

Food Package Resource Guide

Click on the Quick Link **Prescribe Food** listed under **Issue Benefits to Confirm Food Prescriptions (pages 1-3)**

Click on the Quick Link **Issue Food Instruments** listed under **Issue Benefits to Confirm Issuance Parameters (pages 4-5)**

For each participant, do the following:

Prescribe Food Screen

1. Click on the icon of the participant in the Family Header. Next, click on the current date for a woman or child and the correct age range for infants in the Food Prescription carousel. This will give you the current food prescription.
2. If the individual's food prescription is not the default food package, confirm with the parent that they wish to receive the modified package. Ask the following questions:
 - a. Our new system is indicating that you were receiving (explain food package that converted) for (indicate participant name). Just to confirm - does that sound right to you?
 - b. Has this participant received a special food package in the past (soymilk, tofu, vegan, etc.)?
3. Verify that the participant is receiving the correct food package, checking the following:
 - a. If an infant, is the **feeding option** correct: fully breastfed, partially breastfed, fully formula fed? If on formula, make sure formula and form listed is accurate.
 - b. If a child < 2, does the food prescription include whole milk?

The screenshot displays the 'Shoe Family' view in the Crossroads clinic system. The family ID is F1820000692, located at 123 Heel, WILMINGTON, NC 28401. The participant is 'Left Shoe', a 23-year-old breastfeeding woman with ID 95300643Q. The current date is 4/17/2015, and the selected date for the food prescription is 2/10/2014. The food prescription status is 'Partially Breastfed > MMA'. The 'Prescribe Food' link in the left navigation menu is highlighted with a red box. The 'Food Prescription Items' table is as follows:

Category	Subcategory	Quantity	Category Max Quantity	UOM
Eggs	Grade "A" Large White Eggs	1	1	Dozen
Cereal (Adult)	Breakfast Cereal	36	36	Ounces
Legumes	Peanut Butter 16 - 18 oz	1	1	Containers
Fruit & Vegetables Cash Value	Fruit and Vegetables - Cash Value Voucher	\$10.00	\$10.00	\$\$\$
Juice - 48 oz	Juice 48 oz, 11.5 - 12 oz, Concentrate	2	2	Containers
Milk Low Fat/Not Free	Lactose-reduced or Lactose-Free Milk - lowfat/skim	4	4	Gallons

The 'Add Item to Food Prescription' form at the bottom has a quantity of 0. The 'Prescribe Food' link in the left navigation menu is highlighted with a red box. The 'Lactose-reduced or Lactose-Free Milk - lowfat/skim' item in the table is also highlighted with a red box.

Example: Breastfeeding Woman on lactose-reduced milk

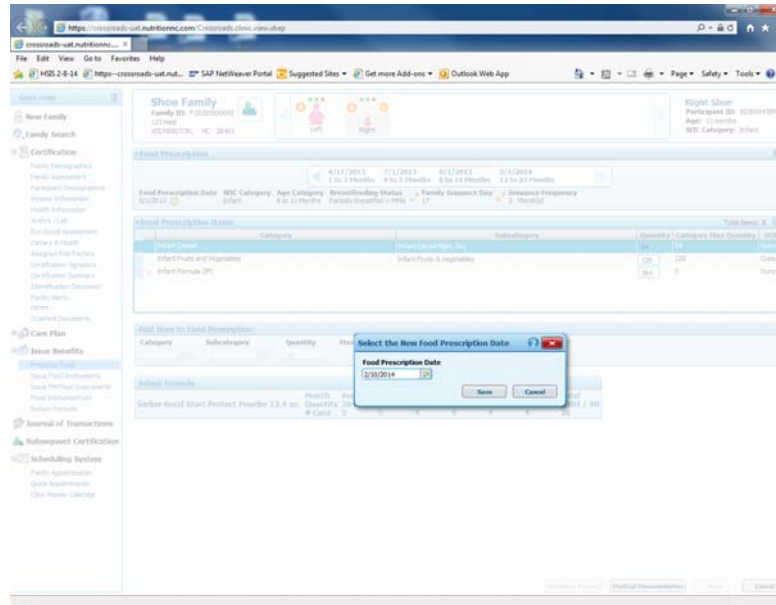
- c. If a child > 2, does the food prescription include low-fat milk?
4. If needed, make any updates to the food prescription on the Prescribe Food page and save.
5. If a **Family Alert** related to the food prescription was created in conversion for a participant, look in the medical record for the required medical documentation. Complete the Medical Documentation screen and scan the medical documentation.
6. Repeat this process for each family member. Note: each time you save you will be moved to the Issue Food Benefits screen. You will need to navigate back to Prescribe Food for each family member. When all family member's food prescriptions have been confirmed you can stay on the food issuance screen when

