

August 2022 HuBERT Hints #1

AUGUST 18, 2022



Please share this information with ALL HuBERT users!

Important Dates

Monday, September 5, 2022 – Labor Day: MN Help Desk and State Office CLOSED

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Contract Formula Transition Questions

The following questions and answers are also included in the [Frequently Asked Questions for WIC Staff](#) document available on the MDH WIC [Formula Contract Transition – October 1, 2022](#) webpage.

Infoview

Q: Is there an Infoview report that will tell us which participants have been getting an Enfamil formula as a Similac substitute, so we can put an alert in their charts to make sure we address this?

A: A new Infoview template, PURCHASED FORMULA BY UPC(s), which has been posted to the INFOVIEW TEMPLATES >> Food & Formula folder, can be used to identify participants that have purchased Enfamil formulas. All the Enfamil UPCs have been default entered into the *Enter Formula UPCs* PROMPT. A listing of the formulas the UPCs correspond to can be found in the Formula Listing section at the end of the Guidance Document or by searching the APL since **the name of the formula will NOT display in the report output; only the UPC displays.**

The report has two tabs with the same columns, except the second tab is grouped by UPC:

Image of Tab 1 – Participant List

Agency ID	Clinic ID	Household ID	State WIC ID	WIC Type	Age in Months	PFDTU	Purchase Date	UPC	Participant's Name	Authorized Rep's Name	Telephone #
COUNT: 118											
241	089	13696147	01296108	I	13	7/1/22	8/1/22	300875117484	LEE GINN	MA GIN	612-123-4567
241	089	13633761	01314120	I	4	7/4/22	8/4/22	300871365421	LENA MEE	MAMA MEE	651-123-4567
241	089	13681734	01299569	I	9	7/5/22	8/1/22	300875121214	HUGH BRIS	MOTHER BRIS	763-123-4567

Mail Address	Mail City	State	Mail Zip
123 SOME ROAD	BLOOMINGTON	MN	55437
234 ANY PLACE	MINNEAPOLIS	MN	55412
345 THIS STREET	HOPKINS	MN	55343

HuBERT

Q: What happens for participants that are new to the program and certified on September 29th or 30th?

A: Remember, if the initial certification occurs on the 29th or 30th, the participant will receive a partial package for their September set. The first date of their cycle will then shift to the first day of the month for the following months.

Example: Infant certified on 9/29/2022 will be issued the following benefits:

- 9/29/2022 - 9/30/2022 = Similac
- 10/01/2022 - 10/31/2022 = Enfamil
- 11/01/2022 – 11/30/2022 = Enfamil

Q: If there is a family (already using Enfamil through Similac substitution), with PFDTU those last days of September, that couldn't get their benefits used by 9/29, can we, on or after 9/30, add Enfamil through the food adjustment wizard, as we currently do for a formula change?

A: No. All benefits issued with a PFDTU in September must be issued for a Similac formula. This is required based on our contract with Abbott. **Enfamil should never be provided using the Food Adjustment Wizard for September benefits.** Benefits with a PFDTU in September should always be issued Similac formula (if receiving contract formula).

Families can purchase any substitutions through 9/28/22. On 9/29/22, they will no longer be allowed to purchase Enfamil formula as a substitution formula. Remind families that they should try to purchase Similac formulas whenever available.

Common Help Desk Tickets

Records for Participants on WIC as Child and Returning as Woman

The Help Desk has received a few calls whereby a user was trying to change the WIC Category of an existing child's record to pregnant or postpartum. The WIC Category for a child record should **never** be changed to a pregnant or postpartum WIC Category, and the system typically won't allow you to do so. If a woman has been on WIC as a child, a new **woman** record should be created for her if she returns as pregnant or postpartum.

Explanation: In general, users shouldn't be able to find records more than 6 years old since the system purges them. However, in May, it was determined that there are older records that haven't been purged because they are missing a CERTCONTACT record, which is part of the criteria used in the purge process. At this time, our Maintenance & Operations contractor (Gainwell Technologies) is trying to identify how many records may be impacted and developing a process to remove these records.

Reminder! Do Not Deactivate WIC Cards Before Changing Household ID

This is a reminder that WIC Cards **should not be deactivated before using the Change Household ID Guided Script**. If it is deactivated prior to changing the Household ID, and you begin the Guided Script, you will not be able to complete it and the Participant Folder will be locked. The only way to resolve this is for the Help Desk to run a SQL query on the back-end.

