

Exchange Formula: eWIC to Paper

Scenario: Formula (contract, exempt, WIC Eligible Nutritionals [WEN]) has been issued to a family in the form of eWIC benefits. The participant transfers from an eWIC clinic to a paper-based clinic and is requesting a formula change. If ANY food benefits for the current month have been redeemed, use the Exchange/Increase Formula quick link to complete the exchange.

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

- 1) **Participant/family** brings in unopened cans of formula or WEN.
- 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) Navigates to **Exchange/Increase Formula** quick link.
 - b) Enters the number of physical cans of formula/WEN returned by the participant into the ‘Select the Formula Being Returned’ **Quantity** field. Leaves blank if no physical cans are returned.
 - c) Enters the number of cans of formula/WEN listed in the **Current Month EBT Benefit Balance** container into the ‘Select the Formula Being Returned’ **Quantity from EBT Account** field.
 - d) Selects the Replacement Formula Food Category and Food Subcategory.
 - e) Selects 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, paper food instruments with the correct formula or WEN automatically print for the current month. Crossroads will prompt user to obtain parent/guardian/caretaker signature.
 - f) Navigates to **Food Instrument List** and places a check mark next to each eWIC FI number for the future months and then clicks the “Void Selected” button.
 - g) Reviews issuance dots for future months to ensure they have changed from blue to green indicating issuance availability.
 - h) Navigates to **Issue Food Instruments** screen and issues future months FIs for the family.

NOTES:

- Current month non-formula/WEN eWIC food benefits are not affected by the formula change and can be redeemed using the eWIC Card. 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.