Direct Ship - Adding More Formula

Example: Original Issuance is less than max via Direct Ship; Add More Formula

Step 1: Add More Formula via Direct Ship

- 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
  - If original issuance was via Direct Ship, the system will automatically direct-ship any additional formula
- *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
- Click the Send EBT Data button
- Click OK (or press Enter) on the Add Formula message
- If adding more formula via Direct Ship, provide cans from clinic stock and skip to Assess Redemption for Current Benefits Set for MOM. If want to issue additional formula to WIC Card, go to Step 2: Issue Added Direct-Shipped Formula to WIC Card.

Step 2: Issue Added Direct-Shipped Formula to WIC Card

- 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, type (or use the spin arrows) to enter the number of cans just added via Direct Ship (in Step 1) for the current month
- Click OK (or press Enter) to open the Select Formula screen
- Select the same formula issued via Direct Ship in Step 1
- Click OK (or press Enter) to open the Formula Replacement screen
- Click the checkbox in the Direct Ship column(s) to remove the checkmark(s).
- Click Send EBT Data button on the Formula Replacement screen
- Click OK (or press Enter) on the Formula Replacement message
- Go to Assess Redemption for Current Benefits Set for MOM.

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
Direct Ship - Add More Formula

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- 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

- In mom’s Participant Folder, 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 mom is still eligible for food benefits:
  - Tailor mom’s default food package created by system when BF Amount was changed
  - Click Issue Benefits icon and re-issue current and future benefits to mom
- 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 Mom’s Food Benefits ➔ Void Future Benefits (mom keeps current)

- In mom’s Participant Folder, click Benefit Management menu
- Select Food Adjustment Wizard
- Click Void Future Benefits radio button
- Click OK (or press Enter) to open the Identify Benefits to Void screen
- Click the checkboxes in the Selected column to void the future month’s benefits
- Click Send EBT Data button
- Click OK (or press Enter) on Identify Benefits to Void message
- If mom is still eligible for food benefits:
  - Tailor mom’s default food package created by system when BF Amount was changed
  - Click Issue Benefits icon and re-issue future benefits to mom
- 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