

Using the Replace Function in Crossroads

Local agency staff may use the Replace function to reissue Food Instruments (FIs) or Cash-Value Vouchers) CVVs for the following allowable reasons:

- FIs or CVVs were damaged
- FIs or CVVs were destroyed in a major household misfortune
- FIs or CVVs were stolen
- Primary Caretaker changes

For more information about this policy, please refer to the WIC Program Manual (December 2016 revision), Chapter 8, Section 6. To use the Replace function to reissue FIs or CVVs, take the following steps:

- 1) CPA navigates to the Prescribe Food screen and prepares to duplicate the Food Prescription of *every participant in the family* (note any special items: yogurt, WIC Eligible Nutritionals (WEN), lactose-reduced milk, etc.)
- 2) CPA selects the green plus sign/updates Food Prescription Date with the current date and creates/saves a Food Prescription that matches the Food Prescription in Step 1 above
- 3) If there are multiple participants, CPA repeats Step 2 *for every participant in the family*
- 4) CPA or Support Staff navigates to the Food Instrument List and replaces one FI or CVV at a time
- 5) CPA or Support Staff documents the replacement reason in the Care Plan

These steps are described and illustrated in a scenario with screenshots below.

Scenario: FIs 100030145 and 100030146 have been damaged by water.

Steps to take:

- 1) CPA navigates to the Prescribe Food screen and prepares to duplicate the Food Prescription (note any special items: yogurt, WIC Eligible Nutritionals (WEN), lactose-reduced milk, etc.)

Original Food Prescription:

Food Prescription		8/4/2016	
Food Prescription Date	WIC Category	Family Issuance Day	Issuance Frequency
8/4/2016	Pregnant	4	3 Month(s)

Food Prescription Items		Total Items: 8	
Category	Subcategory	Quantity	UOM
Eggs	Grade "A" Large White Eggs	1	Dozen
Cereal (Adult)	Breakfast Cereal	36	Ounces
Legumes	Peanut Butter 16 - 18 oz	1	Containers
Legumes	Beans/Peas (1)-16 oz Bag Dry or (4) 15-16 oz Cans	1	Containers
Bread/Whole Grains	Whole Wheat Bread or Whole Grains	16	Ounces
Fruit & Vegetables Cash Value	Fruit and Vegetables - Cash Value Voucher	\$11.00	\$\$\$
Juice - 48 oz	Juice 48 oz. or 11.5 - 12 oz. Concentrate	3	Containers
Milk Low Fat/fat free	Skim or 1% Milk	5.50	Gallons

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- 2) CPA selects the green plus sign/updates Food Prescription Date with the current date and creates a Food Prescription that matches the Food Prescription in Step 1 above

The screenshot shows the 'Food Prescription' form with a date update dialog box open. The dialog box is titled 'Select the New Food Prescription Date' and contains a date field with '10/18/2016' entered. The 'Save' button is highlighted.

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	2	Containers
Legumes	Beans/Peas (1)-16 oz Bag Dry or (4) 15-16 oz Cans	1	2	Containers
Bread/Whole Grains	Whole Wheat Bread or Whole Grains	16	16	Ounces
Fruit & Vegetables Cash Value	Fruit and Vegetables - Cash Value Voucher	\$11.00	\$11.00	\$\$\$
Juice - 48 oz	Juice 48 oz. or 11.5 - 12 oz. Concentrate	3	3	Containers
Milk Low Fat/fat free	Juice 48 oz. or 11.5 - 12 oz. Concentrate	5.50	5.50	Gallons

Duplicated Food Prescription (note new prescription date):

The screenshot shows the 'Food Prescription' form with a duplicated entry. The 'Food Prescription Date' is now '10/18/2016'. The 'Food Prescription Items' table is identical to the one in the previous screenshot.

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	2	Containers
Legumes	Beans/Peas (1)-16 oz Bag Dry or (4) 15-16 oz Cans	1	2	Containers
Bread/Whole Grains	Whole Wheat Bread or Whole Grains	16	16	Ounces
Fruit & Vegetables Cash Value	Fruit and Vegetables - Cash Value Voucher	\$11.00	\$11.00	\$\$\$
Juice - 48 oz	Juice 48 oz. or 11.5 - 12 oz. Concentrate	3	3	Containers
Milk Low Fat/fat free	Skim or 1% Milk	5.50	5.50	Gallons

- 3) CPA or Support Staff navigates to the FI List and replaces one FI or CVV at a time. Damaged FI 100030145: staff places a checkmark in the box next to the damaged FI and selects **Replace**.

The screenshot shows the 'Family Food Instruments' list with search criteria set to 'From Date' (6/1/2016) and 'To Date' (10/18/2016). The list contains 21 items, with item 100030145 selected and a checkmark in the 'Issue Date' column. The 'Replace' button is highlighted.

