

Issuing Formula: Change from Fully BF

Intro

This HuBERT on-demand training module...

Intro1

...is provided by the MN Department of Health WIC Program. It provides an overview of issuing formula when the breastfeeding status changes from Fully-breastfeeding and the infant is less than 6 months old.

FBF Infants Less than 6 Months Old No Redemptions or Adjustments (Mom)

FBFI LT6

Fully breastfed infants less than 6 months old will not yet have any benefits issued to the WIC Card.

If we change their breastfeeding status to Mostly or Some-breastfeeding, we can simply update the breastfeeding information in the infant's Health Information tab, allow the system to automatically create the correct food packages for mom and baby, and tailor the food packages as appropriate.

For infants, since nothing has been issued to the WIC Card for them, we don't use the Food Adjustment Wizard; all actions can be completed in the Participant Folder.

FBFILT6 – Change Status

The questions we have to ask are:

What can we do with mom's benefits and has mom had any redemptions or any adjustments for the current month.

If the answer is NO, then we void her current and future benefits and re-issue her benefits when we issue the infant's.

Redemptions or Adjustments (Mom)

Scenario

Let's take a look at what to do if a fully-breastfeeding mom has been issued benefits and then decides that she needs some formula.

Scenario 1

Today is November 19th.

Hailey is a 2-month old fully-breastfed infant who has not been issued any food benefits yet.

Go ahead and open her folder.

<no audio – hint after 5 seconds> Double-click on Hailey’s row in the Participant List or click the Open Participant Folder icon.

Mom’s Details

Let’s take a look at mom’s Show Details while waiting for Hailey’s folder to open. Go ahead.

<no audio – failure hint> Click on Mother Comet’s row to highlight and display her Show Details panel.

Mom was issued benefits for October, November and December and her cycle is the 5th to the 4th.

Acct Bal & Redemption

There are a couple of things that we should make sure we mention, so we’ll take a moment to do that now.

One. If there is just a fully breastfed infant and mom in the household, or only one member in the household, and they have more than one month issued, we can also easily verify redemption by comparing the quantities left in the current month with the quantities issued for the future months on the Account Balance.

So, for the Comet household, we can see that mom has redeemed some food items for the current month.

Review Adjustments

The second thing is that these modules focus on what to do if redemption occurs, but if there aren’t any redemptions, we also have to remember to double-check that there haven’t been any adjustments made to the current benefit set.

We can see adjustments in Benefits History.

Any time we see the word “Recovered”, we know that there have been adjustments to that set of benefits.

If there have been adjustments, we cannot void the current set of benefits and we should follow the same process as we would if there were any redemptions

Open Health Info

OK. We saw that mom had redeemed some of her foods on the Comet's Account Balance so we don't have to check the Transaction History this time.

We need to change Hailey's breastfeeding status to some-breastfeeding. Go ahead and do that.

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

Update BF Amount

<no audio – failure hint> Click the **Breastfeeding Amount** drop-down.

<no audio – failure hint> Select **Some-Breastfeeding**.

<displays above Date Breastfeeding Verified> Use the drop-down calendar

<no audio – failure hint> Click the **Date Breastfeeding Verified** drop-down.

Update BF Verified

<no audio - failure hint> Click the **Today** button.

Update Supp Began

According to mom, they started formula at the beginning of this month. Go ahead and type 11/1/19 into the Date Supplemental Feeding Began then click the Food Prescription tab to save our changes.

<no audio> Type 11/1/19 into the **Date Supplemental Feeding Began** field and click the **Food Prescription** tab.

Save Health Info

Continue clicking appropriately through the messages.

<no audio – failure hint> Click **Yes** or press the Enter key.

<no audio – failure hint> Click **Yes** to change the food prescription.

Select Formula

Similac Advance powder is fine with mom. Remember, the default quantities are the minimum allowed based on breastfeeding amount and age. Continue...

<no audio – failure hint> Click **OK** or press the Enter key.

New DFP Msg

<no audio – failure hint> Click **OK** or press the Enter key.

No FAW

Since no benefits have been issued to the WIC Card for Hailey, we don't have to use the Food Adjustment Wizard and can do everything right in her folder.

New Infant DFPs

Let's just quickly expand the food prescriptions.

Mom would like the full amount of formula we can provide so we will need to adjust her food packages accordingly.

Adjust DFPs?

Since she is breastfeeding, we know best practice is to assess her formula needs each time we issue benefits.

Today, we will issue November, December and January benefits.

That means we will only update the November 19 food package since the January 17th food package begins after her PFDTU in January, so that food package will start with her February benefits.

Edit DFP

Go ahead and edit the 11/19 food package.

<no audio – failure hint> Click on **11/19/2019** to highlight it and enable the Edit button.

<no audio – failure hint> Click the **Edit** button.

Edit DFP 1

<no audio – failure hint> Click the **Edit Food Item** button.

<no audio> The maximum amount allowed of powdered Similac Advance for a 2-month-old Some-BF Infant is 9. Type 9 into the Quantity of Item field and click the OK button (or press Enter).

Edit DFP 2

<no audio – failure hint> Click **OK** or press the Enter key.

Verify Edit

Let's verify our edited food package.

<no audio> Click the **plus** next to 11/19/2019.

End Infant

<screens shifts to show tabs again>

Close Infant's PF

Go ahead and close Hailey's folder and then open mom's folder.

<no audio> Click the **Close Participant Folder** icon.

Open Mom's PF

<no audio – hint after 5 seconds> Double-click on Mother's row in the Participant List or click the Open Participant Folder icon.

Open FAW

Where do we go to make changes to the foods issued to mom on the WIC Card? Go ahead.

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

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

FAW

Since mom has redeemed some of her food items for this month, we can't make any changes to her current food package. So, what are our next steps? Go ahead.

<no audio - failure hint> Click the **Void Future Benefits** radio button.

<no audio – failure hint> Click **OK** or press the Enter key.

Void Future

<no audio – failure hint> Click the **checkbox** for the December set of benefits.

Void Future 1

<no audio – failure hint> Click the **Send EBT Data** button or press the Enter key.

Void Success

<no audio – failure hint> Click **OK** or press the Enter key.

Open Ben Hx

And let's take a look at the Benefits History.

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

Ben Hx

Go ahead and expand the node for December.

<no audio> Click the **plus** next to the December set of benefits.

Ben Hx Void

Good to go.

Before issuing, let's make sure mom's food package is also good to go.

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

Mom Food Rx

The system-created default package is fine with mom.

Next step, issue benefits. Go ahead.

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

Issue Benefits

The system is suggesting November, December and January for Hailey and just December and January for mom to keep her cycle in sync.

One other thing to notice is that the first set is prorated to a three-quarters package since there are only 16 days between today and when her next set begins.

Continue issuing...

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

Aggregated

<displays on screen> $\frac{3}{4}$ package for November; Full packages for December and January.

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

Aggregated Spin

<cursor spins>

Close Aggregated

Since we are making changes to foods that already exist on the WIC Card, it makes the most sense to print the Account Balance. Go ahead and do that.

<no audio – failure hint> This screen does not automatically close. Click the **Close** button or the **X** to exit.

Print Account Balance

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

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

Print

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

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

Account Balance

<no audio> Click when ready to continue.

<no audio> Click when ready to continue.

End

Thank you for reviewing this HuBERT on-demand training module presented by the MN Department of Health WIC Program.