

Exchange Formula: Paper to eWIC

Scenario: Formula (contract, exempt, WIC Eligible Nutritionals [WEN]) has been issued to a family in the form of paper Food Instruments (FIs). The clinic transitions to eWIC and the participant returns to the clinic to have the formula changed. If ANY food benefits for the current month have been redeemed, use the Exchange/Increase Formula quick link to complete the exchange. If NO food benefits have been redeemed for the current month, void and reissue.

Steps to Exchange Formula: Paper FIs Replaced with eWIC Food Benefits

- 1) **Participant/family** brings in unopened cans of formula or WEN and/or unredeemed paper FIs that contain formula for the current month. **ALL** future months paper FIs and cash value benefits for the entire family must also be in hand to reissue future benefits with the correct formula.
- 2) **CPA** changes Food Prescription on the Prescribe Food screen (refer to “Modifying Food Packages” for more detailed guidance)
- 3) **Support Staff** completes the following steps:
 - a) Verifies family’s address and zip code on Family Demographics screen.
 - b) Issues family an eWIC Card.
 - c) Navigates to **Exchange/Increase Formula** quick link.
 - d) Enters the number of physical cans of formula or WEN returned by the participant in the quantity field. Leaves blank if no physical cans are returned.
 - e) Enters the serial numbers of any unredeemed formula or WEN paper FIs for the current month in the **Enter Returned Food Instruments(s)** box. Leaves blank if no physical FIs are returned.
 - f) Selects the **Replacement Formula Food Category** and **Food Subcategory**.
 - g) Clicks the **Save** button. If the replacement formula is in inventory, the user is given the option to use the Formula Wizard. If product is not in inventory, food benefits with the correct formula will be automatically sent by Crossroads to the family’s Electronic Benefits Account. A signature is not required. **Note**: A status message stating “Formula exchanged successfully” will appear and the **EBT Activity History** will list Exchange Benefits as Successful: Yes.
 - h) Verifies that all family’s future months paper FIs and cash value benefits are in hand.
 - i) Navigates to **Food Instrument List** screen and places a check mark next to each paper FI number for the future months and then clicks the “Void Selected” button.
 - j) Reviews issuance dots for future months to ensure they have changed from blue to green indicating issuance availability.
 - k) Issues future months eWIC food benefits using the **Issue Food Instruments** screen.

NOTES:

- Current month non-formula/WEN paper FIs are not affected by the formula change and can be redeemed. The family may use both paper and eWIC food benefits for the current month.
- Physical cans of formula are automatically returned to the Crossroads inventory.