

# March 2022 HuBERT Hints #2

MARCH 9, 2022



**Please share this information with ALL HuBERT users!**

## Important Dates

- Sunday, March 13, 2022: Daylight Saving Time Begins – Set Your Clock Forward
- Tuesday, March 15, 2022: Second [Quarterly WIC Card Stock Order](#) Due – All Agencies Must Submit Order
- Saturday, March 19, 2022: HuBERT Software Update Installed on Production

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## Best Practices, Guidance and Tips

### Incorrect Quantities of Formula May be Issued for Future Benefits after Using the Food Adjustment Wizard

We have been informed of a couple of instances in which future benefits issued, after adjusting the current benefits in the Food Adjustment Wizard, have had the incorrect amount of formula issued. This appears to occur if the following criteria are met:

- Infant's current month benefits have been adjusted due to recall.
- The number of cans for formula being reissued was decreased for the current month.
- Infant does not change age categories before the future sets are issued/reissued.

#### How to Correct Benefits if this Occurs

Any time benefits are issued with less than the full amount of formula allowed based on breastfeeding amount and age category, regardless of whether redemption has occurred, you can use *Add More Formula* to adjust both the current and future benefits. **Don't void the benefits! Use Add More Formula to adjust them.** The [Increase Issued Formula](#) cheat sheet has step-by-step instructions. Otherwise, if you are unsure how to proceed at any time, please call the Help Desk for assistance (1-800-488-8799, press 2, 2).

#### Explanation of How Issue Can Occur

When you use *Change a Food Already Issued* and select a different formula, once the revised benefits are issued, the system automatically creates a food package with the new formula and the **reissued quantity**. This new Food Prescription has an Effective Date of the current date and **will be used for future benefits** if another food prescription does not exist before the Printed First Date to Use of the future sets being issued.

**Example:** Today's date is 3/8/22.

- 1-month old NBF infant with DOB 2/13/22.
- Has benefits for 9 cans of Similac Advance for February, March, and April.
- Cycle is 15<sup>th</sup> – 14<sup>th</sup>.
- Purchased 7 cans and 3 meet the recall criteria.
- Unable to find any of the primary substitute formulas for Similac Advance but can find a formula that falls under Similac Total Comfort (and willing to try the new formula).

The Food Adjustment Wizard is used to *Change a Food Already Issued*. Similac Total Comfort is selected and 3 cans are returned. In the *Formula Replacement* modal, the *Amount Returned* displays 3 cans and the *Amount Recovered* displays 2 cans. The *Cans to Issue* displays 5 cans. You reissue benefits for 5 cans of Similac Total Comfort for this month's benefits.

The system creates a Food Prescription with an Effective Date of 3/8/22 for **5 cans** of Similac Total Comfort and automatically voids the 3/15/22-4/14/22 and 4/15/22-5/14/22 benefits.

The infant's 4-month food prescription does not start until 6/13/22, so the system uses the most recent, which is the food prescription it created for the current date (3/8/22) with **5 cans** of Similac Total Comfort.

The March and April benefit are reissued without verifying the food prescription nor the amount being issued on the Aggregated Issuance screen.

### **What Can You Do to Ensure This Doesn't Occur?**

Always verify the food prescription is correct before opening Issue Benefits. Also, always verify the amount being suggested in the Aggregated Issuance screen prior to issuing the benefits. Lastly, if you forget to do either of those things, verify the quantity by other reviewing the Shopping List or Account Balance.

## **Use the MN Help Desk's New Email Address – Reminder!**

This is another reminder that the contractor for the MN Help Desk (our Maintenance and Operations contractor), formerly DXC, is now Gainwell Technologies. In lieu of this, the MN Help Desk email address has been changed to [mnhelpdesk@gainwelltechnologies.com](mailto:mnhelpdesk@gainwelltechnologies.com).

**Please use this new email address for any email communications with the MN Help Desk.** Beginning this month, their previous email address will no longer be forwarded and you will receive a “bounce-back” message.

## **Common Help Desk Tickets**

### **Deactivated Cards Cannot be Reactivated**

Once a card is deactivated, it is no longer associated with the Household ID it was originally assigned to and can no longer access any food items issued to that household. **Deactivation renders the card, and its number, unusable.** It can no longer be used to purchase food items, **cannot be reactivated**, and cannot be assigned to another household.

### **Reminder! What To Do with Deactivated Cards**

If a card is deactivated and given back to you in clinic, make the Household ID written on the back illegible with a permanent marker, and throw it away. If the participant/proxy no longer has the card in their possession, due to it being lost or stolen, please inform them that if they were to find it, it is no longer usable and should be destroyed.

## **References – Complete Listing of Hyperlinks**

[Quarterly WIC Card Stock Order Form](https://redcap.health.state.mn.us/redcap/surveys/?s=7KMMC4DCJJ) (https://redcap.health.state.mn.us/redcap/surveys/?s=7KMMC4DCJJ)

[Increase Issued Formula](https://health.state.mn.us/docs/people/wic/localagency/infosystem/hubert/training/ewic/incformula.pdf)

(https://health.state.mn.us/docs/people/wic/localagency/infosystem/hubert/training/ewic/incformula.pdf)

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