

## Exchange Type of Formula (or WIC Eligible Nutritionals) After Issuance Quick Reference Guide

(Refer to “Exchange Formula After Issuance” for more detailed guidance)

After Food Instruments (FIs) have been issued and one or more FIs have been **redeemed**, the subcategory of infant formula, exempt infant formula or WIC Eligible Nutritionals (WEN) may need to be changed. These products are replaced on an ounce per ounce basis. **This exchange can be done the same day the original food prescription is created.**

Examples include:

- Contract formula → a different contract formula or exempt infant formula
- Exempt infant formula → a different exempt formula or a contract formula
- WEN → a different WEN

### Steps to Exchange Formula:

- 1) **Participant/family** brings in:
  - Remaining current month FIs for formula or WEN or unopened cans of formula or WEN, or both
  - **ALL** future months FIs and Cash Value Vouchers (CVVs) for entire family
- 2) **CPA** changes Food Prescription on the **Prescribe Food** screen (refer to “Exchange Type of Formula After Issuance” for more detailed guidance)
- 3) **Support Staff**
  - a) Navigates to **Exchange/Increase Formula** quick link
  - b) 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.
  - c) Enters the serial numbers of any unredeemed formula or WEN FIs for the current month. Leaves blank if no physical food instruments are returned.
  - 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, the FIs 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 **Issue Benefits** quick link and selects **Food Instrument List**
  - g) Verifies that all family’s future months FIs and CVVs are in hand
  - h) Voids **ALL** future months FIs and CVVs (**ALL** family benefits, not just formula)
  - i) Reviews issuance dots for future months to ensure they have changed from blue to green indicating issuance availability
  - j) Navigates to **Issue Benefits** screen and reissues future months FIs for the family

### NOTES:

- Current month non-formula/WEN FIs are not affected by the formula change and can be redeemed.
- If all family’s future months FIs and CVVs are NOT available at the current appointment, they may be brought in at a later time to be voided and reissued with the new food prescription.
- Physical cans of formula are automatically returned to the Crossroads inventory.