

Increase Formula: Paper to eWIC

Scenario: A partial formula package (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 increased. If ANY food benefits for the current month have been redeemed, use the Exchange/Increase Formula quick link to complete the increase.

Steps to Increase Formula/WEN:

- 1) **Participant/family** brings in **ALL** future months paper food instruments and cash value benefits for the entire family. These must be in hand to reissue future benefits with the increased formula. If the family does not bring the future months paper FIs to clinic, they will receive the increased formula for the current month only.
- 2) **CPA** updates Breastfeeding Information on the **Health Information** screen if the formula increase involves a breastfeeding mother-infant dyad.
- 3) **CPA** updates Food Prescription on the **Prescribe Food** screen for the participant to increase the amount of infant formula or WEN (refer to “Modifying Food Packages” for more detailed guidance)
- 4) **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) Completes the **Select the Formula Being Returned** Food Category and Food Subcategory even though the participant is not returning formula or FIs. In the dropdown, chooses the formula originally issued.
 - e) Completes the **Select the Replacement Formula** Food Category and Food Subcategory. Since the participant is receiving an increased amount of formula, ‘Replacement Formula’ refers to the formula being increased.
 - f) 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 increased formula amount 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.
 - g) Verifies that all family’s future months paper food instruments and cash value benefits are in hand.
 - h) Navigates to Food Instrument List and places a check mark next to each paper FI number for the future months and then clicks the “Void Selected” button.
 - i) Reviews issuance dots for future months to ensure they have changed from blue to green indicating issuance availability.
 - j) Issues future months eWIC food benefits using the Issue Food Instrument screen.

Note: Current month non-formula/WEN paper food instruments are not affected by the formula increase and can be redeemed. The family may use both paper and eWIC food benefits for the current month.