the redemption history, remember, our search is limited to one month and our End Date defaults to the current date.

This defaulted time period may include redemptions from two different benefit sets. We are only interested in Redemption Activity for May, the current benefit set.

For example, if we search from April 2nd to May 2nd, we may have redemptions for both April and May.

To keep it simple, always enter the PFDTU of the current set of benefits into the **Start Date** field.

Transaction Hx2

So, go ahead and select May 1st from the Start Date drop-down calendar.

<no script> Click the **Start Date** drop-down arrow.

<no script> Select **May 1st**.

Click the Redemption Activity radio button and start the Search.

<no script> Click the **Redemption Activity** radio button.

<no script> Click the **Search** button.

Transaction Hx3

Now, let's check the redemptions to see if Brother has had any purchases of foods issued to him.

<no script> Click the first row to highlight it.

<no script> Click the **View Details** button.

The details for this transaction show that Momma has three food items redeemed that were issued to her.

<no script> Click the **Close** button.

<no script> Click the second row to highlight it.

<no script> Click the **View Details** button.

The details for this transaction show that this redemption was for Brother.

<no script> Click the **Close** button.

Since we have now reviewed all the redemption transactions for the month of May we can now close out of these screens and continue.

<no script> Click the **Close** button.

FAW

Now let's reopen the Food Adjustment Wizard. Go ahead.

<no script> Click the **Benefit Management** menu.

<no script> Select **Food Adjustment Wizard**.

FAW1

Now that we know Brother has redeemed benefits for the current month, let's see what happens when we try to **Void Current and Future Benefits**.

<no script> Click the **Void Current and Future Benefits** radio button.

<no script> Click **OK** or press the Enter key on the keyboard.

A validation message displays asking if we are sure we want to void current and future benefits. Click **Yes**.

<no script> Click the **Yes** button.

Earlier in this module, we mentioned that Void Current and Future Benefits is an all or nothing function. When a redemption has occurred, you will be unable to Void Current and Future Benefits.

The message reads "There are not enough benefits remaining on the household account to void current benefits. Current benefits cannot be voided." This message is telling the user that there is redemption activity, for this participant, for the current month.

This message is a little misleading because it states, "Current benefits cannot be voided" but does not mention anything in regards to the future benefits. Let's now look at **Benefits History**, to see if future benefits were voided for Brother. Click OK.

<no script> Click the **OK** button.

<no script> Click the **Ok** button.

Open Ben Hx Tab

<no script> Click the **Benefits History** tab.

By clicking the first node of each set, you can see if the benefits are voided. We are now going to verify all the correct benefits were voided.

<no script> Click the first node of the July set of benefits.

Ben Hx Tab

As you can see, the future July benefits are not voided.

<no script> Click the first node of the June set of benefits.

Ben Hx Tab1

And again, not voided.

Let's now take a look at May.

Ben Hx Tab2

As you can see neither the current or future benefits for Brother were voided.

We'll come back to Brother since we still need to adjust his food package.

Open FAW

Baby currently receives Enfamil Infant formula but needs soy formula.

Let's open the Food Adjustment Wizard.

<no script> Click the **Benefit Management** menu.

<no script> Select **Food Adjustment Wizard**.

FAW1

Looking back to our redemption activities for the Duck family, we know that both Brother and Momma have redemptions, but Baby did not.

Meaning when we Void Current and Future Benefits for Baby, all of her benefits will be voided.

Void Current

To replace Baby's benefits, we will first Void Current and Future Benefits, adjust the food prescription, and then reissue. So, let's get started.

<no script> Click the **Void Current and Future Benefits** radio button.

<no script> Click **OK** or press the Enter key on the keyboard.

Void Current1

<no script> Click **Yes** or press the Enter key on the keyboard.

The message reads: "Current and future benefits were successfully voided. Direct shipped benefits with a paid date were not voided."

Remember, the system automatically inserts the Paid Date once the date of the Printed First Date to Use is reached. Thus, any direct-ship benefits with a PFDTU in the past were not voided.

<no script> Click **OK** or press the Enter key on the keyboard.

Open Ben Hx Tab1

Let's take a look at Benefits History...

<no script> Click the **Benefits History** tab.

Search Voided

...and search for voided benefits.

<no script> Click the **Status** drop-down arrow.

<no script> Select **Voided**.

<no script> Click the **Search** button.

As you can see the current months and the future month's benefits...

Voided

...were voided.

Our next step is to adjust the food prescription.