The screenshot shows the 'Shoe Family' record in the Crossroads clinic view. The 'Food Prescription' section is active, displaying a table of 'Food Prescription Items' and an 'Add Item to Food Prescription' form. A red box highlights the 'Food Prescription Date' field, which is set to 9/1/2013. Another red box highlights the 'Family Issuance Qty' field, which is set to 17. A red arrow points to the 'Add Item to Food Prescription' section, which includes a table for 'Infant Formula' with columns for Month, Quantity, and Total.

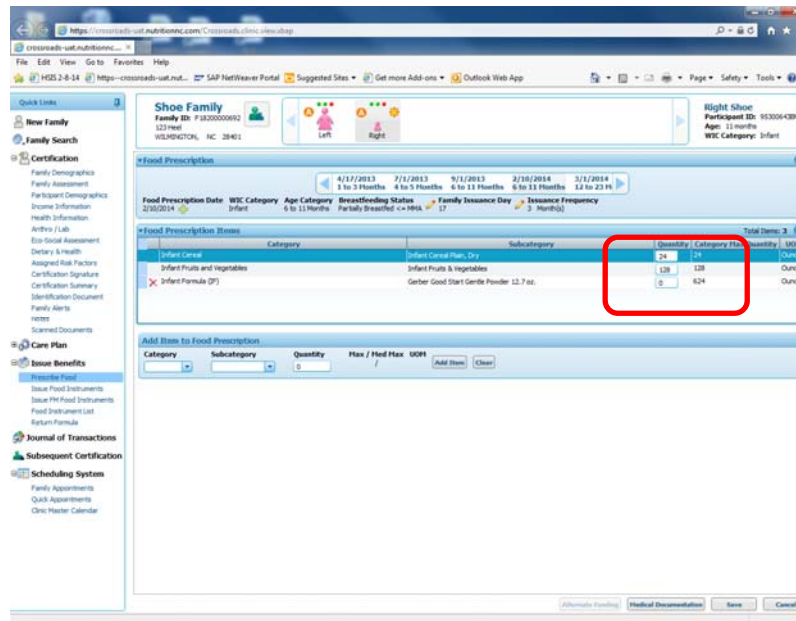
Category	Subcategory	Quantity	Category Max Quantity	UOM
Infant Cereal	Infant Cereal Plain, Dry	24	24	Ounces
Infant Fruits and Vegetables	Infant Fruits & Vegetables	128	128	Ounces
Infant Formula (IF)		384	0	Ounces

Infant Formula		Month	Aug	Sep	Oct	Nov	Dec	Jan	Total
Gerber Good Start Protect Powder 12.4 oz.	Quantity	384	384	384	384	384	384	384	2304 / 90
	# Cans	5	5	4	4	4	4	4	26

Example: Infant In this case, even though the age range and Feeding Option is correct, the infant formula shows a category max quantity of 0. When this occurs, click on **Food Prescription Date**.



Click **Save**. The formula category status max quantity is reset.
 Enter the amount of formula desired. Click **Save**.



Issue Food Instruments Screen

1. **Family Issuance Day:** review the day benefits are scheduled to be issued for the family
2. **Issuance Frequency:** review how many months of benefits will be issued
3. **Family Issuance Members:** review the participants in the family
 - a. Those with a checkmark in the box are selected for issuance
4. **Certification End Date:** review the certification end date
5. **Issuance Status:** review the issuance status
 - a. Full: the participant is being issued the full month's benefit
 - i. The number of months indicated as full will be determined by the family issuance day, the issuance frequency and the certification end date
 - b. $\frac{1}{2}$ or $\frac{2}{3}$: the participant is being issued a prorated benefit
 - i. This is determined by the issuance day and the date the participant is picking up
 - ii. Crossroads does all the calculations
 - c. Issued: the participant has already been issued benefits for that month
 - d. Not Selected: that month is not selected for issuance