Serial #	First Date to Spend	Last Date to Spend	Status	Issue Date	Print Date	Voided Date	Void Reason
100030126	8/4/2016	9/3/2016	Issued	8/4/2016	8/4/2016		
100030127	8/4/2016	9/3/2016	Issued	8/4/2016	8/4/2016		
100030128	8/4/2016	9/3/2016	Issued	8/4/2016	8/4/2016		
100030129	8/4/2016	9/3/2016	Issued	8/4/2016	8/4/2016		
100030130	8/4/2016	9/3/2016	Issued	8/4/2016	8/4/2016		
100030131	8/4/2016	9/3/2016	Issued	8/4/2016	8/4/2016		
100030132	8/4/2016	9/3/2016	Issued	8/4/2016	8/4/2016		
100030133	9/4/2016	10/3/2016	Issued	8/4/2016	8/4/2016		
100030134	9/4/2016	10/3/2016	Redeemed	8/4/2016	8/4/2016		
100030135	9/4/2016	10/3/2016	Redeemed	8/4/2016	8/4/2016		
100030136	9/4/2016	10/3/2016	Issued	8/4/2016	8/4/2016		
100030137	9/4/2016	10/3/2016	Issued	8/4/2016	8/4/2016		
100030138	9/4/2016	10/3/2016	Issued	8/4/2016	8/4/2016		
100030139	9/4/2016	10/3/2016	Issued	8/4/2016	8/4/2016		
100030140	10/4/2016	11/3/2016	Issued	8/4/2016	8/4/2016		
100030141	10/4/2016	11/3/2016	Issued	8/4/2016	8/4/2016		
100030142	10/4/2016	11/3/2016	Issued	8/4/2016	8/4/2016		
100030143	10/4/2016	11/3/2016	Issued	8/4/2016	8/4/2016		
100030144	10/4/2016	11/3/2016	Issued	8/4/2016	8/4/2016		
<input checked="" type="checkbox"/> 100030145	10/4/2016	11/3/2016	Issued	8/4/2016	8/4/2016		
100030146	10/4/2016	11/3/2016	Issued	8/4/2016	8/4/2016		

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Crossroads navigates to the Replace Current Benefits screen and displays the Existing and Replacement FI Details. Note that they are duplicates. The FIs may be previewed by selecting **Preview Checks**. The user selects **Save**. Crossroads prints the replacement FI and prompts the participant to sign the signature pad.

Lighthouse Family
 Family ID: F04900006477
 876 Ocean Spray Dr.
 LOUISBURG, NC 27549

Amy Lighthouse
 Participant ID: 9544655820
 Age: 21 years and 3 months
 WIC Category: Pregnant

Current Month Food Replacement

Existing FI Details				Total Items: 1
Category	Subcategory	Quantity	Unit of Measure	
Milk Low Fat/fat free	Skim or 1% Milk	1	Gallons	

Replacement FI Details				Total Items: 1
Category	Subcategory	Quantity	Unit of Measure	
Milk Low Fat/fat free	Skim or 1% Milk	1	Gallons	

Participants				Total Items: 1
WIC Category	First Name	Last Name	Date of Birth	
P	Amy	Lighthouse	7/12/1995	Change Rx

Buttons: Preview Checks, Save, Cancel

Staff must repeat Step 3 for each FI or CVV that needs to be reissued (place a checkmark in the box next to a damaged FI and select Replace).

Please note: Crossroads does not prompt the user for a replace reason. A replace reason must be documented in the participant's Care Plan. The Food Instrument List will contain a status of *voided* and a void reason of *food prescription change*. This is shown in the screenshot below. However, the true status of the FI is *replaced* and the reason is one of the four reasons allowed by policy, as documented in the Care Plan.

<input type="checkbox"/>	100030144	10/4/2016	11/3/2016	Issued	8/4/2016	8/4/2016		
<input type="checkbox"/>	100030145	10/4/2016	11/3/2016	Voided	8/4/2016	8/4/2016	10/18/2016	Food Prescription Change
<input type="checkbox"/>	100030146	10/4/2016	11/3/2016	Voided	8/4/2016	8/4/2016	10/18/2016	Food Prescription Change
<input type="checkbox"/>	100032633	10/18/2016	11/3/2016	Issued	10/18/2016	10/18/2016		
<input type="checkbox"/>	100032634	10/18/2016	11/3/2016	Issued	10/18/2016	10/18/2016		

Buttons: Conversion Void, Print Shopping List, Void Selected, Replace, Cancel

Please also note: the scenario above included only one participant in the family. If there are multiple participants, EVERY Food Prescription needs to be updated with the current date and the Food Prescriptions must match the originals EXACTLY.