

# Adjust Benefits 1B – Formula Scenario 2 - WINNIE Online Training Module

AUGUST 2023

## Introduction

### Intro

This online training module is provided by the Minnesota (MN) Department of Health WIC Program. It is a review of increasing formula for a breastfeeding infant in Adjust Benefits in WINNIE, the MN WIC Information System.

### Date

All dates in this module are based on today's date being August 7, 2023.

## Formula Scenario 2

### Scenario Overview

The following is the scenario for this module: we're increasing contract formula for a 5-month-old mostly breastfed infant who is now 6-months old and whose breastfeeding amount is changing to some-breastfeeding.

We will also be changing the formula and providing half the original formula and half of the new formula for the first month then adjusting future benefits to provide just the new formula.

Benefits have been issued for August, September, and October, and some redemption has occurred.

### Scenario 1

Miles High is a 6-month-old breastfeeding infant whose mom is returning to work and requires more formula.

Since Miles is breastfeeding, what must we do first before opening Adjust Benefits? Go ahead. Click anywhere for a hint.

<audio – **hint**> We have to update his Breastfeeding Verified Date. Select Health Information from the sidebar.

PARTICIPANT: “Hi. I’m breastfeeding my baby, Miles, but I’m returning to work and pumping isn’t going great so my peer said I could ask for more formula?”

WIC STAFF: Sure. Let’s see what we can do to help.

<Waiting>

<screen description – no audio> Spin icon displays.

## Health Information 1

<no audio> Use the calendar icon in the field.

<no audio> What do we need to do for a breastfed infant before opening Adjust Benefits?

<audio – hint> Click the calendar control in the Breastfeeding Verified Date field.

## Health Information 2

<no audio> What do we need to do for a breastfed infant before opening Adjust Benefits?

<audio – hint> Select today’s date, August 7th.

## Health Information 3

<no audio> What do we need to do for a breastfed infant before opening Adjust Benefits?

<audio – hint> Click the Save button.

<Waiting>

<screen description – no audio> Spin icon displays.

## Adjust Benefits 1

Go ahead and open Adjust Benefits.

<Waiting>

<screen description – no audio> Spin icon and “Working...please wait” display.

## Adjust Benefits 2

Remember, the Maximum number of cans is based on the infant’s **current** breastfeeding amount and their age at the time of issuance.

Since Miles is mostly-breastfeeding and he was 5 months 29 days old when the benefits were issued, the Max is 5, which we can verify using the MN WIC Contract Formula Amounts Guide available on the MDH WIC website.

Click the button when ready to continue.

## Adjust Benefits 2A

Since no infant foods were issued, the Food Items grid is automatically collapsed.

Upon discussion with mom, she tells us she would like as many cans as we can provide, which means we need to change Miles to some-breastfeeding.

Before we do that, let's make sure we know which formula he is currently using by hovering over the Food Distribution Item.

Go ahead and hover over the formula in the grid then change Miles to Some Breastfeeding. Click anywhere for a hint.

<audio – hint> Select Health Information from the sidebar.

WIC STAFF: ...what I hear you saying is that you would like as many cans as we can provide in a month...

## <Waiting>

<screen description – no audio> Spin icon and “Working...please wait” display.

## Health Information 4

<no audio> Change Miles to Some Breastfeeding. Click anywhere for a hint.

<audio – hint> Click the Breastfeeding Amount dropdown.

## Health Information 5

<no audio> Change Miles to Some Breastfeeding. Click anywhere for a hint.

<audio – hint> Select Some-Breastfeeding.

## Health Information 6

<no audio> Change Miles to Some Breastfeeding. Click anywhere for a hint.

<audio – hint> Click the Save button.

## Food Rx Msg 1

<no audio> Change Miles to Some Breastfeeding. Click anywhere for a hint.

<audio – hint> We want the Food Prescription to update. Click the Yes button.

<Waiting>

<screen description – no audio> Spin icon displays.

### Select Formula 1

<no audio> Change Miles to Some Breastfeeding. Click anywhere for a hint.

<audio – hint> Click the Food Item dropdown.

### Select Formula 2

<no audio> Change Miles to Some Breastfeeding. Click anywhere for a hint.

