

Formula Issuance & Updates

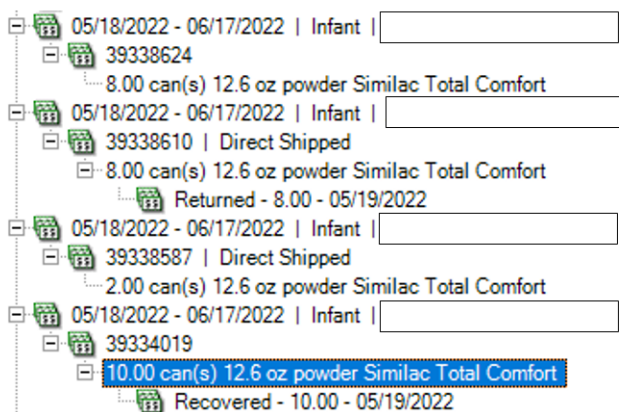
UPDATED 9/6/22

Formula Issuance Problems

We continue to receive many calls to the MN WIC Help Desk with problems replacing formula benefits. In most instances, it appears staff are having difficulty assessing whether redemption has occurred, or if the benefits have been previously replaced or direct shipped, and incorrectly voiding current benefits.

These problems can only be resolved by having the Help Desk manually add cans of formula to the WIC Card via the back end. Most of these cases take extensive time to research and resolve and require the assistance of both the Help Desk and State Staff.

Once these back-end changes are made, the agency can make no other changes to these benefits for the current month. In researching these issues, we've noticed they often seem to occur when the formula for a single participant has been replaced multiple times for the same month, as shown in the print screen below.



When Help Desk/State Staff must manually adjust formula via the back end, the number of cans manually added to the WIC Card will be based on an assessment of the number of cans already redeemed for the month and the current set's LDTU.

For example, if the participant still has 10 cans of formula left on their card and the LDTU of the benefit set is a few days away, it may be suggested that the package is prorated since their next benefit set will be starting shortly.

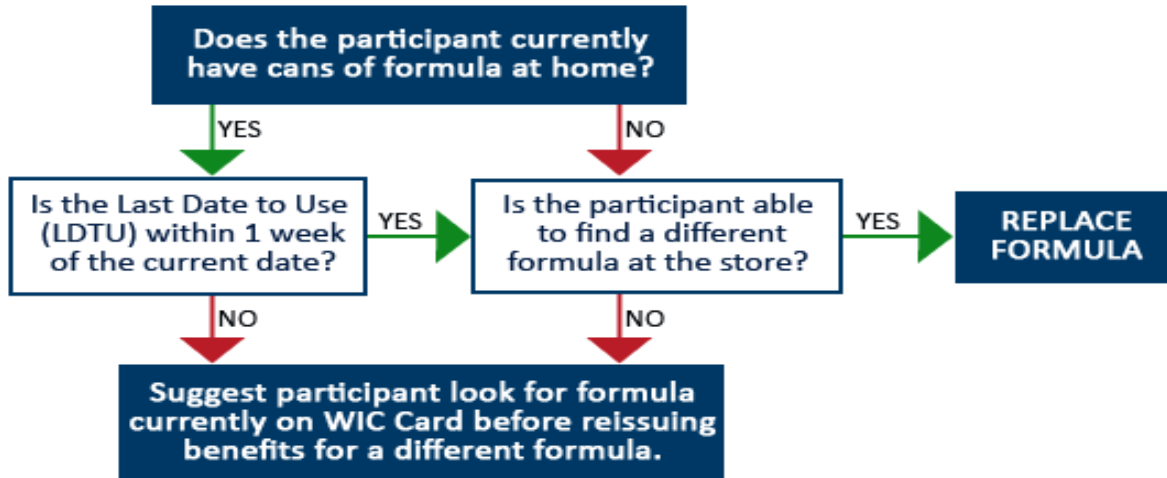
Do Not Change Formula More than Once

We discourage making multiple changes to the same participant's benefits in a month. Be sure to discuss the [Similac Formula Recall Minnesota WIC Approved Substitutions list](#) with participants to ensure they are aware of the many other alternative formulas that can be purchased based on the formula issued to their WIC Card. **Once a formula change has been made to a benefit set, we are requesting that you not make any more changes to it.**

Formula Replacement Guidance

The following provides guidance for when or if a formula replacement should occur.

Use the following flow chart to assess whether the formula issued to the WIC Card should be replaced at this time.



Direct Ship

- Do **NOT** use the Direct Ship function in HuBERT until you are physically handing cans of formula to the participant. Only direct ship one month of formula at a time.
- For now, when you are direct shipping formula, do not attempt to issue a partial amount as Direct Ship and a partial amount to the WIC Card; **issue the full amount of formula via Direct Ship.**

Voiding Benefits

- Never** use the *Void Current and Future Benefits* function to replace the current month of formula. (Please see the [March 2022 HuBERT Hints #1](#) for more information.)
- Never** use the VOID function if you have adjusted or replaced benefits for the current month.

Available Cheat Sheets

The [Changing Formula Already Issued](#) cheat sheet can assist you with replacing/changing formula in HuBERT.

Formula Availability & Participant Preference

As we begin to see more formula available in stores, you may have participants requesting to change their benefits due to a preference for a specific type of formula (e.g., Similac Advance, Similac Sensitive, Similac Total Comfort), and not because a change is needed due to intolerance of the formula currently on the WIC Card.

The State Office is requesting you **DO NOT reissue the benefits for the current month due to preference for formula type.**

If the participant wants to change to another type of formula strictly due to preference, you should instruct the participant to finish the current month with the type of formula currently issued to their WIC Card. For future months, you can then:

1. Create a new food prescription with an Effective Date of the Printed First Date to Use of the future benefit set.
2. Use the Food Adjustment Wizard to *Void Future Benefits*.
3. Issue benefits through the regular benefit issuance process.

Reference – Complete Listing of Hyperlinks

[Similac Formula Recall Minnesota WIC Approved Substitutions list](https://www.health.state.mn.us/docs/people/wic/localagency/recall/substitutions.pdf)

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[March 2022 HuBERT Hints #1](https://www.health.state.mn.us/docs/people/wic/localagency/infosystem/hubert/hints/2022/03_1.pdf)

(https://www.health.state.mn.us/docs/people/wic/localagency/infosystem/hubert/hints/2022/03_1.pdf)

[Changing Formula Already Issued](https://health.state.mn.us/docs/people/wic/localagency/recall/change.pdf)

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Minnesota Department of Health - WIC Program, 85 E 7th Place, PO BOX 64882, ST PAUL MN 55164-0882; 1-800-657-3942, health.wic@state.mn.us, www.health.state.mn.us; to obtain this information in a different format, call: 1-800-657-3942.

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