

## Increase Formula (or WIC Eligible Nutritionals) After Redemption Quick Guide: eWIC

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 increase the amount of 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 additional formula for PBF ≤ MMA infant or PBF > MMA infant up to the category max for a fully formula fed infant in the same month the partially breastfeeding woman redeemed some or all of the family's food benefits
- Issue additional WEN for a woman or child in the same month that some or all of the family's food benefits have been redeemed

### Steps to Increase Formula/WEN:

- 1) **CPA** updates Breastfeeding Information on the **Health Information** screen if the formula increase involves a breastfeeding mother-infant dyad
- 2) **CPA** changes Food Prescription on the **Prescribe Food** screen for the participant(s) to increase the amount of 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) Completes the **Select the Formula Being Returned** Food Category and Food Subcategory even though the participant is not returning formula.
  - c) Completes the **Select the Replacement Formula** container, which includes the **Food Category** and **Food Subcategory** dropdowns. 'Replacement Formula' refers to the formula being increased.
  - d) Selects the **Save** button. If the 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 increased formula/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
  - j) Reviews **Shopping List Remaining Benefits** for accuracy

### NOTE:

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