

# Adding More Formula by Direct Ship when Original Issuance was to WIC Card

Example: Original Issuance to WIC Card is less than Max; Direct Ship Added Formula

## Assess Redemption of FORMULA for Current Benefit Set

- Open the Participant Folder of the participant for whom benefits are being changed
- Click **Benefit Management** menu
- Select **EBT Transaction History**
- Type **PFDTU of current set of benefits** into *Start Date* field
- Click **Redemption Activity** radio button
- Click **Search** button
- Click each row displayed then the **View Details** button – **was any FORMULA redeemed?**



## No Redemption of Formula → Void Current and Future Benefits

- Click **Benefit Management** menu
- Select **Food Adjustment Wizard**
- Click **Void Current and Future Benefits** radio button
- Click **OK** (or press Enter on keyboard)
- Click **Yes** on confirmation message
- Click **OK** (or press Enter) on “successfully voided” message
- If breastfeeding status has changed, update **BF Information** in *health Info* tab, change tabs, and save changes to create new food packages for baby and mom (if still eligible)
- Click **Issue Benefits** icon and re-issue current and future benefits
- Print Account Balance** (since other members of household may have redemption): Benefit Management menu >> Print EBT Account Balance >> Send to Printer >> OK or refer to My MN WIC App >> Benefits >> Current or Future Benefits

## Redemption of Formula - Step 1: Add More Formula to Card

- Open the Participant Folder of the participant for whom benefits are being changed
- If breastfeeding status has changed, update **BF Information** in *health Info* tab, change tabs, and save changes to create new food packages for baby and mom (if still eligible)
- Click **Benefit Management** menu
- Select **Food Adjustment Wizard**
- Click **Add More Formula** radio button
- Click **OK** (or press Enter) to open the *Add Formula* screen
  - Benefit Period** will be all issued sets
  - Cans Available to Issue** is maximum based on amount already issued, infant’s BF Amount and age, and is PRORATED based on proration of original issuance
  - Since original issuance was to WIC Card, additional formula CANNOT be direct-shipped from this screen**
- \*Click inside the current set’s cell in the **Additional Cans** column to highlight it
- \*Click the same cell again to display spin arrows
- \*Double-click and type, or use the spin arrows, to increase the number of cans to the appropriate number
- Repeat the last 3 steps (\*) for each benefit set displayed

# Adding More Formula by Direct Ship when Original Issuance was to WIC Card

Page 2

- Click the **Send EBT Data** button
- Click **OK** (or press Enter) on the *Add Formula* message

## Redemption of formula - Step 2: Issue Entire Quantity (amount added + amount still on card) by Direct-Ship

- Click **Benefit Management** menu
- Select **Food Adjustment Wizard**
- Click **OK** (or press Enter) – default radio button = Change Food Already Issued
- Select **FORMULA** from *Food Category* drop-down
- Click **OK** (or press Enter) to open the *Enter Return Quantity* dialogue
- In the *Enter Return Quantity* dialogue, click **OK** – no cans are being returned
- Select the **same formula** added in Step 1
- Click **OK** (or press Enter) to open the *Formula Replacement* screen
- The *Cans to Issue* column displays the Amount Recovered (number of cans still on the card + number of cans just added)
- Click the **Direct Ship checkbox** (to insert a checkmark) to direct-ship ALL CANS CURRENTLY ISSUED TO CARD for each desired benefit period
- Click **Send EBT Data** button on the *Formula Replacement* screen
- \*Click the **In Stock** radio button on the *Direct Shipped Benefit Items* screen
- Click **Next** and repeat \* for each benefit set; click **Finish** if only one set or if the last benefit set
- Click **OK** (or press Enter) on the *Formula Replacement* message
- Provide cans of formula from clinic stock that were direct-shipped

## Assess Redemption for Current Benefit Set for MOM

*If breastfeeding status changed and mom was issued benefits based on the previous breastfeeding status (ex: changed to MBF and mom issued FBF benefits), assess redemption*

- Click **Benefit Management** menu
- Select **EBT Transaction History**
- Type **PFDTU of current set of benefits** into *Start Date* field
- Click **Redemption Activity** radio button
- Click **Search** button
- Click each row displayed then the **View Details** button – any redemptions for mom?

No Redemption of Mom's Food Benefits → Void Current and Future Benefits

Redemption of Mom's Food Benefits → Void Future Benefits (mom keeps current)