Assess Redemption for Participant Changing Households
If the food package will need to be reissued, redemption should be assessed.

- 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 – have ALL food items for this participant been REDEEMED?
  - If ALL food items were redeemed and FORMULA WAS ISSUED follow cheat sheet: Change Household ID – All Food Items Redeemed
  - If ALL food items were redeemed and formula was NOT issued, OR the participant still has non-redeemed food items, continue using this cheat sheet.

Change Household ID Guided Script
All steps must be performed in order and completed before exiting the Change HHID Guided Script.

- Open Participant Folder for participant being moved to a new household
- Click Participant Activities menu
- Select Change Household ID
- Click Step 1 - Determine New Household
  - Click Find Existing Household
  - Type Household ID written on back of existing WIC Card
  - Click OK on Find Existing Household dialog
  - Select Custody Change from Reason for ID Change drop-down
  - Click OK on Select Existing Household screen
  - Click Close on Change Household ID screen
- Click Step 2 - Remove Current Benefits
  - If ALL benefits have been redeemed, the “Void/Replace Benefits for EBT Account” message will display.
    - Click the OK button.
    - A checkmark will display for Step 2 – Remove Current Benefits and the screen will not open
  - If ALL benefits have NOT been redeemed
    - Assess food package being suggested in the Benefits to Remove for Current Month (these are the foods and quantities that will be transferred to the new card)
      - Adjust quantities?
        - Suggested quantities can be edited by clicking the cell in the food item row of the Quantity column and typing a new value
        - This will decrease the quantities remaining in the household balance (shown, but not deducted when the quantity is edited, in the Benefits for Current Month grid)
    - Reissue a Full Set of Benefits?
      - Click the Reissue a Full Set of Benefits checkbox
      - Select the appropriate Package Size based on the remainder of the issuance cycle
        - Click Send EBT Data
Change Household ID – Find Existing Household

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☐ Click Step 3 - Remove Cards
  o Are other members still being issued benefits to the “old” household’s WIC Card?
    ▪ No - removing the last participant being issued benefits to the WIC Card (such as if moving child from foster care back into their family’s household)
      • Click the Primary Cardholder row
      • Click Deactivate Account
    ▪ Yes - other members are still being issued benefits to the WIC Card – do nothing
      o Click Send EBT Data
      o Click OK (or press Enter)

☐ Click Step 4 - Review New EBT Household Demographics
  o Primary Card Holder and card should already be assigned
  o Click Send EBT Data
  o Click OK on EBT Household Demographics message

☐ Click Step 5 - Add Benefits to New Household
  o Reissued Full Set of Benefits selected in Remove Current Benefits step?
    ▪ Yes
      • The Food Prescription screen displays
        o Assess if food package is still appropriate
        o Edit/add as necessary
        o Click Close
      • If formula is being re-issued the Direct Shipped Benefit Items window displays
        o Should display the current benefit period, type, and quantity of formula
        o Click the Finish button
      • The Aggregated Issuance for EBT Account window displays
        o The current benefit dates should display along with food package being re-issued
        o Click the Send EBT Data button
        o Once the Status changes to “Issuance Received. Success!”, click the Close button
    ▪ No – Food Prescription screen does NOT display
      • Click Send EBT Data
      • Click Close

☐ Click OK on Household Change Guided Script message: “Future benefits were voided. Click Issue Benefits from the participant folder to reissue future benefits.”
☐ Click Close on EBT Household Change Guided Script screen
☐ Ensure food package for future months is still correct in the Food Prescription tab
☐ Click Issue Benefits icon and re-issue future sets of benefits to household’s WIC Card