Tips, Guidance & Best Practices

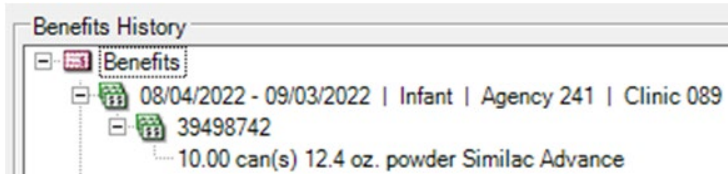
Reminder! Food Adjustment Wizard Can Create Incorrect Food Prescriptions

When a participant has a food package adjusted in the Food Adjustment Wizard, and new foods or quantities are issued, the system auto-generates a food prescription with an Effective Date of the current date (and for the Printed First Date to Use, PFDTU, of any future sets of benefits). The auto-generated food prescription reflects the quantity of the food or formula issued, as well as the appropriate default foods based on the participant's **current** age as of the food prescription's Effective Date.

This can be problematic in that for women and children if milk is adjusted, for instance, the number of gallons issued may be incorrect. If an infant is issued formula, the number of cans of formula may be incorrect. If the auto-generated food prescription is issued, you could potentially under-or-over issue benefits.

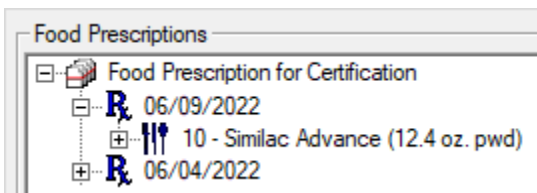
Example of Over-issuance

A VOC'd infant is issued benefits with a cycle of 4th-3rd for June, July, and August.

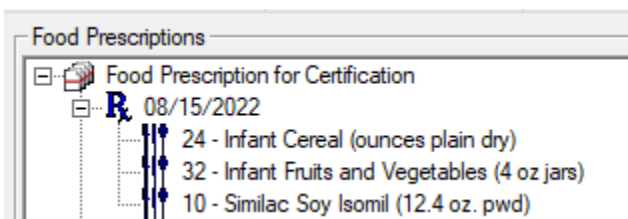


Her 6-month birthday is on August 9th (DOB = 2/9/22). When VOC'd, the user only created the necessary food packages:

- 6/4/22 – June benefits – infant is 3 months, 26 days old on PFDTU
- 6/9/22 – July and August benefits – infant is 4 months, 26 days and 5 months, 26 days old on PFDTU



On August 15th, when the infant was 6 months, 6 days old, an adjustment was made to provide 10 cans of a different formula. After the adjustment, the system auto-generated a default food package for the current date that provided 10 cans of formula, infant cereal, and infant fruits and vegetables.



Since the food prescription was generated by the system, the validations that typically occur indicating the formula is over allowed limits does not display.

The user decided to issue September, October, and November benefits at the same time as the adjustment and failed to verify the food prescription. The infant was then issued a food package with 10 cans of formula, infant cereal, and infant fruits/vegetables for those three months, instead of the appropriate 7 cans.

To ensure the correct food package is issued, **users should always verify the food packages in the Food Prescription tab to ensure a correct food prescription exists for the next benefit issuance, especially after adjusting benefits.**

New HuBERT User Access Level of Student

Starting this week, there's a new access level, "Student," that can be requested for any students or other staff in your agency who need access only to Reports and/or Infoview using the WIC Information System User Requests Form (private link for authorized staff). Selecting the "Student" option acknowledges that the user will not need access to HuBERT production, and allows the requestor to select Reports Access, Infoview Access, or both. As with other roles, please request this access *after* the student has started, and remember to request their deactivation when they done. This access level will also require the students to have county-maintained email address. If you have questions about this new access level or the process to make WIC Information System User Requests, please contact Emily Gomez (Emily.Gomez@state.mn.us).

Reports

URL Changes in Reports & Data Section

In preparation for a revision to the MDH website, the Reports & Data section folders have been restructured, which impacts the URLs for web pages. Changes in the URL will affect any bookmarks to web pages (the URL for documents will not be affected). The following Reports & Data sections may have some new URLs and may need to have new bookmarks created: Breastfeeding, Health Risks, and Participation. The Weight Status, Growth & Anemia has been separated into two new sections: Weight Status and Anemia. Any bookmarks to these report webpages will need to be recreated. We apologize for this inconvenience.

