

## Add Formula (or WIC Eligible Nutritionals) After Redemption Quick Guide: Paper-based Clinics

After Food Instruments (FIs) have been issued and one or more FIs have been **redeemed** for the current month, the **Exchange/Increase Formula** quick link and screen allows users to add a new formula or WIC Eligible Nutritionals (WEN) 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 newly-prescribed formula to a fully breastfed infant up to the category max for a fully formula fed infant in the same month the fully breastfeeding woman redeemed some or all the family's food instruments.
- Issue newly-prescribed WEN to a woman or child in the same month that some or all the family's food instruments have been redeemed.

### Steps to Add Formula/WEN:

- 1) **Participant/family** brings in:
  - **ALL** future months FIs and Cash Value Vouchers (CVVs) for entire family
- 2) **CPA** updates Breastfeeding Information on the **Health Information** screen if the formula addition involves a breastfeeding mother-infant dyad
- 3) **CPA** changes Food Prescription on the **Prescribe Food** screen for the participant(s) to add an infant formula or WEN (refer to "Modifying Food Packages" for more detailed guidance)
- 4) **Support Staff**
  - a) Navigates to **Exchange/Increase Formula** quick link
  - b) Leaves the **Select the Formula Being Returned** fields blank. These fields are disabled (greyed out) and Food Category and Food Subcategory will auto-populate AFTER the Replacement Formula is selected.
  - c) Completes the **Select the Replacement Formula** container, which includes the **Food Category** and **Food Subcategory** dropdowns. *Replacement Formula* refers to the formula being **added**.
  - 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, the FIs with the correct formula or WEN automatically print for the current month. Crossroads will prompt user to obtain parent/guardian/caretaker signature.
  - e) Navigates to **Issue Benefits** quick link and selects **Food Instrument List**
  - f) Verifies that all family's future months FIs and CVVs are in hand
  - g) Voids **ALL** future months FIs and CVVs (**ALL** family benefits, not just formula or WEN)
  - h) Reviews issuance dots for future months to ensure they have changed from blue to green indicating issuance availability
  - i) Navigates to **Issue Benefits** screen and reissues future months FIs for the family

### NOTES:

- Any current month FIs for the family/dyad are not affected by the formula or WEN addition and can be redeemed.