

eWIC – Add Issued Formula

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. It provides an overview of issuing formula when the Breastfeeding Status Decreases From Fully Breastfeeding.

Fully Breastfeeding to Mostly Breastfeeding (Some Redemptions)

Audio

This course contains audio. Please turn on your speakers.

Fully BF

For this example, a participant was previously issued a fully breastfeeding food package. The participant has now returned to the clinic, to be issued formula. The participant was fully breastfeeding and is now mostly breastfeeding.

Infants

For infants less than six (6) months old, who are changing from fully breastfeeding we will: change their breastfeeding amount, create a food package, and issue benefits.

Women

For women who are changing from fully breastfeeding to a lesser amount, there are two (2) scenarios. If there is no redemption activity, we can Void the Current and Future Benefits. If the participant has redeemed part or all of their current benefits, we will only be able to Void Future Benefits. In both scenarios, if mom is still eligible for benefits, we then tailor the food package as appropriate, and reissue the benefits.

Infants > 6 Months

In eWIC when a fully breastfeeding infant is more than six (6) months old, has received infant foods, and has partial redemptions.

The question is, how do we add formula to the currently issued benefits? Let's take a look at this.

Hailey was a fully breastfed infant issued benefits for June and July.

Ppt Folder

Before moving forward, it is important to remember that there are two (2) ways to determine if there has been any redemption activity.

The first option, is to view redemption activity in the EBT Transaction History screen. However, the 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, the 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 issued in the Benefits History tab for each participant. This option requires users to do a side-by-side comparison and can be time consuming.

For this module, we will review the Account Balance.

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

<no script> Click the **Print EBT Account Balance**.

Account Balance

We want to display the Account Balance onto our screen.

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

Since only mom and baby occupy this household, we can compare the current month of benefits to the future month of benefits. By comparing the June benefits to the July benefits, we can see that both mom and baby have benefits redeemed.

We should note that if there were more members in this household than mom and baby, we may not be able to tell whose benefits were redeemed by reviewing only the Account Balance. In that instance it would be more useful to review the EBT Transaction History or compare the Account Balance to each household members Benefits History tab.

PPT Folder1

Let's open the Health Information tab since she is changing to mostly breastfeeding.

<no script> Click the **Health Information** tab.

Update BF Amount

We will quickly update the necessary fields.

Done.

If we need to modify the food items on her eWIC Card. Where do we go?

<no script – failure hint> Click the **Benefit Management** menu.

<no script – failure hint> Select **Food Adjustment Wizard**.

Save Changes

<no script – failure hint> Click the **Yes** button.

Update Fd Rx Msg

<no script – failure hint> Click the **Yes** button.

Select Formula

Mom would like to receive Enfamil Infant powder.

<no script – failure hint> Select **12.5 OZ ENFAMIL INFANT PWD**.

Update Mom DFP

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

Open FAW

After all that work the system did, MOWINS forgot where we were trying to go. Which was to open the Food Adjustment Wizard, so let's try again.

<no script – failure hint> Click the **Benefit Management** menu.

FAW

<no script – failure hint> Select **Food Adjustment Wizard**.

For this scenario, we will **Add More Formula**.

<no script> Click the **Add More Formula** radio button.

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

Add Formula

The Add Formula screen allows us to indicate the number of cans we would like to add to the current benefit set.

Similar to other screens we've already seen, this screen lists the Benefit Period the added formula will affect, the formula type, the number of cans already on the eWIC card, and the max number of cans we can add to the eWIC card.

Notice, there are three (3) Cans Available to Issue instead of the max amount of four (4), which is this formula's typical max amount for mostly breastfeeding infants six (6) -11 months old.

Add Formula1

This screen typically prorates based on the initial issuance. However, since no formula was previously issued, the system is prorating based on today's date. Since there are only four (4) days left in this month, the system has auto-suggested a max of three (3); which is a three-fourth ($\frac{3}{4}$) food package. The Additional Cans column sets the max for the Additional Cans that can be added.

As the directions indicate, we are going to select the Additional Cans cell to edit the number of cans we want to issue.

Add Formula2

Hailey's mom would like the max number of cans she can receive.

Let's use the spin arrows to increase to 3 cans.

<no script> Click inside the **Additional Cans** cell.

<no script> Click inside the cell again.

<no script> Click the up spin arrow.

<no script> Click the up spin arrow again.

Now communicate our changes with the EBT Processor.

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

Direct Ship

The **Direct Shipped Benefit Items** screen will automatically open in some instances. This is not consistent when adding formula. If the screen does not display, the benefits cannot be direct shipped.

We should also note that the formula description is not always displayed correctly. This does not affect the actual formula being issued.

Since we are not direct shipping this formula, we will click the **Finish** button.

Add Formula3

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

Health Info

Let's see what happened to our issued benefits.

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

Benefits Hx

<pause for expansion of nodes>

Let's start at the top. Notice, the July benefits were automatically voided.

For June, three (3) cans of Enfamil Infant powder were added.

This is where it's a little odd to read, as it shows another record indicating that the formula was added to the original set of benefits for the current month. Although it may look like the system issued an additional three (3) cans, this is simply how MOWINS displays it in the Benefits History tab.

We will see in a few minutes when we look at the account balance that only three (3) cans were issued for the current set.

Now let's take a look at the Food Prescription.

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

Food Rx

We will expand the June seventh (7th) food package node...

Food Rx1

...and we can see that we need to add a future food prescription.

The food prescription for today reflects the three (3) cans we were able to add to the existing benefits.

We will add a new food prescription for July and edit the Enfamil Infant formula to four (4) cans per mom's request.

Done!

Next, let's update mom's benefits.

Mom Account Balance

Remember from the Account Balance that mom had redemptions for the current month also, which means we can only adjust her future benefits.

Mom PF

We are simply going to void her July benefits, verify her food package, and reissue benefits. Go ahead.

<no script – failure hint> Click the **Benefit Management** menu.

<no script – failure hint> Select **Food Adjustment Wizard**.

Mom FAW

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

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

Mom Void

<no script – failure hint> Click the checkbox to select July benefits.

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

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

Mom PF1

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

<no script – failure hint> Click the **Benefits History** tab.

Mom Benefits Hx

We will expand the July benefit node.

Mom's July benefits were voided.

We also need to verify her food package.

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

Mom Food Rx

The system created a default package, which mom is fine with so let's issue benefits. Go ahead.

<no script – failure hint> Click the **Issue Benefits** icon.

Issue Benefits

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

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

Let's print the Account Balance since there are current benefits available for June. Go ahead.

<no script – failure hint> Click the **Close** button.

Mom Account Balance

<no script – failure hint> Click the **Benefit Management** menu.

<no script – failure hint> Select **Print EBT Account Balance**.

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

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

Notice that only three (3) cans were issued for the current month. Also, the food items from Hailey and mom's existing fully breastfeeding food package are still issued for June.

For the future months, four (4) cans per our edited food prescription along with the foods appropriate for a mostly breastfed mom and infant were issued.

<no script> Click when ready to continue.

End

Thank you for viewing this on-demand MOWINS training module presented by the Missouri Department of Health and Senior Services, Bureau of WIC and Nutrition Services.