

Increase or Add Formula (or WIC Eligible Nutritionals) After Issuance Quick Reference Guide

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 will allow users to increase the amount of formula or WIC Eligible Nutritionals (WEN) provided to a participant for the current month or add a new formula/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.

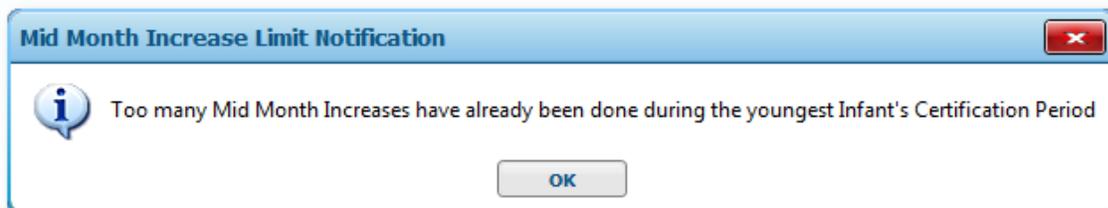
Examples include:

- Issue additional formula for PBF \leq MMA infant or PBF $>$ MMA infant up to the category max for a fully formula fed infant in the same month the partially breastfeeding woman redeemed some or all of the family's food instruments
- Issue additional WEN for a woman or child in the same month that some or all of the family's food instruments have been redeemed
- 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 of the family's food instruments. Proration occurs if the max quantity is prescribed.
- Issue newly-prescribed WEN to a woman or child in the same month that some or all of the family's food instruments have been redeemed. Proration occurs if the max quantity is prescribed.

Steps to Increase or 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 increase or addition involves a breastfeeding mother-infant dyad
- 3) **CPA** changes Food Prescription on the **Prescribe Food** screen for the participant(s) to either increase the amount of infant formula or WEN or add an infant formula or WEN (refer to "Modifying Food Packages" for more detailed guidance)

Note: There is a **limit of two dyad mismatches** between the infant and the mother per certification period. The third time a user attempts to issue increased formula for a dyad-linked infant who has a different breastfeeding status than the mother, the following message will appear:



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4) Support Staff

- 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 or FIs.
- c) Completes the **Select the Replacement Formula** container, which includes the **Food Category** and **Food Subcategory** dropdowns. Since the participant is receiving an added or increased amount of formula, "Replacement Formula" refers to the type of formula being added or increased.
- 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 increase or addition 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.
- Formula or WEN increases or additions are listed in the Journal of Transactions, as shown below:

Transaction Criteria				
Select Participant or Family	Select Activity	Start Date	End Date	
Nola Pines	Exchange Formula	10/29/2016	11/29/2016	Search
Transaction History				
Total Items: 1				
Occurrence Date	Activity Description	Participant Name	Staff Name Modified	Staff Name Created
11/29/2016	Exchange Formula	Nola Pines	RoadsTwo Cross	RoadsTwo Cross
Formula Returned ABC milk-based powder 14 oz Returned To Inventory 1 Cans #100033025 3 Cans Total 4 Cans		Formula Issued ABC soy-based powder 15 oz #100034101 4 Cans Total 4 Cans		
Exchange/Increase Formula Detail				