

Direct Ship - Adding More Formula

Example: Original Issuance is less than max via Direct Ship; Add More Formula



Step 1: Add More Formula via Direct Ship

- Open the Participant Folder of the participant for whom benefits are being changed
- If breastfeeding status has changed, update **BF Information** in *health Info* tab, change tabs And save changes to create new food packages for baby and mom (if still eligible)
- Click **Benefit Management** menu
- Select **Food Adjustment Wizard**
- Click **Add More Formula** radio button
- Click **OK** (or press Enter) to open the *Add Formula* screen
 - Benefit Period** will be all issued sets
 - Cans Available to Issue** is maximum based on amount already issued, infant's BF Amount and age, and is PRORATED based on proration of original issuance
 - If original issuance was via Direct Ship, the system will automatically direct-ship any additional formula**
- *Click inside the current set's cell in the **Additional Cans** column to highlight it
- *Click the same cell again to display spin arrows
- *Double-click and type, or use the spin arrows, to increase the number of cans to the appropriate number
- Repeat the last 3 steps (*) for each benefit set displayed
- Click the **Send EBT Data** button
- Click **OK** (or press Enter) on the *Add Formula* message
- If adding more formula via Direct Ship, provide cans from clinic stock and skip to **Assess Redemption for Current Benefits Set for MOM**. If want to issue additional formula to WIC Card, go to **Step 2: Issue Added Direct-Shipped Formula to WIC Card**.

Step 2: Issue Added Direct-Shipped Formula to WIC Card

- Click **Benefit Management** menu
- Select **Food Adjustment Wizard**
- Click **OK** (or press Enter) – default radio button = Change Food Already Issued
- Select **FORMULA** from *Food Category* drop-down
- Click **OK** (or press Enter) to open the *Enter Return Quantity* dialogue
- In the *Enter Return Quantity* dialogue, type (or use the spin arrows) to enter **the number of cans just added via Direct Ship (in Step 1) for the current month**
- Click **OK** (or press Enter) to open the *Select Formula* screen
- Select the **same formula** issued via Direct Ship in Step 1
- Click **OK** (or press Enter) to open the *Formula Replacement* screen
- Click the checkbox in the *Direct Ship* column(s) to remove the checkmark(s).
- Click **Send EBT Data** button on the *Formula Replacement* screen
- Click **OK** (or press Enter) on the *Formula Replacement* message
- Go to **Assess Redemption for Current Benefits Set for MOM**.

Assess Redemption for Current Benefit Set for MOM

If breastfeeding status changed and mom was issued benefits based on the previous breastfeeding status (ex: changed to MBF and mom issued FBF benefits), assess redemption

- Click **Benefit Management** menu
- Select **EBT Transaction History**
- Type **PFDTU of current set of benefits** into *Start Date* field

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- Click **Redemption Activity** radio button
- Click **Search** button
- Click each row displayed then the **View Details** button – any redemptions for mom?

No Redemption of Mom's Food Benefits → Void Current and Future Benefits

- In mom's Participant Folder, click **Benefit Management** menu
- Select **Food Adjustment Wizard**
- Click **Void Current and Future Benefits** radio button
- Click **OK** (or press Enter on keyboard)
- Click **Yes** on confirmation message
- Click **OK** (or press Enter) on "successfully voided" message
- If mom is still eligible for food benefits:
 - Tailor mom's default food package created by system when BF Amount was changed
 - Click **Issue Benefits** icon and re-issue current and future benefits to mom
- Print Account Balance** (since other members of household may have redemption): Benefit Management menu >> Print EBT Account Balance >> Send to Printer >> OK or refer to My MN WIC App >> Benefits >> Current or Future Benefits

Redemption of Mom's Food Benefits → Void Future Benefits (mom keeps current)

- In mom's Participant Folder, click **Benefit Management** menu
- Select **Food Adjustment Wizard**
- Click **Void Future Benefits** radio button
- Click **OK** (or press Enter) to open the *Identify Benefits to Void* screen
- Click the **checkboxes** in the *Selected* column to void the future month's benefits
- Click **Send EBT Data** button
- Click **OK** (or press Enter) on *Identify Benefits to Void* message
- If mom is still eligible for food benefits:
 - Tailor mom's default food package created by system when BF Amount was changed
 - Click **Issue Benefits** icon and re-issue future benefits to mom
- Print Account Balance** (since other members of household may have redemption): Benefit Management menu >> Print EBT Account Balance >> Send to Printer >> OK or refer to My MN WIC App >> Benefits >> Current or Future Benefits