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 Create New Household
  - Complete all required fields in the Create New Household screen
  - Select Custody Change from Reason for ID Change drop-down
  - Click OK (or press Enter on the keyboard)
  - Click Close on the 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
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 Set Primary Card Holder
      ▪ Click Authorized Representative row
      ▪ Enter Auth Reps Date of Birth
      ▪ Click Update
      ▪ Click Set as Primary
   o Assign Card
      ▪ Click Assign Card >> Enter (swipe) new card >> Click OK
   o Click Send EBT Data
   o Click OK on EBT Household Demographics message
   o Click Capture Electronic Signature >> Have Primary Card Holder sign the signature pad >> Click Save Signature
 □ 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