Increase Formula After Redemption

After food benefits have been issued and one or more food items have been **redeemed** for the current month**,** the **Exchange/Increase Formula** quick link and screen allows users to increase the amount of formula or WIC Eligible Nutritionals (WEN) provided to a participant 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.**

Scenario #1: Issuing Additional Formula to an Infant Partially Breastfed ≤ MMA

A dyad-linked mother with a Breastfeeding Status of Partially Breastfeeding ≤ MMA received food benefits for the current month and redeemed one or more food items. Additional formula up to category max quantity can be issued during the same issuance month to her infant whose Breastfeeding Status is Partially Breastfed ≤ MMA.

Step 1: CPA updates Breastfeeding Information on the **Health Information** screen.

Step 2: CPA updates Food Prescription on the **Prescribe Food** screen to increase the amount of infant formula. In this example, the infant's Breastfeeding Status has been changed from Partially Breastfed ≤ MMA to Partially Breastfed > MMA.

▼Food Prescription

| | 4/8/2019 1 to 3 Months | 4/9/2019 1 to 3 Months | 7/1/2019 4 to 5 Months | 9/1/2019 6 to 11 Months | 3/1/2020 12 to 23 Mo | |

Food Prescription Date	WIC Category	Age Category	Breastfeeding Status	Family Issuance Day	Issuance Frequency
4/9/2019 ➕	Infant	1 to 3 Months	Partially Breastfed > MMA	8	3 Month(s)

▼Food Prescription Items — Total Items: **1**

	Category	Subcategory	Quantity	Category Max Quantity	UOM
✕	Infant Formula (IF)	Gerber Good Start Gentle Powder 12.7 oz	600	806	Ounces

Increase Formula After Redemption

Step 3: CPA updates Woman's Food Prescription. In this example, the woman's Breastfeeding Status has been changed from Partially Breastfed ≤ MMA to Partially Breastfed > MMA.

Step 4: Support Staff:
- Selects the infant's icon in the Family Carousel and then clicks on the **Exchange/Increase Formula** quick link.
- Completes the **Select the Formula Being Returned** Food Category and Food Subcategory even though the participant is not returning any cans of formula or formula food benefits.
- Leaves the **Quantity, Quantity from EBT Account,** and **Enter Returned Food Instrument(s)** boxes blank.

- Completes the **Select the Replacement Formula** container, which includes the **Food Category** and **Food Subcategory** dropdowns. Since the participant is receiving an increased amount of formula, "Replacement Formula" refers to the type of formula being increased.
- Cans Originally Issued, Total Returned Cans, RFO Newly Prescribed, Cans Newly Prescribed, Cans After Proration, Total Cans, and Total RFO auto-populates.
- **Total Replaced Cans** auto-populates with the number of cans to be issued.

Cans Originally Issued: 4 Total Returned Cans: 0

RFO Newly Prescribed: 236.00 Cans Newly Prescribed: 3 Cans After Proration: 0

Total Cans: 3

Total RFO: 236.00

Select the Replacement Formula

Food Category	Food Subcategory	Total Replaced Cans
Infant Formula (IF)	Gerber Good Start Gentle Powder 12.7 oz	3

[Formula Wizard] [Save] [Cancel]

Step 5: Once Save is selected, a popup message will appear to remind user that "no return quantity is specified" in the "Select the Formula Being Returned" box. Since this is an increase formula, the user will select Yes. After selecting Yes, the increased infant formula benefits will automatically be added to the family's Electronic Benefits Account. A signature is not required. The current month's food benefits for additional family members are not affected.

Popup message:

Select the Formula Being Returned

? To Exchange Formula, a value is required in either the 'Quantity', the 'Quantity from EBT Account', or both.
To Add Formula, no return quantity should be entered.
To Increase Formula, no return quantity should be entered unless the desired outcome is a combined Exchange AND Increase.

Do you want to continue with no return quantity specified?

[Yes] [No]

Step 6: Support Staff returns to **Food Instrument List** and voids and reissues future months' food benefits for the entire family, if applicable.

Increase Formula After Redemption

Scenario #2: Issuing Additional WIC Eligible Nutritionals (WEN) to a child.

A child was issued 50 cans [400 RFO] Pediasure RTF 8oz with current month food benefits and one or more food items were redeemed. Two weeks later, the pediatrician completed new Medical Documentation increasing the Pediasure RTF 8 oz to 100 cans [800 RFO]. Additional WEN up to category max quantity can be issued during the same issuance month.

Step 1: CPA updates Food Prescription on the **Prescribe Food** screen to increase the amount of WEN.