<no script> Click the **Food Prescription** tab.

Food Rx Tab

We'll just quickly change Baby's formula from Enfamil Infant to Enfamil Prosobee.

As usual, the system has updated the future food package.

<pause for graphics>

Now let's reissue Baby's benefits.

<no script> Click the **Issue Benefits** icon.

Issue Benefits

As stated before we are issuing Baby's benefits for the months of May, June, and July.

Go ahead and issue.

<no script> Click the **Issue Benefits to Selected Members** button.

<no script> Click the **Send EBT Data** button.

<no script> Click the **Close** button.

Change a Food Already Issued

Open FAW1

We are back to Brother's folder. Brother needs lactose-free milk in his food package.

Earlier we saw that Brother has redemption activity for his current set and because of this, we were unable to void his current and future sets of benefits.

According to his transaction history, he's already purchased a dozen eggs.

Let's open his Food Prescription tab.

<no script> Click the **Food Prescription** tab.

<no script> Click the 04/25/2019 node.

Options

Brother's current and future prescriptions provide **16 - QUARTS MILK: SKIM THRU 1% (WHITE)**.

We have two options for how to handle changes in foods that have already been issued when the current set of benefits has redemptions.

The first is to use **Change a Food Already Issued** to recover the food item currently on the eWIC Card and change it to the new food item. Then adjust any future food prescriptions because the system does not automatically do this with food items.

Our second option is to **Void Future Benefits**, use **Change a Food Already Issued** to recover food items and change the old food item to a new food item in the current benefits, create a new food package in the Food Prescription tab, and reissue benefits.

It seems like an easy choice, but each situation is different. Depending on what the situation is, we will need to decide which option will work best. This training will demonstrate both situations.

Open FAW2

Either way, we start in the Food Adjustment Wizard. Let's go there now.

<no script> Click the **Benefit Management** menu.

<no script> Select **Food Adjustment Wizard**.

In this case, we are going to use option 1.

The default is to **Change a Food Already Issued**.

Click OK.

<no script> Click the **OK** button.

In the **Food Category** dialogue box, we identify the category of the food item we are changing.

<no script> Click the **drop-down arrow**.

Food Category

We are changing his milk.

<no script> Select **MILK/CHEESE**.

<no script> Click **OK** or press the Enter key on the keyboard.

Change Food Issued

The **Change Food Issued** screen displays.

This is where we indicate the amount of the food item we will be recovering from the card.

“Recover” simply means “to remove” from the card.

The screen comes with directions: “Select the **Amount to Change** cell to toggle/edit the amount recovered.”

Each benefit period displays, as well as, all food items belonging to the Food Category we selected. In this case only Milk. If yogurt or cheese were issued to Brother, they should be shown here.

The **Amount Issued** is the original quantity issued onto the eWIC card.

The **Amount Remaining for Household** displays the aggregated quantities left after any redemption for the current set and the original aggregated quantities for future sets.

The **Amount to Change** allows us to indicate the quantity on the eWIC card that should be recovered or removed from the card, and ultimately replaced with the new food item.

A single-click inside the cell...

<no script> Click inside the first row’s Amount to Change cell.

Amount to Change

...highlights the cell.

The cell itself is a little particular. We would think we could simply type our number in but it’s highlighting the cell, not the contents of the cell. If we click inside the cell again...

<no script> Click inside the first row’s Amount to Change cell.

...the spin arrows display.

We want to recover the four (4) gallons of milk. To do this we need to increase the quantity from zero (0) to four (4).

Let's type four (4) into the cell. We could have also used the spin arrow, however, it increases the amount in quantities of a quarter (0.25).

<no script> Type 4, then press the Enter key on the keyboard.

Amount to Change1

Try clicking the up spin arrow to see what happens, now that the quantity is four (4).

<no script> Click the up spin arrow to increase the quantity.

Nothing, right? This is where the third (3) column comes in.

The **Total Units Available** is the limit for the amount that can be changed.

Now we can change the issued milk for June and July. Let's change June to 4 (four).

<no script> Click inside the cell.

Amount to Change2

Notice that the Total Units Available for May is now zero (0).

We have to double-click on the June cell in order to highlight it so that we can overwrite it.

<no script> Double-click the 0 in the cell to highlight it.

<no script> Type 4 then click in the Amount to Change cell for the July set of benefits.

Amount to Change3

Let's change July's set to four (4) also.

<no script> Double-click the 0 in the cell to highlight it.

<no script> Type 4 then press the Enter key on the keyboard.

