February 2022 HuBERT Hints #1

FEBRUARY 2, 2022

Please share this information with ALL HuBERT users!

Important Dates

- Monday, February 21, 2022: President's Day – State Office CLOSED and MN Help Desk AVAILABLE

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Tips, Guidance & Best Practices

Guidance on Using "Other" as a Note Subject

The Note Subject, "Other", should only be used if no other Note Subject is applicable. There are numerous Note Subjects available in HuBERT in order to support any documentation that may need to occur. You should always attempt to select a Note Subject that best describes the note content. A note subject descriptive of the content assures follow up by appropriate staff and promotes better continuity of care.

The "Other" subject should be limited to notes that do not fall into the other subject areas. If you feel there is a relatively common Note Subject that should be added to HuBERT, please use the WIC IS Software Change Request Form to submit your suggestion.

Common Help Desk Tickets – Reminders about How to Resolve

The following are a couple of help desk calls that we regularly see every week in the Help Desk tickets and reminders about how to avoid and correct for them.

Issuing the "No WIC Formula" Food Item – Select Direct Ship!

The "No WIC Formula" food item is used to ensure infants not receiving WIC formula, but receiving WIC services, are still counted for your agency. However, since it isn't an actual food item, it is not linked to a subcategory, which is required to send it to the eWIC processor.

Since this food item is never sent to the eWIC processor, you must remember to **select the Direct Ship checkbox** when issuing. Otherwise, you will receive an Object Reference Error that reads "EBT category not established for distribution ID for 340".

NOTE: This will continue to work the same way in WINNIE.

"Index Out of Range" Error when Issuing Benefits

When a **new** household member is issued benefits for the **first time** on the **Last Date to Use (LDTU)** of another household member, the system displays an "Index out of Range" error when you click the *Issue Benefits for Selected Member* button. This is often seen when a new infant is being added to the household.

The error is caused because the system is incorrectly trying to sync the existing members to the new household member's cycle, instead of syncing the new household member to the existing cycle.

To resolve this:
1. Click OK on the error.
2. Close the *Aggregated Issuance for EBT Account* screen, which opens but doesn't display any food items.
3. Click the **Selected LDTU Of** radio button and change the date to the **current date.**
4. The infant will receive a 1-day food package, the error will no longer display, and this will ensure all members of the household continue to have synced cycles.

NOTE: This will be corrected in WINNIE.

Reports

Saving Infoview Templates to Your My Favorites Folder

In order to be able to use an Infoview template, you must first save it to your My Favorites. After the backup failure that occurred in September 2020, any templates that had been previously saved to your My Favorites between September 2020 and November 2021 need to be re-saved to your My Favorites.

This is just a reminder about the two different ways to do this. After finding the template in the INFOVIEW TEMPLATES folder:

Method #1: Copy and paste the template into your *My Favorites* folder.

- Right-click >> **Organize** >> **Copy**
- Click *My Documents*
- Right-click on the **My Favorites** folder >> **Paste**

NOTE! Do **not** select either *Create Shortcut in My Favorites* or *Copy Shortcut*. These require you to have rights to the actual template, which you do not have.

Method #2: Save as after opening the template.

- Double-click the template to open it.
- Click the drop-down arrow next to the **Save** icon >> **Save as**
- Click on *Favorites Folder*
- Click **Save**
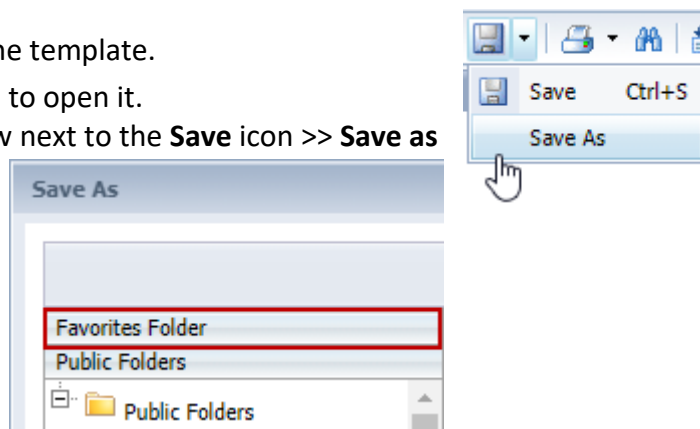
New Data, Reports and Fact Sheets Available on the MDH WIC Website and in Infoview

New data, reports and fact sheets are regularly added to the MDH WIC website and Infoview. You can look to each month's first HuBERT Hints to provide an overview of the new information available.

MDH WIC Website

Updated - 2022 Factsheet: WIC Peer Breastfeeding Support Program, Fact Sheet, 2022 (PDF)

Updated – 2022 Factsheet: Breastfeeding Among Minnesota WIC Participants During COVID-19 (PDF)

New and Revised Infoview Template

The following new and revised Infoview Report Templates have been posted to the INFOVIEW TEMPLATES folder.

Revised – CERTIFIED PARTICIPANTS REFERRED AND NOT REFERRED

Report Folder: INFOVIEW TEMPLATES >> Referrals

Revision Date: 2/2/22

Revision(s): The Reference tab was not pulling the correct IDs and referrals. Changed the table used in the query from V_REFERRAL_CONTACT_LISTITEMS to ORGANIZATION. Added an Active column to the Reference tab.

Description: A list of participants, based on WIC Type, who were certified at the specified agency during the specified time period and either did or did not receive the specified referral(s). Counts and percentages by Race Ethnicity or Cultural Identity, WIC Type, Certifier and Clinic are also provided. The Reference tab provides a list of Referral IDs and Referral Names (the Referral ID is required to run the report for the list of participants).

Some Uses Include:

- Identify participants who were referred, or not, and staff who provided the referral, or didn't.
- Identify similarities or differences in referrals based on Race Ethnicity/Cultural Identity.
- Identify types of participants receiving referrals or not.

New – PARTICIPANTS ISSUED INCREASED CVBs

Report Folder: INFOVIEW TEMPLATES >> Agency Management >> Audit/Chart Reviews

Description: Provides a list of participants who belong to the specified agency and were issued benefits for the Fruit/Veg CVB – 24, 43 and 47 dollars food item with a Printed First Date to Use (PFDTU) during the specified time-period. The report has an OPTIONAL input control that allows the user to filter the report output by Clinic ID.

Some Uses Include:

- Identify participants issued benefits for the Fruit/Veg CVB – 24, 43 and 47 dollars food item for months where the increased CVB should not be issued

References – Complete Listing of Hyperlinks

WIC IS Software Change Request Form (https://redcap.health.state.mn.us/redcap/surveys/?s=CCHMM9DFD4)

WIC Peer Breastfeeding Support Program, Fact Sheet, 2022 (PDF) (https://www.health.state.mn.us/docs/people/wic/localagency/reports/bf/info/2022peer.pdf)

Breastfeeding Among Minnesota WIC Participants During Covid-19 (PDF)
(https://www.health.state.mn.us/docs/people/wic/localagency/reports/bf/covid19.pdf)