Replace Current Benefits (Milk or Legumes)

The Crossroads screen **Replace Current Benefits** can **ONLY** be used to change eWIC food instruments (FIs) that have been issued **and redeemed** for the current month for two food subcategories:

- **Milk** to lactose-reduced, evaporated or UHT milk or Plant-based Milk Alternatives
- **Legumes** from peanut butter to beans/peas OR from beans/peas to peanut butter or to both.

The **Replace Current Benefits** screen **CANNOT** be used to:

- Modify benefits during the transition to the Revised Food Package (January – April 2026)
  Instead: families can receive the "new" package with the start of their next benefit month.
- Add cheese, yogurt or tofu to the **current** month (as a substitute for milk).
  Instead: add a new food prescription for **future** months, void and reissue **future** months.
- Add legumes or tofu to the **current** month (as a substitute for eggs).
  Instead: add a new food prescription for **future** months, void and reissue **future** months.
- Add, Increase or Exchange Infant Formula or WIC-Eligible Nutritionals (WEN).
  Instead: use the **Exchange/Increase Formula** screen.
- Correct or change a food prescription created on the **current date**.
  Instead: wait until the **next day** to make corrections or changes.

IF the FI meets the above criteria (Milk or Legumes **ONLY**, Redeemed FI **ONLY**, Food Prescription dated **PRIOR** to Current Date) take the following steps:

1. CPA changes the **Food Prescription** (refer to the resource **Modifying Food Packages**).
2. CPA or Support Staff navigates to **Replace Current Benefits** Quick Link
3. Compare the **Existing FI Details** with the **Replacement FI Details** to ensure the food prescription has been changed to the family's preferences.

4. Click the **Save** button. Food benefits with the replacement food(s) are automatically added to the family's Electronic Benefits Account.
5. Void **ALL future** months' food benefits. **Be careful NOT to void the current month!**
   NOTE: If current month food benefits are redeemed and the current month FI is voided, Crossroads will display a **Benefits Mismatch** message AND/OR issue duplicate benefits.

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6. Review issuance dots for future months to verify they changed from blue to green indicating issuance availability.
7. Navigate to **Issue Benefits** screen and reissue future months food benefits for the family.
8. Verify correct issuance of current and future food benefits on the **Shopping List**.
9. If errors are found on the **Shopping List** call the Community Nutrition Services Section (CNSS) Customer Service Desk (CSD) to have the errors corrected.

Additional information about using Replace Current Benefits:

If the Crossroads user clicks on the **Replace Current Benefits** quick link for **an infant formula or WEN change**, then the following status message will appear: "Family does not have benefit balance to replace benefits." This message is designed to prevent use of the Replace Current Benefits screen for infant formula and WEN changes.

Crossroads may display the following message: "The **Replace Current Benefits** screen can only be used to modify benefits if a new prescription has been established. If you are attempting to correct a prescription mistake done today, you may void the benefits and reissue them using the normal process." While this message is technically correct, Crossroads users must also determine if the FIs issued as part of the current day's prescription **have been redeemed or not**.

Determining the status of FIs: Issued OR Redeemed?

Please **NOTE** that FIs can have a status of *Issued* on the **Food Instrument List** screen even after they have been redeemed. (FIs change from *Issued* to *Redeemed* during an overnight process. Participants often redeem FIs before or after the overnight process OR the overnight process errors out for a variety of reasons.) The **Shopping List** updates in "real time" so it is a best practice to always review the **Shopping List** to determine if FIs have been redeemed.

If food benefits for the current month have a status of *Issued*:
1. ASK the family if they have used their eWIC card in the last several days, especially on the same day they were issued food benefits.
2. COMPARE the current month FI with the current month on the **Shopping List** to identify food benefit redemption.
3. The **Journal of Transactions** also contains a real-time record of benefit redemptions. Search for *Purchases* under the **Activity** drop-down.

If FIs have absolutely, positively NOT been redeemed, take the following steps:
1. Support Staff/CPA: Void the current and future FIs on the FI List screen.
2. CPA: Correct the **Food Prescription** created on the current date or add a new **Food Prescription date** if the food prescription was created on a previous date.
3. Support Staff/CPA: Reissue the benefits on the **Issue FIs** screen.
4. Review the family's **Shopping List**. If errors are found on the **Shopping List** call the CSD to have the errors corrected.

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Always verify that the correct benefits have been issued to participants by selecting the **Print Shopping List** button on the **Food Instrument List** screen and viewing the **Shopping List**. The **Shopping List** is a real-time report of eWIC benefits available to the participant in their Electronic Benefits Account. The **Shopping List** does not have to be printed if the participant prefers to use the ebtEDGE Cardholder Portal or the ebtEDGE app for smartphones, but the correct issuance of benefits should always be verified on the **Shopping List**. Verification of benefit issuance is a best practice that should happen at every appointment when benefits are issued, exchanged, replaced or increased. Contact the CNSS CSD to correct missing or incorrect benefits.

If you have questions regarding any policy aspect of this document, please contact your Regional Nutrition Consultant. If you have any questions about Crossroads procedures, please contact the CNSS Customer Service Desk at 919.707.5795, or via email at CNS.CustomerService@dhhs.nc.gov.