Change Household ID – All Food Items Redeemed

Need to Reissue Food Package for Custody Change/Foster Care

This cheat sheet should be used if ALL of the following are TRUE:

- The participant was issued FORMULA
- Redemption has been assessed and ALL food items for the participant changing households have been redeemed for the current month.
- A new food package needs to be reissued in Step 2 – Remove Current Benefits for the current month.

Perform the Following Work-Around BEFORE Starting the Change HHID GS

If the participant was issued FORMULA:

- In the Participant Folder of the participant being moved to a new household: click the 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)
- Enter the number of cans of formula originally issued and redeemed into the Enter Return Quantity window (no cans of formula will actually be returned)
- Click OK
- Select the type of formula issued and redeemed in the Select Formula window
- Click OK
- Does the Special Prescription Item window display?
  - No – continue with next step
  - Yes – complete the appropriate information and click OK
- In the Formula Replacement screen: the number of cans entered into the Enter Return Quantity window (6th step/bullet) should display in the Amount Issued, Amount Returned, Cans of Formula Available to Issue and Cans to Issue columns
- Click the Send EBT Data button on the Formula Replacement screen
- Click OK on the Formula Replacement message
- Click the Benefit History tab: The cans issued for the current month should have a node indicating it had been returned and reissued
- Documentation required
  - Click the Manage Notes icon
  - Click the General Note button
  - Select Benefit Issuance from the Subject drop-down
  - Document that formula was not actually returned but the return/re-issue on <date> was a work-around to be able to re-issue the current food package using the Change Household ID Guided Script since all formula and food items had been redeemed for the current month

Change Household ID Guided Script

- In the Participant Folder of the participant being moved to a new household
Change Household ID – All Food Items Redeemed

Need to Reissue Food Package for Custody Change/Foster Care – page 2

☐ Click Participant Activities menu
☐ Select Change Household ID
☐ Click Step 1 - Determine New Household
   o 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
   o 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
   o Click the Reissue a Full Set of Benefits checkbox.
     ▪ Only the formula will display in the Benefits for Current Month and Benefits to Remove for Current Month grids but other infant foods will be issued in Step 5 – Add Benefits to New Household as long as they are part of the food prescription
   o Select the appropriate Package Size based on the remainder of the issuance cycle
   o 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 Create New Household?
     ▪ Set Primary Card Holder
       • Click Authorized Representative row
       • Enter Auth Reps Date of Birth
       • Click Update
       • Click Set as Primary
     ▪ Assign Card
       • Click Assign Card >> Enter (swipe) new card >> Click OK
     ▫ Click Send EBT Data
     ▫ Click OK on EBT Household Demographics message
     ▫ Click Capture Electronic Signature >> Have Primary Card Holder sign the signature pad >> Click Save Signature
Change Household ID – All Food Items Redeemed
Need to Reissue Food Package for Custody Change/Foster Care – page 3

- **Find Existing Household?**
  - Primary Card Holder and card should already be assigned
  - Click **Send EBT Data**
  - Click **OK** on **EBT Household Demographics** message

- Click **Step 5 - Add Benefits to New Household**
  - The **Food Prescription** screen displays since the **Reissue Full Set of Benefits** checkbox was selected in **Step 2 – Remove Current Benefits**,  
    - Assess if food package is still appropriate
    - Edit/add as necessary
    - Click **Close**
  - The **Direct Shipped Benefit Items** window displays since formula is being re-issued  
    - Should display the current benefit period, type, and quantity of formula)
    - Click the **Finish** button
  - The **Aggregated Issuance for EBT Account** window displays  
    - The current benefit dates should display along with food package being re-issued  
    - Click the **Send EBT Data** button  
    - Once the **Status** changes to “Issuance Received. Success!”, click the **Close** button
  - 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