

Increase Formula: eWIC to Paper

Scenario: A partial formula package (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 an increase in formula. If ANY food benefits for the current month have been redeemed, use the Exchange/Increase Formula quick link to complete the increase.

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** updates Food Prescription on the **Prescribe Food** screen for the participant to increase the amount of infant formula or WEN (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) Completes the **Select the Formula Being Returned** Food Category and Food Subcategory even though the participant is not returning formula. In the dropdown, chooses the formula originally issued.
 - c) Completes the **Select the Replacement Formula** Food Category and Food Subcategory. Since the participant is receiving an increased amount of formula, ‘Replacement Formula’ refers to the formula being increased.
 - d) Clicks 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 (FIs) with the increased formula amount will automatically print for the current month. Crossroads will prompt user to obtain parent/guardian/caretaker signature.
 - e) 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.
 - f) Reviews issuance dots for future months to ensure they have changed from blue to green indicating issuance availability.
 - g) Navigates to **Issue Food Instruments** screen and issues future months food instruments.

Note: Current month non-formula/WEN eWIC food benefits are not affected by the formula increase and can be redeemed using the eWIC Card. The family may use both paper and eWIC food benefits for the current month.