

## Increase Formula (or WIC Eligible Nutritionals) After Redemption Quick Guide: eWIC

After food benefits have been issued and one or more food items have been **redeemed** for the current month, the **Exchange/Increase Formula** quick link and screen will allow users to increase the amount of formula or WIC Eligible Nutritionals (WEN) provided to a participant for the current month. **This feature will not be available on the same day the original food prescription is created, but can be used on the next day.**

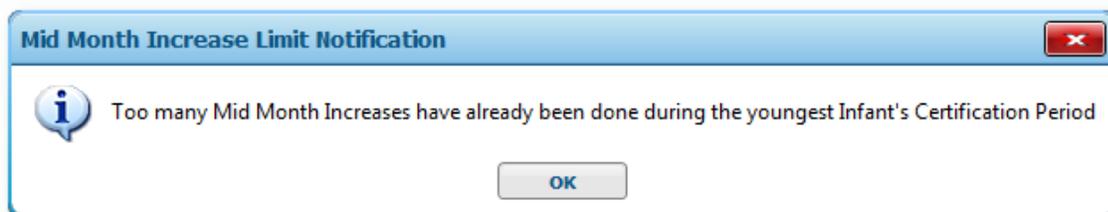
Examples include:

- Issue additional formula for PBF  $\leq$  MMA infant or PBF  $>$  MMA infant up to the category max for a fully formula fed infant in the same month the partially breastfeeding woman redeemed some or all of the family's food instruments
- Issue additional WEN for a woman or child in the same month that some or all of the family's food instruments have been redeemed

### Steps to Increase Formula/WEN:

- 1) **CPA** updates Breastfeeding Information on the **Health Information** screen if the formula increase involves a breastfeeding mother-infant dyad
- 2) **CPA** changes Food Prescription on the **Prescribe Food** screen for the participant(s) to increase the amount of infant formula or WEN (refer to "Modifying Food Packages" for more detailed guidance)

Note: There is a **limit of two dyad mismatches** between the infant and mother per certification period. The third time a user attempts to issue increased formula for a dyad-linked infant who has a different breastfeeding status than the mother, the following message will appear:



### 3) **Support Staff**

- a) Navigates to **Exchange/Increase Formula** quick link
- b) Completes the **Select the Formula Being Returned** Food Category and Food Subcategory even though the participant is not returning formula or FIs.
- c) Completes the **Select the Replacement Formula** container, which includes the **Food Category** and **Food Subcategory** dropdowns. Since the participant is receiving an increased amount of formula, "Replacement Formula" refers to the type of formula being *increased*.
- d) Selects the **Save** button. If the replacement formula or WEN is in inventory, the user is given the option to use the Formula Wizard. If product is not in inventory, food benefits for the newly prescribed infant formula or WEN will automatically be added to the family's Electronic Benefits Account. A signature is NOT required.

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- e) Navigates to **Issue Benefits** quick link and selects **Food Instrument List**
- f) Voids **ALL** future months food benefits
- g) Reviews issuance dots for future months to ensure they have changed from blue to green indicating issuance availability
- h) Navigates to **Issue Benefits** screen and reissues future months food benefits
- i) Navigates to **EBT Activity History** to verify issuance has processed successfully

**NOTE:**

- Current month food benefits remaining in the Electronic Benefits Account are not affected by the formula or WEN addition and can be redeemed.