

Add Formula (or WIC Eligible Nutritionals) After Redemption Quick Guide

After food benefits have been issued and one or more food items have been **redeemed**, the **Exchange/Increase Formula** quick link and screen allows users to add a new formula or WIC Eligible Nutritionals (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 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 benefits
- Issue newly-prescribed WEN to a woman or child in the same month that some or all of the family's food benefits have been redeemed.

Steps to Add Formula/WEN:

- 1) **CPA** updates Breastfeeding Information on the **Health Information** screen if the formula addition involves a breastfeeding mother-infant dyad
- 2) **CPA** changes Food Prescription on the **Prescribe Food** screen for the participant(s) to add an infant formula or WEN (refer to "Modifying Food Packages" for more detailed guidance)
- 3) **Support Staff**
 - a) Selects the participant's icon in the Family Carousel and then clicks on the **Exchange/Increase Formula** quick link
 - b) Selects the radio button "Issue WIC Eligible Nutritional or formula to a participant who does not currently receive it (Add Formula)" in the box **What do you need to do?**
 - c) Selects the Formula Being Issued Food Category and Food Subcategory
 - 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, food benefits for the newly prescribed infant formula or WEN will automatically be added to the family's Electronic Benefits Account. A signature is NOT required.
 - e) Navigates to **Issue Benefits** quick link and selects **Food Instrument List**
 - f) Voids **ALL** future months food benefits
 - g) Reviews issuance dots for future months to ensure they have changed from blue to green indicating issuance availability
 - h) Navigates to **Issue Benefits** screen and reissues future months food benefits
 - i) Navigates to **EBT Activity History** to verify issuance has processed successfully

NOTE:

- Current month food benefits remaining in the Electronic Benefits Account are not affected by the formula or WEN addition and can be redeemed.