The screenshot displays the 'Issue Food Instruments' screen for the 'Howell Family'. The interface includes a navigation menu on the left, a header with family information, and a main content area with several sections:

- Configuration:** Shows 'Family Issuance Day' set to 29 and 'Issuance Frequency' set to 3 Month(s).
- Family Issuance Members:** A table with columns for Category, Participant, Certification End Date, and months (Jan, Feb, Mar). It lists three members: Breastfeeding (Holly Howell), Infant (Hunter Howell), and Child (Hannah Howell). Checkmarks are present in the first two rows.
- Food Items:** A table listing various food categories and subcategories, such as 'Fruit & Vegetables Cash Value', 'Milk Whole', 'Cheese', 'Eggs', 'Legumes', 'Breads/Whole Grains', 'Cereal (Adult)', 'Juice - 48 oz', and 'Fish'. It includes columns for Quantity and UOM.

Red boxes and numbers 1-5 highlight specific elements: 1. 'Family Issuance Day' field, 2. 'Issuance Frequency' field, 3. The 'Family Issuance Members' table, 4. 'Certification End Date' field, and 5. 'Change Rx' button.

6. **First Date to Spend (FDTS) – Last Date to Spend (LDTS):** review the active benefit period for each month of issuance
 - a. Ensure there are no gaps in the benefit periods
7. **Food Prescription:** review each month's aggregated food prescription
 - a. Benefits are aggregated to the family level in Crossroads, so all family members selected should be included in the issuance regardless of their prescription
 - b. Check that all items are listed including dairy products (e.g. lactose intolerance, whole milk, exempt or medical formula, etc) for all selected family members
 - c. Review Quantity and Units of Measure
8. **Preview Checks:** select this button BEFORE you issue
 - a. This serves as a double check of the prescription and shows how the foods are distributed on each food instrument
9. **Issue:** once all items are verified, click issue to print food instruments and cash-value vouchers

The screenshot displays the Crossroads software interface for the Howell Family. The top navigation bar includes 'Home', 'Family Services', 'Scheduling', 'Vendor', 'Operations', 'Finance', 'Administration', and 'Help'. The main header shows 'Howell Family' with Family ID: F18600012140 and address: Main Street, RALEIGH, NC 27609. The participant information for Holly Howell is shown: Participant ID: 954011407L, Age: 23 years and 1 month, WIC Category: Breastfeeding Woman.

The 'Issue Food Instruments' section is active, showing configuration for Family Issuance Day (29) and Issuance Frequency (3 Month(s)). The 'Family Issuance Members' table lists Holly Howell (Breastfeeding), Hunter Howell (Infant), and Hannah Howell (Child).

The 'Food Category' table shows the following items and quantities:

Food Category	Subcategory	Quantity	UOM
Fruit & Vegetables Cash Value	Fruit and Vegetables - Cash Value Voucher	\$16.00	\$\$\$
Milk Whole	Whole Milk	4	Gallons
Milk Low Fat/Fat Free	Skim or Low-fat Milk	6	Gallons
Cheese	Cheese in 16 oz Package	1	Pounds
Eggs	Grade "A" Large White Eggs	3	Dozen
Legumes	Peanut Butter 16 - 18 oz	1	Containers
Legumes	Beans/Peas (1)-16 oz Bag Dry or (4) 15-16 oz Cans	2	Containers
Juice 64	Juice 64 oz.	2	Containers
Breads/Whole Grains	Whole Wheat Bread or Whole Grains	48	Ounces
Cereal (Adult)	Breakfast Cereal	72	Ounces
Juice - 48 oz	Juice 48 oz. or 11.5 - 12 oz. Concentrate	3	Containers
Fish	Chunk Lt. Tuna or Pink Salmon in 5-6 oz container	30	Ounces

The interface also shows the 'FDTS: 1/29/2014 - LDTS: 2/27/2014' and 'FDTS: 2/28/2014 - LDTS: 3/28/2014' periods. The 'Preview Checks' button is highlighted with a red box, and the 'Issue' button is also highlighted with a red box.