<audio – hint> Select Enfamil Infant (12.5 oz pwd).

### Select Formula 3

<no audio> Change Miles to Some Breastfeeding. Click anywhere for a hint.

<audio – hint> Click the Save button.

<Waiting>

<screen description – no audio> Spin icon displays.

### Food Rx Msg 1

<no audio> Change Miles to Some Breastfeeding. Click anywhere for a hint.

<audio – hint> New default food packages were created. Click the OK button.

### Adjust Benefits 3

OK. Let's return to Adjust Benefits.

<no audio> Open Adjust Benefits.

<Waiting>

<screen description – no audio> Spin icon displays.

### Adjust Benefits 4

Since the Max is based on the current Breastfeeding Amount, it is now 10 cans.

<screen description> MN WIC Contract Formula Amounts Guide displays with Infants SBF & FFF 4-5 mo. receiving 6-10 cans.

Click the button when ready to continue.

## Adjust Benefits 5

Upon even further discussion with mom, she has informed us that she would like transition to Gentlease, and that her doctor told her she should mix it with the Enfamil for the first month.

She was issued 2 cans already and they've both been redeemed, and we have a total of 8 Available cans to issue.

PARTICIPANT: "I would also like to get Gentlease. My friend told me to mix it with the other formula for the first month then just switch over. Can I do that?"

WIC STAFF: Sure. It looks you were issued two cans and bought those already...

To provide a half package of both, we are going to add 3 cans of Enfamil and 5 cans of Enfamil Gentlease.

WIC STAFF: To provide half package of both, I'll add 3 cans of Enfamil and 5 cans of Gentlease for this month.

## Adjust Benefits 6

Double-click into the field where we should start. Click for a hint.

<audio – hint> Double-click into the Additional Quantity - Cans field.

## Adjust Benefits 7

Enter the number of cans. Click for a hint.

<audio – hint> We are adding 3 cans. Type 3.

## Adjust Benefits 8

What do we have to do to get the system to calculate? Click for a hint.

<audio – hint> Press the Tab key or click somewhere on the page.

## Add Formula 1

Our Available column recalculates to a total of 5 cans that we can issue.

Now we need to add Enfamil Gentlease. Go ahead. Click anywhere for hints.

<no audio> Add Enfamil Gentlease. Click anywhere for a hint.

<audio – hint> Click the Add Formula Item button.

## Add Formula 2

<no audio> Add Enfamil Gentlease. Click anywhere for a hint.

<audio – hint> Click the Food Item dropdown.

## Add Formula 3

<no audio> Add Enfamil Gentlease. Click anywhere for a hint.

<audio – hint> Select Enfamil Gentlease (12.4 oz pwd).

## Add Formula 4

Remember the default quantity is the maximum allowed.

And we have a negative number remaining, which means we need to decrease our quantity.

Double-click into the Quantity field.

## Add Formula 5

Enter the number of cans. Click for a hint.

<audio – hint> We want to provide 5 cans. Type 5.

## Add Formula 6

Save our new formula.

<audio – hint> Click the OK button.

## Adjust Benefits 9

As we know, our new formula is always the green row.

To verify we can always hover to view our tooltips.

We have 0 cans available and will be adding 5 cans of Gentlease, as well as 3 more cans of Enfamil Infant.

We are done adjusting the current set of benefits.

Go ahead and collapse the current benefit set's card.

## Adjust Benefits 10

Let's take a look at the formula grid for our August benefits.

Per the Contract Formula Amounts Guide, the max amount of Enfamil Infant powder for a some-breastfeeding infant is 7 cans.

## Adjust Benefits 11

And that's our Max.

We have 2 cans issued to our WIC Card, and obviously, none have been redeemed so our Household EBT Balance is 2, and our Available to add is 5.

## Update Future 1

The Update Future Months function **exactly** copies the changes we've made to the first benefit set and applies those changes to the future sets.

Go ahead and click it.

<no audio> Click the Update Future Months function.

## <Waiting>

<screen description – no audio> Spin icon and "Working...please wait" display.

