This resource provides step-by-step instructions on how to complete the following types of food prescription modifications in Crossroads:

- Modifying the Default Food Package
- Adding Food Prescription Items (Milk Substitution)
- Modifying the Subcategory or Quantity of Infant Formula
- Adding WIC Eligible Nutritionals (WEN)
- Adding Exempt Infant Formula (EXF)
- Changing Breastfeeding Status from Fully Breastfed or Partially Breastfed to Fully Formula Fed

**Modifying the Default Food Package**

2. Review the default system-generated food items and quantity (based on the WIC category and breastfeeding status in the Food Prescription Items box).
3. To modify the item quantity displayed in the Food Prescription Items box, click on the Quantity field and replace the original value with the appropriate quantity value.

**Note:** The Category Maximum Quantity cannot be exceeded. Since an item cannot be deleted from the prescription, simply set the quantity to “0” when a food item is not used.
Adding Food Prescription Items (Milk Substitution)

2. Under Add Item to Food Prescription, select an item from the Category and Subcategory drop down list box to add another item to the prescription.
3. Enter Quantity. The quantity cannot be more than the maximum without medical documentation.
4. Click Add Item. The screen refreshes and the newly added food item displays within the Food Prescription grid.

5. Refer to the Milk Substitution Calculator located beneath Add Items to Food Prescription. Adjust the Milk Quantity on the Food Prescription grid to allow for the substitution. In this example, cheese is being substituted. One pound (1lb) of cheese is equivalent to 0.75 gallon of milk. The Validation Summary warns that the Milk Substitution Calculator indicates the milk must be reduced by 0.75 gallon. By reducing the total milk Quantity from 4 to 3.25 gallons, the error message disappears and the package may be saved.
6. Click Save to assign the new prescription. A status message indicates the prescription is added and the Issue Food Instruments screen displays (not shown).

**NOTE:** Maximum Substitution Rates of Milk
Crossroads enforces the maximum substitution rates of milk outlined in the final rule for Revisions in the WIC Food Packages released by the USDA on March 4, 2014. This final rule limits the cheese, tofu and yogurt substitutions for milk to four (4) quarts (1 gallon) for children receiving Food Package IV and women receiving Food Package V and VI. Cheese, tofu and yogurt substitutions for milk are limited to six (6) quarts (1.5 gallons) for women receiving Food...
Maximum Substitution Rates of Milk (continued)

Package VII (regular or extended). If a user substitutes more than the maximum limits allowed for cheese, tofu and yogurt, a message will display as shown below. The user must adjust the amount substituted to the correct amount for the food package.

Additional quantities of tofu may be prescribed and issued above the Federal Guidelines for milk substitution of 4 quarts or 6 quarts, up to the maximum allowances for fluid milk for lactose intolerance or other reasons assessed and documented by the CPA. The Medical Documentation screen must be completed to prescribe more tofu than the Federal Guidelines for milk substitution. When a CPA is completing the Medical Documentation screen for additional quantities of tofu, “CPA assessed” may be written in the Physician’s Name field and the CPA’s phone number may be entered in the Physician’s Phone field. Expiration Date and Medical Reason will vary by participant and assessment. The assessment must be documented in the participant’s Care Plan.
Modifying Food Packages

Modifying the Subcategory or Quantity of Infant Formula

2. For Initial Certifications of Infants, Breastfeeding Status will be based on the answer to ‘How much formula do you give your infant in a 24-hour period?’ on the Health Information screen. Quantity will default to 0 if the infant is receiving a quantity of formula below category max. CPA must adjust Quantity based on discussion with mother. Quantity chosen will determine Breastfeeding Status.
   a. Enter the Quantity of formula to be prescribed
   b. Click Save. A status message indicates success and the Issue Food Instruments screen is displayed.

Note: It is up to the CPA to determine the quantity for each of the prescriptions covering the infant certification period. If a default quantity is provided, the CPA may change the quantity or confirm the default quantity.

