

July 2022 HuBERT Hints #2

JULY 28, 2022



Please share this information with ALL HuBERT users!

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Identified Bugs/Issues in HuBERT

Food Adjustment Wizard Incorrectly Allows Issuance of Enfamil on Benefits with PFDTU before October 1, 2022

This information, except for the [Infoview Report Follow-up](#) section, was previously provided in the Thursday, July 21, 2022, email to all HuBERT users from the MN_MDH_WIC. It has also been added to the [Identified Issues in HuBERT](#) page on the MDH WIC website.

Issue – Newly Identified Bug

An agency informed the State Office that they were able to issue Enfamil, which will be the new contract formula starting October 1, when using the **Food Adjustment Wizard - Change a Food Already Issued** function to replace formula for July, August and September benefits.

The Food Adjustment Wizard will incorrectly allow issuance of Enfamil formula despite it having an Active Date of October 1, 2022 (for more information see Explanation below).

Why You Must NOT Issue Enfamil Formulas for Benefits with a PFDTU Prior to October 1, 2022

Enfamil formula must not be issued to participants for benefits with a Printed First Date to Use (PFDTU) before October 1, 2022. The reason for this is two-fold:

1. If issued, the participant will not be able to purchase the Enfamil formulas since UPCs are not available for these food items.
2. Our contract to issue Enfamil formula does not begin until October 1, 2022; we must provide Similac formula.

Infoview Report Follow-up – **NEW Information**

Local agencies can use the FOOD & FORMULA ITEMS ISSUED BY PFDTU template to assess whether any participants have been incorrectly issued Enfamil formulas on benefits with a PFDTU prior to October 1, 2022, that have been adjusted using the Food Adjustment Wizard. This template can be found in the INFOVIEW TEMPLATES >> Food & Formula folder.

Since this report is based on PFDTU, you should enter the following dates into the date PROMPTS to ensure any possible incorrect issuances are caught:

- Enter Start Date: 6/1/22
- Enter End Date: 9/30/22

The Food Item IDs that should be entered are 399-412. Remember, the Food Item IDs should be typed with a semi-colon between each number and no spaces, or you can copy the list below.

- 399;400;401;402;403;404;405;406;407;408;409;410;411;412

Explanation of Issue

When a food package is created, the system uses the Food Item, which has an Active Date associated with it. This allows a validation to occur against the Effective Date both when creating the food package and issuing the benefits.

Once the benefits are issued, the Food Distribution Item is sent to the WIC Processor. The Food Distribution Item does not have an Active Date associated with it.

The Food Adjustment Wizard communicates with the WIC Processor to adjust benefits. This means it uses the Food Distribution Item, and does not have any Active Date validations, and will allow the user to provide a formula with a future Active Date.

Resolution: This was not identified as an issue in HUBERT in time for it to be corrected in WINNIE. However, we will begin the process towards getting it corrected for the future in WINNIE.

Reminder! Always Call the Help Desk First

Please remember to always call the Help Desk first when issues occur. The State Office is in constant communication with the Help Desk in order to ensure issues such as this can be addressed in a timely fashion.

- Phone: 1-800-488-8799 (press 2, 2)
- Email: mnhelpdesk@gainwelltechnologies.com

Help Desk Reminders

Reminder! New Help Desk Email Address

This is just a reminder that the email address for the Help Desk has changed to mnhelpdesk@gainwelltechnologies.com. You should be using this new address when contacting the Help Desk via email. The Help Desk's previous email address, ending in @dxc.com, will no longer be forwarded and, if used, you will receive a "bounce-back" message.

Reminder! Always Ensure Food Package Includes All Appropriate Food Items before Issuing

This information was previously provided in the May 2022 HuBERT Hints #2.

The Help Desk frequently gets calls asking to help remedy food benefits that are missing the Cash Value Benefit (CVB). This appears to occur when staff remove the standard lower-value CVB (\$9 or \$11 FRESH or Frozen Fruits and Vegetables) that is part of the default food package and forget to replace it with the increased CVB (Fruit/Veg CVB – 24, 43 and 47 dollars) food item.

What often seems to happen is neither WIC staff nor the participant realizes the CVB is missing from the issued food benefits until the participant is at the store and has purchased some of their WIC foods. Once redemption has occurred, the current benefits can no longer be voided or adjusted to add the CVB. The following are a few tips for adjusting and issuing food packages:

- **Always add the new food item then delete the food item being replaced.** If making multiple adjustments to a food prescription, **do this for one food category at a time.** For instance, if changing the CVB and milk, **add** the increased CVB **first, then delete** the lower-value CVB. Next, add the new milk food item, then delete the old milk food item. Do this instead of deleting one or all the food items first. This ensures that the new food item is always added, and you can depend on the system validating that the old food item

has been removed (since HuBERT validates food prescription against the appropriate maximums, it won't allow you to issue both the new and the replaced food items because it would be over-issuance).

- **Always carefully review the Aggregated Issuance screen before clicking the Send eWIC Data button.** Verify that each household member is receiving the correct quantity for each food item. If something is missing, or doesn't appear correct, click the Cancel button, and correct the food prescription as appropriate.
- **Review the benefits listed in the My MN WIC App with the participant** or offer to print the Account Balance or Shopping List after issuing the benefits. Often, two sets of eyes are better than one. This will ensure if something is incorrect that you'll be able to void, correct the benefits, and reissue them, especially if this can be done before the participant has the opportunity to use the benefits.

For many of these Help Desk calls, we are unable to correct the food benefits once redemption has occurred. Taking these steps above will help to resolve simple issues that can escalate into bigger ones and help to ensure our participants receive the most from our WIC services.

Reports

Revised Infoview Template

The following revised Infoview Report Template has been posted to the INFOVIEW TEMPLATES folder. The Guidance Document for this template can be found in the Report Folder.

Revised – No Shows by Day and Time

Report Folder: INFOVIEW TEMPLATES >> Appointments

Revision Date: 7/21/22

Revision(s): Added an optional input control to filter by Appointment Type ID.

Description: Provides a count and percentage of appointment no shows by day of week, hour of day, appointment times, and appointment date. This report has two OPTIONAL input controls, which allow the user to filter the output by Clinic and/or Appointment Type ID. The Appt Reference tab provides a list of agency-specific Appointment Type IDs and the Appointment Descriptions.

Some Uses Include:

- Assess no-show rates by date, weekday, hour, and appointment times.
- Identify days or times that have the lowest or highest no-show rates.
- Compare no-show rates between clinics.

References – Complete Listing of Hyperlinks

[Identified Issues in HuBERT](https://www.health.state.mn.us/people/wic/localagency/infosystem/hubert/issues.html)

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