## Update Future 2

The placement of the validation messages over our fields isn't ideal but the main advantage to using the "update" or "copy" function is that we can skip all the steps necessary to reselect our new formula.

## Update Future 3

Before we do anything, let's get rid of these validations.

The amount copied into the Additional Quantity fields doesn't reflect what we are actually adding for this month.

Before we go further, there are a lot of ways to approach this, and as we become more familiar with using it, we will find our own methods.

But for now, to show the calculations, we're going to set our values back to 0.

Double-click into the Gentlease Additional Quantity field.

## Update Future 4

Type 0 then hit the Tab key or click somewhere.

<no audio> Type 0 into the Additional Quantity field then press the Tab key or click somewhere on the page.

## Update Future 5

<no audio> Type 0 into the Additional Quantity field then press the Tab key or click somewhere on the page.

## Update Future 6

Definitely better.

Let's read our grid now.

2 cans Enfamil Infant on the WIC Card, 3 cans that were copied forward to the Additional Quantity field, and 2 cans currently Available.

We want to issue 7 cans of Gentlease.

Let's take care of all cans currently being provided in the Enfamil Infant row.

It is a good practice to always return or recover before adding.

If we want to remove cans from the WIC Card, which field should we double-click? Go ahead. Click for a hint.

<audio – hint> Double-click the field in the Recovered column of the Enfamil Infant – Cans row.

## Update Future 7

Enter the number of cans. Click for a hint.

<audio – hint> We want to remove 2 cans. Type 2.

## Update Future 8

Do what needs to be done for the system to calculate. Click for a hint.

<audio – hint> Press the Tab key or click somewhere on the page.

## Update Future 9

There are now 4 cans Available and we need 7.

What's next? Double click, enter the value, and get the system to calculate. Click for hints.

<audio – hint> Double-click the field in the Additional Quantity column of the Enfamil Infant – Cans row.

## Update Future 10

What's next? Double click, enter the value, and get the system to calculate. Click for hints.

<audio – hint> We want to delete any cans. Type 0.



## Update Future 11

What's next? Double click, enter the value, and get the system to calculate. Click for hints.

<audio – hint> Press the Tab key or click somewhere on the page.

## Update Future 12

OK. That looks good. We have 7 cans that we can issue for Gentlease.

Let's do it.

Double click, enter the value, and get the system to calculate. Click for hints.

<no audio> Issue 7 cans of Gentlease. Double-click the field in the Additional Quantity column of the Gentlease Infant – Cans row.

<audio – hint> Double-click the field in the Additional Quantity column of the Gentlease Infant – Cans row.

## Update Future 13

<no audio> Issue 7 cans of Gentlease. Double-click the field in the Additional Quantity column of the Gentlease Infant – Cans row.

<audio – hint> We want to add all 7 cans. Type 7.

## Update Future 14

<audio – hint> Issue 7 cans of Gentlease. Double-click the field in the Additional Quantity column of the Gentlease Infant – Cans row.

<audio – hint> Press the Tab key or click somewhere on the page.

## Collapse 1

Looks good.

Go ahead and collapse this card.

<no audio> Collapse the August benefit set's card.

## Update Future 15

Typically, we'd do that all over again for September's benefits, but we'll do the work behind the scenes and move on.

<screen description – no audio> Slide transitions to September benefits with 2 cans Enfamil Infant recovered and 7 cans Gentlease added.

## Collapse 2

2 cans recovered, 7 added.

Collapse the September benefit set's card.

## Send Data 1

Communicate these changes to the WIC Processor.

<no audio> Click the Send eWIC Data button.

## <Waiting>

<screen description – no audio> Spin icon and "Working...please wait" display.

## After Send 1

Now that we sent the eWIC data, the EBT Amt Issued and HH EBT Balance have recalculated.

Collapse this card.

<no audio> Collapse the current benefit set's card.

## After Send 2

When ready, collapse this card.

<no audio> Collapse the August benefit set's card.

## After Send 3

Again, we always want to make sure we received the Status: accepted (no errors) banner after sending our eWIC data.

Click the button to continue.

## BF Dyad 1

Next, because we changed Miles from Mostly Breastfeeding to Some Breastfeeding, we have to adjust mom's, or Skye's, benefits.