Amount to Change4

We've indicated we want to change all of the milk left on the benefits.

Let's click the OK button to move on.

<no script> Click **OK**.

Replacement Food

Next, we are going to choose a replacement food item for our recovered milk.

<no script> Click the drop-down list.

All the items in our Milk, Cheese, and Yogurt food category display in this list.

We are looking for the **HALF GALLONS LACTOSE FREE MILK: SKIM THRU 1%**.

<no script> Click below the scroll bar.

<no script> Select **HALF GALLONS LACTOSE FREE MILK: SKIM THRU 1%**.

And we have to communicate our change with the EBT Processor.

<no script> Click the **Send EBT Data** button.

<no script> Click the **OK** button.

Food Rx - After

As usual, the screens automatically close.

We can see additional food prescriptions have been created for today's date, June, and July.

If we expand July...

Food Rx – After1

...as you can see the new food packages have **HALF GALLONS LACTOSE FREE MILK: SKIM THRU 1%**.

However, when we replace issued foods, like now, the system does **not** update the future food packages, which means we will need to remember to edit or delete them.

We will just quickly edit them.

Food Rx – Edit Future

<pause for animation>

Now let's take a look at his Benefits History tab.

<no script> Click the **Benefits History** tab.

Benefits Hx – After Replace

After expanding the July benefit nodes...

Benefits Hx – After Replace1

...we can see that a new food package with **HALF GALLONS LACTOSE FREE MILK: SKIM THRU 1%** was issued for our future benefit sets.

The system displays the previous July issuance as voided along with each food item already issued.

For the current set of benefits...

...we have one record with a first date to use of the current date, or issue date, for just the lactose-free milk issued.

For the original set issued, the original amount, food item issued, the amount, and date it was recovered are listed.

Print Account Balance

Since we updated current benefits, let's print the Account Balance. Go ahead and do that.

<no script> Click the **Benefit Management** menu.

<no script> Select **Print EBT Account Balance**.

<no script> Click the **Send to Printer** radio button.

<no script> Click OK or press the Enter key on the keyboard.

Account Balance

The account balance is their current balance after redemptions and replacements.

Remember back, we changed Baby Duck's formula to Enfamil ProSobee. We can also see that Brother Duck has lactose-free milk.

Change a Food Already Issued – Cheese and Milk

New Scenario

We are going to take a look at a similar scenario, except this time, Mommy Bear needs to change her milk to lactose-free and would like to remove the cheese from her food package.

She was issued benefits for May, June, and July.

PPT Folder

Let's take a look at her Benefits History.

<no script> Click on the **Benefits History** tab.

Benefits Hx

The only thing we may want to note is that the May benefit set was prorated to Three Fourth ($\frac{3}{4}$) package.

Now let's take a look at her current food package.

<no script> Click the **Food Prescription** tab.

Food Rx Tab1

Currently, she's getting Skim thru one (1) percent milk and cheese.

Next step is to look at her redemption activity. Go ahead and open that screen.

<no script> Click the **Benefit Management** menu.

<no script> Select **View EBT Transaction History**.

Transaction Hx

Let's select May first (1st), for the Start Date.

<no script> Double-click the **Start Date** box.

<no script> Type May 1st, 2019.

We want to look at her Redemption Activity...

<no script> Click the **Redemption Activity** radio button.

...and search.

<no script> Click the **Search** button.

Since Mommy Bear is the only person issued benefits in her household we don't have to look at the details. We can see that she has a redemption and know that it was hers.

We may want to see if any of her milk was purchased. So go ahead and take a look anyway.

<no script> Click the row to highlight it and enable the View Details button.

<no script> Click the **View Details** button.

No milk was purchased.

<no script> Click the **Close** button.

<no script> Click the **Close** button.

Open FAW

The next step is to go to the Food Adjustment Wizard. Let's go there now.

<no script> Click the **Benefit Management** menu.

<no script> Select **Food Adjustment Wizard**.

Cheese

Remember in the previous scenario we mentioned there were two options?

In this instance, we will use Option Two (2).

Why? It's because of the cheese. Cheese is equal to three (3) quarts of milk. This leaves a "dangling quart" when it's removed from the food package.

Option 2

So, back to Mommy Bear, option two (2) begins with voiding future benefits.

<no script> Click the **Void Future Benefits** radio button.

<no script> Click **OK** or press the Enter key on the keyboard.

