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
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- 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)