New Data, Reports, Maps, and Fact Sheets Available on the MDH WIC Website and in Infoview

New data, reports, maps, and fact sheets are regularly added to the MDH WIC website and Infoview. You can look to each month's first HuBERT Hints to provide an overview of the new information available.

MDH WIC Website

[Breastfeeding Maps](#): Minnesota Maternity Hospitals and Breastfeeding Exclusivity Rates by Region, 2021.

[Children's Weight Status by Race/Ethnicity](#): Overweight and Obesity Status in Children Ages 2 to 5 Years of Age Participating in Minnesota WIC by Year and Race/Ethnicity, 2000-2019 (statewide trend data).

[Enrollment](#): CY 2021 Enrollment in MN WIC by Mothers of Infants Born in Minnesota by Birth Order and Insurance Type by County and Community Health Board (CHB)

Infoview

The following reports can be found in the Infoview >> ANNUAL REPORTS >> Multi-year >> Weight Status, Growth and Anemia folders.

- Multi-year Child Anemia Resolution by Race/Ethnicity and Agency, 2015-2018.
- Multi-year Child Weight AGENCY, 2011 to 2019.
- Multi-year Child Weight Race Ethnicity AGENCY, 2011 to 2019.

- Multi-year Child Weight Race/Ethnicity and AOIC AGENCY, 2011 to 2019.
- Multi-year Child Weight GRANTEE, 2011 to 2019.
- Multi-year Child Weight Race Ethnicity GRANTEE, 2011 to 2019.
- Multi-year Child Weight Race/Ethnicity and AOIC GRANTEE, 2011 to 2019.

New Infoview Templates

The following new Infoview report templates have been posted to the INFOVIEW TEMPLATES folder. The Guidance Documents for these templates can be found in the appropriate Infoview report folder.

New – BF Women Issued at Least 7 Months of Benefits During Most Recent Cert by Language

Report Folder: INFOVIEW TEMPLATES >> Participants >> Breastfeeding Women

Create Date: 8/1/2022

Description: A list of breastfeeding women, certified after a specified date, who were issued benefits at the specified agency for at least 7 months. The report output includes an OPTIONAL Input Control to filter the output by Language (the default setting is to filter out English).

Some Uses Include:

- Identify potential bilingual peers based on breastfeeding participants issued benefits for more than 7 months of their certification.
- Identify women who breastfed more than 6 months for congratulatory contacts.

New – Purchased Formulas by UPC(s)

Report Folder: INFOVIEW TEMPLATES >> Food & Formula

Create Date: 8/15/2022

Description: Provides a list of participants who belong to the specified agency and purchased a formula, based on the specified UPCs, during the specified dates. Report users should use the [MN WIC Approved Product Listing \(APL\)](#), available on the MDH WIC website, to identify UPCs. (NOTE: If the UPC starts with any zeros, only the digits after the zero(s) should be entered into the PROMPT.) The report provides two OPTIONAL input controls that allow the user to filter the outputs by clinic ID and Printed First Date to Use (PFDTU).

There are two outputs:

- Tab 1: Participant List – list can be sorted as desired in Infoview (or after exporting to Excel).
- Tab 2: List by UPC – list is grouped by UPC.

Some Uses Include:

- Identify participants who purchased a specific formula. This was created due to the milk-based formula contract transition from Similac to Enfamil.
- Provide contact information for participants who purchased a specific formula.

References – Complete Listing of Hyperlinks

Frequently Asked Questions for WIC Staff

(<https://www.health.state.mn.us/docs/people/wic/localagency/formula/questions.pdf>)

Formula Contract Transition – October 1, 2022

(<https://www.health.state.mn.us/people/wic/localagency/contract.html>)

Using Infoview 4 (<https://www.health.state.mn.us/training/cfh/wic/infoview/using4/index.html>)

Breastfeeding Maps (<https://www.health.state.mn.us/people/wic/localagency/reports/bf/maps.html>)

Children’s Weight Status by Race/Ethnicity

(<https://www.health.state.mn.us/people/wic/localagency/reports/wtstatus/childrenre.html>)

Enrollment (<https://www.health.state.mn.us/people/wic/localagency/reports/pptndemo/enrollment.html>)

MN WIC Approved Product Listing (APL)

(<https://www.health.state.mn.us/people/wic/vendor/fpchng/upc/apl.xlsx>)

Minnesota Department of Health - WIC Program 85 E 7th Place, PO BOX 64882, ST PAUL MN 55164-0882; 1-800-657-3942, health.wic@state.mn.us, www.health.state.mn.us; To obtain this information in a different format, call: 1-800-657-3942

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