

# eWIC – Food Package III

## 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 more formula or infant foods to participants with food package III.

## Remove Infant Foods – Increase Formula No Redemption

## Audio

This course contains audio. Please turn on your speakers.

## FPIII

In some instances, participants may be eligible to receive an increased amount of formula in lieu of infant foods when receiving food package III.

Similar to other scenarios we have looked at, if there has not been any redemption activity, we would void current and future benefits, adjust the food package, and reissue benefits.

The question we have to address is: what happens if formula or infant foods have been redeemed?

## Redemption of Infant Foods

## Scenario

Pepper has food package III. She has returned to receive the increased amount of formula in lieu of the infant foods she was issued for May, June, and July.

## PF

First, let's take a look at what she was issued.

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

## Ben Hx

We will quickly expand the nodes.

After expanding the nodes, we can see Pepper was issued seven (7) cans of Enfamil Gentlease along with infant foods for May, June, and July.

Before moving forward, it is important to remember that there are two 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, 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 benefits 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 view the redemption activity via the EBT Transaction History screen. Let's go there now.

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

<no script – failure hint> Select **View EBT Transaction History**.

## Transaction Hx

We will quickly change the start date to May 1<sup>st</sup>.

Click the search button to populate the results.

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

## Transaction Hx1

Since there are two (2) redemption records, we will look at each one at a time. Let's start with the first Purchase Completion record.

<no script – failure hint> Click the first **Purchase Completion** row to highlight and enable the **View Details** button.

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

It appears that all seven (7) cans of formula were purchased. Let's go back and take a look at the second Purchase Completion.

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

<no script – failure hint> Click the second **Purchase Completion** row to highlight and enable the **View Details** button.

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

It appears that some infant foods have been purchased as well.

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

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

## Open Health Info

Since Pepper Mint requires a Food Package III...

<no script – failure hint> Click the **Health Information** tab.

## Health Info

...let's update her verified date before doing anything else.

<no script – failure hint> Click the **Date Food Package III Verified** drop-down.

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

## Open FAW

Since we want to add more formula to the eWIC card, where do we go next?

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

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

## Save

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

## FAW

Since no benefits have been redeemed for June or July, we could Void Future Benefits, create a new food package, and reissue benefits. For this example, we will let MOWINS do the work.

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

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

## Remove Infant Food

When creating a food package with an increased amount of formula, we receive the Remove Infant Food message. The message asks us if we want the system to automatically remove solid food items so the quantity of formula can be increased. This is exactly what we want to do.

<no script> Click **Yes**.

## Add Formula Msg

The next message reads: A redemption exists for the current month's benefit, therefore the amount of formula available to the participant was reduced. Click OK.

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

## Add Formula

The previous message was essentially explaining we will not be able to add any additional cans for this month's benefit set.

Once the redemption of infant foods occurred, the participant was no longer eligible to receive extra formula. It would be an over-issuance of benefits and there is no way to add more formula to the eWIC card for the current month.

If the participant had not redeemed infant foods, the "Cans Available to Issue" for May would have been three (3); as seen for the June and July benefit sets.

## Add Formula1

We will add three (3) additional cans to the June and July benefits since the max for infants four (4) to five (5) months old is ten (10) cans.

<no script> Click inside the Additional Cans cell in the second row.

<no script> Click inside the cell again.

<no script> Double-click to highlight the zero.

<no script> Type 3, and click inside the Additional Cans cell for July.

## Add Formula2

<no script> Click inside the cell again.

<no script> Double-click to highlight the zero (0).

<no script> Type 3, then press the Enter key on the keyboard.

Now let's communicate our changes with the EBT Processor and save our change to MOWINS.

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

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

## Health Info-after

Now, let's review our changes in the Benefits History tab.

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

## Benefits Hx-after

<Pause for node expansion>

June and July now have ten (10) cans of formula issued. The previous issuance of seven (7) cans of formula and infant foods has been voided.

The current benefits...

<pause for animation>

...remain unchanged.

In the Food Prescription tab...

<no script – failure hint> Click the **Food Prescription** tab.

## Food Rx

<pause for animation to expand>

...MOWINS created new food packages for June and July.

## Account Balance

The Account Balance reflects the new balance on the eWIC card.

We can see there are some benefits remaining for the month of May, and the benefits available for June and July now have the ten (10) cans of formula.

<no script> Click when ready to continue.

## Redemption of Formula

### FP III-FR

Issa has Food Package III and needs an increased amount of formula in lieu of infant foods. Her mom has already bought all of the cans for the current month of May.

Issa was issued benefits for the months of May, June, and July.

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

### Ben Hx-FR

<pause for node expansion>

Notice Issa received three-fourths ( $\frac{3}{4}$ ) of a food package for May. For the prorated food package, she was issued six (6) cans of formula and some infant foods.

Next, we need to verify the redemption activity via the EBT Transaction History screen.

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

<no script – failure hint> Select **View EBT Transaction History**.

### Transaction Hx-FR

<no script> Use the drop-down calendar. Set the start date as 5/01/2019.

<no script – failure hint> Click the **Start Date** drop-down.

<no script – failure hint> Select **May 1st**.

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

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

<no script – failure hint> Click the Purchase Completion row to highlight it and enable the **View Details** button.

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

### **Transaction Hx-FR1A**

All six (6) cans have been redeemed.

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

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

### **Open Health Info-FR**

Before we can make any changes, we will need to update the verified date for Issa's Food Package III.

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

### **Health Info-FR**

<no script> Use the drop-down calendar to select the Today button.

<no script – failure hint> Click the **Date Food Package III Verified** drop-down.

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

Since we are adding more formula to the eWIC card, what is our next step? Can you take us there now?