▼Food Prescription

4/9/2019 12 to 23 Months	4/23/2019 12 to 23 Months	5/6/2019 2 yr to 5 yr

Food Prescription Date 4/23/2019 ✛ **WIC Category** Child **Age Category** 12 to 23 Months ✏ **Family Issuance Day** 1 ✏ **Issuance Frequency** 1 Month(s)

▼Food Prescription Items

Total Items: **8**

	Category	Subcategory	Quantity	Category Max Quantity	UOM
	Eggs	Eggs Grade A Large White	1	1	Dozen
	Breakfast Cereal	Breakfast Cereal	36	36	Ounces
	Legumes	Bean/Pea, 4 Cans, 1 Dry, or Peanut Btr	1	1	Containers
	Bread/Whole Grains	WW Bread or Whole Grains	32	32	Ounces
	Fruit & Vegetable CVB	Fruit and Vegetables	$9.00	$9.00	$$$
	Milk - Whole	Whole Milk	4	4	Gallons
	Juice 64	Juice 64 oz Fluid	2	2	Containers
✕	WIC Eligible Nutritionals (WEN)	PediaSure RTF 8 oz	800	904	Ounces

Increase Formula After Redemption

Step 2: Support Staff:

- Selects the child's icon in the Family Carousel and then clicks on the **Exchange/Increase Formula** quick link.
- Completes the **Select the Formula Being Returned** Food Category and Food Subcategory even though the participant is not returning any cans of formula or formula food benefits.
- Leaves the **Quantity, Quantity from EBT Account,** and **Enter Returned Food Instrument(s)** boxes blank.

▼Exchange or Increase Formula

Select the Formula Being Returned

Food Category	Food Subcategory	Quantity	Quantity from EBT Account
WIC Eligible Nutritionals (WEN) ▼	PediaSure RTF 8 oz ▼	Cans	Cans

- Completes the **Select the Replacement Formula** container, which includes the **Food Category** and **Food Subcategory** dropdowns. Since the participant is receiving an increased amount of formula, "Replacement Formula" refers to the type of formula being increased.
- Cans Originally Issued, Total Returned Cans, RFO Newly Prescribed, Cans Newly Prescribed, Cans After Proration, Total Cans, and Total RFO auto-populates.
- **Total Replaced Cans** auto-populates with the number of cans to be issued.

Cans Originally Issued: 50 Total Returned Cans: 0
RFO Newly Prescribed: 400.00 Cans Newly Prescribed: 50 Cans After Proration: 0
Total Cans: 50
Total RFO: 400.00

Select the Replacement Formula

Food Category	Food Subcategory	Total Replaced Cans
WIC Eligible Nutritionals (WEN) ▼	PediaSure RTF 8 oz ▼	50

[Formula Wizard] [Save] [Cancel]

Increase Formula After Redemption

Step 3: Once Save is selected, a popup message will appear to remind user that "no return quantity is specified" in the "Select the Formula Being Returned" box. Since this is an increase formula, the user will select Yes. After selecting Yes, benefits for the increased WEN will automatically be added to the family's Electronic Benefits Account. A signature is not required. The current month's food benefits for additional family members are not affected.

Popup message:

Step 4: Support Staff returns to **Food Instrument List** and voids and reissues future months' food benefits for the entire family, if applicable.

Increase Formula After Redemption

Additional Information Related to Exchange/Increase Formula:

1) There is a **limit of two dyad mismatches** between the infant and the mother per certification period. For example, a fully breastfeeding woman with redeemed food instruments for the current month comes into clinic to receive infant formula for the current month. The woman's Breastfeeding Status changes to Partially Breastfeeding $\leq$ MMA at that time. Two months later, the same Partially Breastfeeding $\leq$ MMA woman with redeemed food instruments for the current month comes into clinic to receive more infant formula for the current month. The woman's Breastfeeding Status changes to Partially Breastfeeding > MMA at that time. This is the 2nd time within the certification period that there is a mismatched dyad. If the woman comes in a third time to get increased formula for her infant and there is a mismatched dyad, the system will not allow the user to issue the increase. The following message will appear:
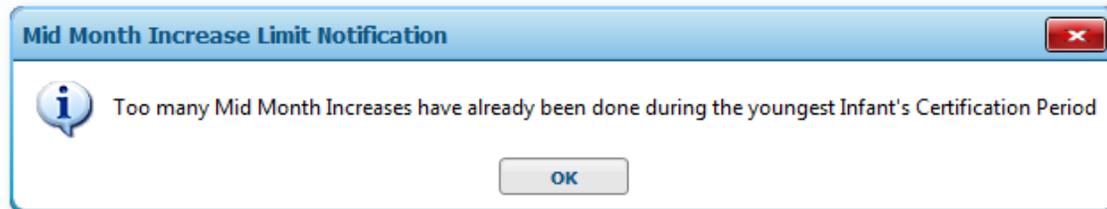
NOTE: In this message, "youngest infant" refers to the infant(s) that are dyad-linked to mom.

2) For women and children, there is **no limit** to the number of times WIC Eligible Nutritionals (WEN) can be exchanged or increased, up to the category maximum.