3. Click on each future date/age range in the Food Prescription Carousel, validate that the correct formula name and quantity is listed and delete the old formula.
Modifying Food Packages

4. To select a different contract infant formula, go to the **Food Prescription Items** grid and select the desired formula under the **Subcategory** column.

5. Enter the **Quantity** of the formula prescribed.

6. Click **Save**. A status message indicates success and the **Issue Food Instruments** screen displays.

7. To modify the quantity of formula (based on your estimate of usage) enter the appropriate amount in the **Quantity** column field.
Adding WIC Eligible Nutritionals (WEN)

2. Under Add Item to Food Prescription, select an item from the Category and Subcategory drop down list box to add item to the prescription.
3. Enter Quantity. The quantity cannot be more than the maximum.
4. Click Add Item. This will bring up the Medical Documentation Screen.

5. Complete starred fields on Attach Medical Documentation screen based on the prescription from the participant’s medical provider. Use the Scan Document button to scan the prescription. Save Attach Medical Documentation screen. Review Food Prescription to verify that WEN has been added to the Food Prescription and click Save.
Modifying Food Packages

Adding Exempt Infant Formula (EXF)

1. Go to Quick Links → Issue Benefits → Prescribe Food. The Prescribe Food screen displays
2. Under Add Item to Food Prescription, select an item from the Category and Subcategory drop down list box to add item to the prescription.
3. Enter Quantity. The quantity cannot be more than the maximum.
4. Click Add Item. This will bring up the Medical Documentation Screen.

5. Complete starred fields on Attach Medical Documentation screen based on the prescription from the participant’s medical provider. Use the Scan Document button to scan the prescription. Save Attach Medical Documentation screen. Review Food Prescription to verify that EXF has been added to the Food Prescription and click Save.
6. The **Food Prescription Items** section now displays two or more formulas. Click the red X next to the formulas you want removed from the Food Prescription.

7. If the infant is 6 to 11 months and prescribed an exempt infant formula, a maximum of 884 ounces of exempt formula may be prescribed if the Infant Cereal and Infant Fruits and Vegetables are zeroed out. If the family would like to keep Infant Cereal and Infant Fruits and Vegetables in the Food Prescription, a maximum of 624 ounces of exempt formula is allowed.

   In this example, Infant Cereal and Infant Fruits and Vegetables are zeroed out:

8. Go to each age category in the Carousel if appropriate. Click Save to assign the new prescription.
Changing Breastfeeding Status from Fully Breastfed or Partially Breastfed to Fully Formula Fed

These instructions are for modifying food packages to an infant and mother dyad at the infant’s first issuance. To add or increase formula after issuance, refer to the resource Increase or Add Formula After Issuance.

1. Navigate to the Prescribe Food screen to review the current Food Prescription.
2. Select Infant record in the Family Carousel.
3. Navigate to the infant’s Health Information screen on the Quick Links menu.
4. Scroll down to change the Breastfeeding Information. Answer the following questions:
   - Are you breastfeeding?
   - Do you give your infant any formula?
   - How much formula do you give your infant in a 24-hour period?
5. Click Save.

6. Navigate back to the Prescribe Food screen. Note the infant’s category.
7. Update the Food Prescription Date by selecting the green PLUS sign and click Save. The Quantity of Formula will automatically change.
8. Click on the Red X to delete any formula not needed.
9. Click through the age categories in the food prescription carousel and update the Quantity on each prescription as needed.

10. Click on the mother’s icon in the Family Carousel. The mother’s WIC Category and Food Prescription should automatically update. Review the mother’s prescription, modify as needed and select Save.

NOTE: If you click Save on the Infant’s Prescribe Food screen before you update the Mother’s Food Prescription screen, the following message will appear:

If this occurs, return to the Mother’s Food Prescription screen, verify that she has the correct Food Prescription and click Save.