Go ahead and select her from the Participant Menu.

<no audio> Select Skye from the Participant Menu.

## BF Dyad 2

<no audio> Select Skye from the Participant Menu.

## <Waiting>

<screen description – no audio> Spin icon and “Working...please wait” display.

## BF Dyad 3

Skye’s Max column reflects her current breastfeeding amount, which is Some BF.

The Amt Issued column reflects her breastfeeding amount when the benefits were issued, which was Mostly BF.

The Available column now has negative values that indicate these are amounts she would not have been issued if she had been Some BF at that time.

They are also the amount we **could** remove if the HH Balance for those items is greater than or equal to that value.

Click the button when ready to continue.

## BF Dyad 4

Skye has already purchased foods, which means we can’t void these benefits.

Our MN WIC guidelines are that if there is already redemption for a breastfeeding woman whose breastfeeding amount changes during the current benefit cycle, we leave those food benefits as is, even though WINNIE is showing us the amounts we could remove.

We **only** void the **future** benefits to replace them with the appropriate food package.

## BF Dyad 5

In this case, Skye is no longer eligible for future food benefits since Miles is 6-months old.

Collapse this set’s card and void her future benefits. Click for hints.

<no audio> Collapse the current benefit set’s card and void her future benefits. Click anywhere for a hint.

## Void 1

<no audio> Collapse the current benefit set’s card and void her future benefits. Click anywhere for a hint.

<audio – hint> Click the Void toggle in the August set’s header.

## Collapse 3

The September set automatically voids.

Collapse the August and September set’s card then Send eWIC Data.

## Collapse 4

<no audio> Collapse the August and September set's card then Send eWIC Data.

## Send Data 2

<no audio> Collapse the August and September set's card then Send eWIC Data.

## <Waiting>

<screen description – no audio> Spin icon and "Working...please wait" display.

## <Transition Slide>

We're going to transition to Benefits History for **Miles**.

Review each benefit set, collapsing the card indicated by the arrows. Click the button to continue when all sets have been reviewed.

<screen description – no audio> Slide transitions to Benefits History.

## Benefits Hx

<no audio> Review each benefit set, collapsing the card indicated by the arrows. Click the button to continue when all sets have been reviewed.

## <Transition Slide>

As we should always do after adjusting benefits, we're going to take a look at Miles' Food Prescription page.

Go ahead and review each food prescription, expanding them as indicated by the arrows.

<screen description – no audio> Slide transitions to Food Prescription.

## Food Prescription 1

<screen description – no audio> August 7, 2023: Food Prescription created with food items issued on benefits with FDTU of today. Click to expand.

## Food Prescription 2

<screen description – no audio> August 28, 2023: Food Prescription created with food items issued on benefits with August FDTU/PFDTU. Click to expand.

### Food Prescription 3

<screen description – no audio> September 28, 2023: Food Prescription created with food items issued on benefits with September FDTU/PFDTU. Click to expand.

#### <Transition Slide>

<screen description – no audio> Slide transitions to topic page.

### Food Prescription 4

Per our Food Prescription rules, the last set's LDTU was October 27th, his 9-month birthdate is October 30th so if Miles had a 9-month or one-year child food package, they've been deleted since the Effective Dates would have been after October 27<sup>th</sup>.

#### <Transition Slide>

<screen description – no audio> Slide transitions back to Food Prescriptions page.

### Food Prescription 5

Per best practices, we should create the 9-month food package with the appropriate formula.

## Test Your Knowledge

### T/F Q#1

True or false?

When the Breastfeeding Amount changes during the middle of a benefit cycle, if **no redemption** has occurred, we should leave mom's current benefits as-is and only void her future benefits.

### Answer #1

The answer is False.

If the Breastfeeding Amount changes and **any redemption** has occurred, we should leave the current set of benefits as is.

However, if **no redemption** has occurred yet, we should void all sets of issued benefits and reissue with the appropriate food package.

## End

## End Slide

Thank you for reviewing this WINNIE online training module presented by the Minnesota Department of Health WIC Program.

If you have any feedback, comments, or questions about the information provided, please submit the [WINNIE Questions for the State WIC Office](#) form.

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