

June 2022 HuBERT Hints #2

JUNE 30, 2022



Please share this information with ALL HuBERT users!

Important Dates

Monday, July 4, 2022 – Independence Day: State Office CLOSED and Help Desk UNAVAILABLE

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HuBERT Software Update

Update Installed on Production on Saturday, July 2, 2022

Overview

This software update includes:

- Milk-based contract formula changes
- New Reason(s) BF Stopped
- Risk factor and Risk Factor Details Guide revisions

Update Documentation

The [HuBERT Software Update Document: Milk-Based Contract Formula & Other Changes](#) is available on the MDH WIC website. All HuBERT users should review this document as soon as possible.

Successful Installation

You must **Reset Local Reference Data** to complete the installation. You can verify the update was successfully installed by ensuring the new milk-based contract formulas display for an infant food package with an Effective Date of 10/1/2022 (steps to verify this are included in the Update Document).

Installation Reminders

Since HuBERT update installations may use a lot of your local or county bandwidth, we encourage you to communicate with your local or county IT about this update.

The following are some reminders about installing this update on your HuBERT workstation:

- If you do not have clinic on Tuesday, July 5, you can wait to install the update until the next time you have clinic.
- If you have machines that are not being used, they do not need to be updated on Tuesday, July 5. You can wait to update them until the next time they are used.

Common Help Desk Tickets

Quick Trouble-Shooting Tip: Reset Local Reference Data

Many Help Desk Calls can simply be resolved by clicking the Reset Local Reference Data in the Session Manager menu. All users should Reset Local Reference Data when HuBERT is first opened each day. However, we recognize this doesn't always occur. So, if it has been a while and you seem to be getting errors when trying to change food packages or issue benefits, you might want to try resetting your Local Reference Data as a quick first attempt at trouble-shooting the issue.

Changing Infant's Breastfeeding Amount & Unable to Issue Benefits

Although an issue hasn't been officially identified in HuBERT, every week there are at least a couple of calls in which the user is unable to issue benefits for an infant less than 6 months old whose Breastfeeding (BF) Amount had just been changed. You should be able to change the infant's BF Amount in either the infant's Health Information or mom's Health Information - *Infant(s) Born from This Pregnancy* screen.

However, it appears that in some instances if the BF Amount is changed via the infant’s folder, the user is unable to issue benefits. To resolve this, the Help Desk has had the user change the infant’s BF Amount back to its original status in the infant’s Health Information and then change the BF Amount to its new status in mom’s Health Information instead. In many cases, this appears to resolve the issue whereby benefits cannot be issued after the BF Amount has just been changed.

Infant Must Be 6 Months Old on Date of PFDTU to Issue Food Benefits

This is just a reminder that for infants to begin receiving infant foods, they must be 6 months old either on or before the Printed First Date to Use (PFDTU) of the benefit set.

The system simply adds 6 months to the month of the infant’s DOB to determine their 6-month birthdate.

Example #1: Infant’s DOB = 1/20/22; Household Cycle = 15-14

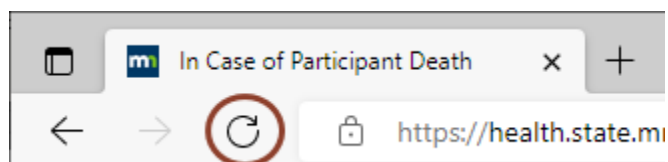
- 6-month birthdate = 1/20/22 + 6 months = 7/20/22.
 - 6/15/22-7/14/22 (June)
 - 7/15/22-8/14/22 (July)
 - 8/15/22-9/14/22 (August) – First set with food items

Example #2: Infant’s DOB = 1/10/22; Household Cycle = 15-14

- 6-month birthdate = 1/10/22 + 6 months = 7/10/22.
 - 6/15/22-7/14/22 (June)
 - 7/15/22-8/14/22 (July) – First set with food items
 - 8/15/22-9/14/22 (August)

In Case of Participant Death Cheat Sheet Revised

Following a Help Desk call, we’ve revised the [In Case of Participant Death](#) cheat sheet to correct a couple of the steps that occur when changing the Household ID. Please note: click the Refresh icon if the revised version (updated June 2022) does not display since your browser may have cached the previous version.



Best Practices, Guidance and Tips

System Time-Out Change

Although we recognize the new system time-out, which is now occurring after your computer has sat idle for only 30 minutes, can be frustrating for many users, we unfortunately cannot change this back to its previous setting of 180 minutes.

The setting of 30 minutes was a compromise reached between State WIC and MNIT (Minnesota IT), whose security standards for applications are actually 15 minutes, not 30.

Local Agency Directory Updates on Website

Thanks to those of you who submitted updates to the Local Agency Directory. Due to the large number that were submitted, and the nature of some of the updates, it may take a few weeks for MIS & Data unit staff to make all of the changes on the website or in HuBERT. If you submitted the request, please do not resubmit it unless requested by the MIS & Data unit or by your State WIC Consultant.

References – Complete Listing of Hyperlinks

[HuBERT Software Update Document – Milk-Based Contract Formula & Other Changes](https://www.health.state.mn.us/docs/people/wic/localagency/infosystem/hubert/releasedocs/update0622.pdf)

(<https://www.health.state.mn.us/docs/people/wic/localagency/infosystem/hubert/releasedocs/update0622.pdf>)

[In Case of Participant Death](https://www.health.state.mn.us/docs/people/wic/localagency/infosystem/hubert/training/ewic/pptdeath.pdf)

(<https://www.health.state.mn.us/docs/people/wic/localagency/infosystem/hubert/training/ewic/pptdeath.pdf>)

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