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

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

### **Save-FR**

<no script – failure hint> Always click Yes.

### **FAW-FR**

<no script – failure hint> Click the **Add More Formula** button.

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

## Remove Infant Food-FR

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

## Add Formula-FR

For an infant with Food Package III, not receiving infant foods, the max is 11 cans of Similac Neosure.

However, since benefits for May were prorated to a three-fourths ( $\frac{3}{4}$ ) package, only three (3) more cans of formula can be added for May, not five (5). The max is set and can't be changed.

We will quickly add our three (3) cans for May, June, and July.

Now that the additional cans have been added, complete this screen.

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

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

Now we will review our changes in the Benefits History tab.

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

## Benefits Hx-after-FR

<pause for node expansion>

As you can see, the previously issued benefits for June and July have been voided and reissued as 11 cans. May's benefits show there has been another issuance of three (3) cans in addition to the original benefits issued. May's original benefit issuance also shows that the infant foods were recovered.

<no script> Click when ready to continue.

## Account Balance

The Account Balance reflects what we just reviewed in the Benefits History tab. There are now three (3) additional cans of Similac Neosure issued to the participant for the month of May. Also, there are now 11 cans of formula issued to the participant for both June and July.

<no script> Click when ready to continue.

# Add Infant Foods – Decrease Formula Redemption

## Scenario-IF

In this scenario, we will go over what to do if a food package III participant, who received an increased amount of formula in lieu of infant foods, returns for infant foods.

As always, if there has not been any redemption activity, Void Current and Future Benefits, tailor the food package, and reissue the benefits.

However, what if there has been redemption activity? Let's address what happens if any of the infant's benefits have been redeemed.

## FPIII-IF

Initially, Chris received the max amount of formula in lieu of infant foods. His mom has now returned to the clinic, with the request to receive infant foods for the current set of benefits.

Chris has received benefits for May, June, and July. Chris's mom indicates some formula has already been purchased.

## PF-IF

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

<pause for node expansion>

## Ben Hx1-IF

Chris received 11 cans of EnfaCare for June and July; the max that can be provided without the issuance of infant foods for Food Package III. Chris was issued a half package with only six (6) cans of formula for the month of May.

By now we should be familiar with verifying redemption activity via the EBT Transaction History. We will quickly go there now to take a look at the screen.

## Transaction Hx-IF

Three (3) cans were redeemed.

## Health Info-IF

We have already updated and saved the **Date Food Package III Verified in Health Information**. We are now ready to move forward.

This time, we need to **Add Infant Solid Foods**. Let's go there now.

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

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

## **FAW-IF**

This is the first time the **Add Infant Solid Foods** radio button has been enabled.

The system recognizes that the participant has already received the maximum amount of formula and that we may want to add foods.

<no script> Click the **Add Infant Solid Foods** radio button.

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

## **Return and Recover**

The Return and Recover Formula screen is a screen we have not seen yet.

This screen lists the type of formula, the number of cans issued, and the number of cans redeemed. The number of cans that can be removed from the card and the number of cans that were returnable are also listed in this screen. The screen also shows the number of cans that must be either removed from the card, recovered, or returned, in order to be able to issue infant foods.

Both the Amount Recovered and the Amount Returned columns are editable.

<no script> Click inside the cell in the **Amount Returned** column.

### **Return and Recover1**

<no script> Click inside the cell again.

<no script> Click inside the cell in the **Amount Recovered** column.

<no script> Click inside the cell again.

### **Return and Recover2**

At the top of this screen, there are specific instructions of how to use the screen. "In order to issue solid baby food items to the participant for the current month, at least the quantity of formula in the 'Amount Needed to Enable' column must be returned or recovered."

Therefore, the sum of the last two (2) columns must equal the Amount Needed to Enable.

If more formula was redeemed than the max amount of formula allowed with infant foods, there must be a returned amount entered to issue infant foods for the current month.

### **Return and Recover3**

In order for Chris to receive infant foods, we must recover two (2) cans. Use the spin arrow to increase the Amount Recovered.

<no script> Click the up spin arrow to increase the **Amount Recovered**.

Notice that the quantity in the Amount Needed to Enable column decreases as we increased the Amount Recovered.

<no script> Click the up spin arrow again.

### **Return and Recover4**

Notice the statement at the top of the screen now reads, "Infant foods are now enabled for the current month. Press OK to continue to Issue Formula and Infant Foods."

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

### **Issue Formula**

The Issue Formula and Infant Foods screen allows us to indicate the amount of formula and infant foods to issue.

The screen lists the benefit periods, the food items issued in the benefit periods, the original amount issued in the current and future benefit periods, the maximum amount that can be issued to the participant, and the new amount to be issued.

### **Issue Formula1**

Each of these fields can be edited, except when the field is grayed out. We cannot adjust the suggested amount of formula for the first set of benefits. If we wanted to reduce the amount of infant fruits and vegetables, we would simply click inside the cell and adjust the amount. For this scenario, we will not adjust any of the amounts in the New Amount column.

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

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

## Health Info-after-IF

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

<pause for node expansion>

June and July now have eight (8) cans of formula and infant foods while the previous benefits for 11 cans were voided.

The current month's benefits...

...have infant foods added and two (2) cans recovered.

In the Food Prescription tab...

## Food Rx-IF

<pause for node expansion>

...food packages were created with an effective date for June, July, and today's date.

## Account Balance

The Account Balance reflects the information we previously viewed in the Benefits History tab. For the month of May, there are infant foods and one (1) can of Enfacare Neuropro issued. There are now eight (8) cans of Enfacare Neuropro and infant foods issued to the participant for the month of June and July.

<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.