Void Future

Just like before eWIC, we select the future sets we want to void. However, this function is no longer at a household level. This means that to void future benefits for other members of the same household, we would need to open the Food Adjustment Wizard from within their folder.

We're going to void all future sets.

<no script> Click the checkbox for the October benefit set.

<no script> Click the checkbox for the November benefit set.

Now click the Send EBT Data button to communicate our voids to the EBT Processor and save the information to MOWINS.

<no script> Click the **Send EBT Data** button.

<no script> Click **OK** or press the Enter key on the keyboard.

Open FAW1

Next, we want to adjust the food on the current set of benefits. Where to?

<no script> Click the **Benefit Management** menu.

<no script> Select **Food Adjustment Wizard**.

Since we are changing a food already issued, click OK.

<no script> Click **OK** or press the Enter key on the keyboard.

Food Category1

Go ahead and select the food category.

<no script> Click the drop-down arrow.

<no script> Select MILK/CHEESE.

<no script> Click **OK** or press the Enter key on the keyboard.

Change Food

We know from looking at the EBT Transaction History prior that Mommy Bear did not purchase any milk. However, if we remember back to her benefits, we know that her

May benefits were prorated to a $\frac{3}{4}$ package. Hence, the 4.50 quantity available to be replaced.

<no script> Click inside the cell.

<no script> Click inside the cell again.

<no script> Double-click the 0 in the cell to highlight it.

<no script> Type 4.5 then select the cell to recover the cheese.

Change Cheese

Mommy Bear no longer would like her issued cheese. We will change this amount now. Click in the **Amount to Change** for the cheese again.

<no script> Click inside the cell again.

<no script> Double-click the 0 in the cell to highlight it.

<no script> Type 1 then press the Enter key on the keyboard.

Change Food1

<no script> Click the **OK** button.

Mommy Bear has Gallon(s) Milk - Skim thru 1% (White) in her current food package. So we need to replace it and the cheese with Lactose-free milk: skim thru 1%.

<no script> Click the drop-down arrow.

<no script> Click below the scroll bar.

<no script> Select **HALF GALLONS LACTOSE FREE MILK: SKIM THRU 1%**.

Now communicate and save our change to the database.

<no script> Click the **Send EBT Data button**.

<no script> Click **OK** or press the Enter key on the keyboard.

Change Food2

A food package for today's date is created and notice the quantity of milk is now ten (10). We will need to create a food package with an Effective Date of June 1st, with the correct type and amount of milk for her future benefits.

Which we did.

Now let's take a look at Benefits History.

<no script> Click the **Benefits History** button.

Benefits Hx – after

After selecting to open a few of the nodes...

<pause for new image>

...we can see Mommy Bear's benefits for June and July were voided, as well as the 4.5 gallons of milk and one (1) pound of cheese we recovered from the issued benefits. We can also see the amount of milk issued is now ten (10) half gallons.

Our next step is to reissue the new food package for June and July.

<no script> Click the **Issue Benefits** icon.

Issue Benefits

Since Mommy Bear is on a tri-monthly frequency, MOWINS auto-suggests August's benefits. Go ahead and issue benefits for all three (3) months.

<no script> Click the **Issue Benefits to Selected Members** button.

Notice how the quantity of milk alternates between 4 and 3.5 gallons each month.

<no script> Click the **Send EBT Data** button.

Since Mommy Bear still has benefits for May, it makes more sense to print the Account Balance.

<no script> Click the Close button.

Question1

If we use the **Void Current and Future Benefits** function, and there has been a redemption for the current month, the system will NOT void the current month's benefits but will void the future month's benefits.

Answer1

False. The **Void Current and Future Benefits** function is an ALL or Nothing function. If the current benefits cannot be voided, the future benefits will not be voided through this function either.

Question2

True or False. The Food Adjustment Wizard has 5 options: Change a Food Already Issued, Add More Formula, Add Infant Solid Foods, Void Future Benefits and Void Current and Future Benefits.

Answer2

True. There are five (5) options in the Food Adjustment Wizard.

Question3

True or False. Before making any changes to food issued we must first to take a look at the EBT Transaction History.

Answer3

True. We should always review the EBT Transaction History before making any changes to the participants issued foods.

Question4

True or False. Voiding benefits is no longer at a household level and will now need to be completed at an individual level.

Answer4

True. This means that to void future benefits for other members of the same household, we would need to open the Food Adjustment Wizard from within their folder.

End

Thank you for viewing this MOWINS on-demand training module presented by the Missouri Department of Health WIC Program.