

Replacing Food Items after Issuance Quick Reference Guide

This document provides guidance for changing the subcategory of one or more food items after Food Instruments (FIs) have been issued, and one or more FIs have been redeemed for the current month. If no FIs have been redeemed, modify the food package, void the entire month and reissue.

Examples include:

- **Milk** (change to lactose-reduced, evaporated or UHT milk or soy-based beverage)
- **Legumes** (change from peanut butter to beans/peas or from beans/peas to peanut butter or to both)
- The replace function does not apply to adding cheese or tofu to an existing food prescription.

Steps to Replace Food Items:

- 1) **Participant/family** brings in:
 - **Current** month FIs containing food to be changed (milk and/or legumes).
 - **ALL** future months FIs and Cash Value Vouchers (CVVs) for entire family
- 2) **CPA** changes Food Prescription on the **Prescribe Food** screen (refer to “Modifying Food Packages” for more detailed guidance)
- 3) **Support Staff**
 - a) Navigates to **Food Instrument List** Quick Link
 - b) Selects one returned FI at a time (with milk and/or legumes) for current month and clicks the **Replace** button
 - c) Compares the **Existing FI Details** to the **Replacement FI Details** to ensure food prescription has been changed
 - d) Clicks the **Save** button. An FI with the replacement food item automatically prints for current month and parent/guardian signature is required
 - e) Repeats steps a-d for each FI returned from the current month that contains food items to be replaced
 - 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 FIs containing milk and/or legumes)
 - h) Reviews issuance dots for future months to ensure they changed from blue to green indicating issuance availability
 - i) Navigates to **Issue Benefits** screen and reissues future months FIs for the family

NOTES:

- CVVs and additional FIs from the current month do not need to be replaced unless they include the food item that needs to be changed.
- If all family’s future month 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.