Issue Benefits 4A – Termed Certs/LDTU - WINNIE Online Training Module

SEPTEMBER 2023

Introduction

Intro

This online training module is provided by the Minnesota (MN) Department of Health WIC Program. It is an overview of issuing after termination for failure to pick-up and on the cycle's Last Date to Use (or LDTU) in WINNIE, the MN WIC Information System.

Date

All dates in this module are based on today's date being September 23, 2023.

<Transition Slide>

<screen description – no audio> Slide transitions to Search page.

Overview 1

Certifications are automatically terminated by the system if the participant hasn't been issued benefits for two months.

This is one of a few system terminations that we can reverse as long as their Cert End Date is still in the future.

Scenario 1

We are working with Bertha Kidd and Hugh Mongous, a breastfeeding woman and her infant.

During the end-of-day processes that run overnight, Bertha and Hugh's certifications were terminated on September 23rd for Failed to Pick-up, 2 months after their last LDTU on July 23rd.

Click on Hugh's card.

Scenario 2

After reviewing Show Details, double-click on Hugh's card to open his Participant Folder.

\<Waiting>

\<screen description – no audio> Working…please wait and spin icon display.

Issue Benefits Link 1

When a participant's cert has been terminated for Failed to Pick-up, the Issue Benefits link on the sidebar is disabled.

If we hover over it, it displays why.

Go ahead and hover then click the button to continue.

\<screen description – no audio> The Issue Benefits menu option is disabled because the participant is not currently in a valid certification.

Reinstate 1

We re-enable Issue Benefits by reinstating our participant's certification.

Do you remember how to do that? Go ahead. Click anywhere for a hint.

\<no audio> Reinstate Hugh's certification. Click anywhere for a hint.

\<audio – hint> Click the Participant Menu (the participant's name in the header).

Reinstate 2

\<no audio> Reinstate Hugh's certification. Click anywhere for a hint.

\<audio – hint> Select Reinstate Terminated Participant.

Reinstate 3

\<no audio> Reinstate Hugh's certification. Click anywhere for a hint.

\<audio – hint> Click the Yes button.

\<Waiting>

\<screen description – no audio> Spin icon displays.

Reinstate 4

And, Issue Benefits is re-enabled.

Health Information 1

Since Bertha is breastfeeding, what do we need to do to be able to issue benefits to Hugh? Go ahead. Follow any cues that display. Click anywhere for a hint.

<no audio> What do we need to do to issue benefits to Hugh? Follow any cues that display. Click anywhere for a hint.

<audio – hint> We have to update the Breastfeeding Verified Date. Select Health Information from the sidebar.

<Waiting>

<screen description – no audio> Spin icon displays.

Health Information 2-4

<no audio> What do we need to do to issue benefits to Hugh? Follow any cues that display. Click anywhere for a hint.

<no audio> Click three times in the date field.

<audio – hint> Click into the Breastfeeding Verified Date field.

Health Information 5

<no audio> What do we need to do to issue benefits to Hugh? Follow any cues that display. Click anywhere for a hint.

<no audio> Type today's date: 9/23/23.

<audio – hint> Type: 9/23/23.

Health Information 6

<no audio> What do we need to do to issue benefits to Hugh? Follow any cues that display. Click anywhere for a hint.

<audio – hint> Type: Click the Save button.

<Waiting>

<screen description – no audio> Spin icon displays.

Reinstate 4

Next, we need to reinstate Bertha's cert. Go ahead. Click for hints.

<audio – hint> Click the Participant Menu (the participant's name in the header).

Reinstate 5

<no audio> Reinstate Bertha's cert. Click for hints.

<audio – hint> Select Bertha from the Other Household Members list.

Reinstate 6

<no audio> Reinstate Bertha's cert. Click for hints.

<audio – hint> Click the Participant Menu (the participant's name in the header).

Reinstate 7

<no audio> Reinstate Bertha's cert. Click for hints.

<audio – hint> Select Reinstate Terminated Participant.

Reinstate 8

<no audio> Reinstate Bertha's cert. Click for hints.

<audio – hint> Click the Yes button.

<Waiting>

<screen description – no audio> Spin icon displays.

Food Prescription 1

In our discussion with Bertha about breastfeeding and how things are going…

> WIC STAFF: How is breastfeeding going?
>
> PARTICIPANT: "Still good. He's…"

Food Prescription 2

…as well as talking about the fewer cans of formula and foods we will be providing to Hugh starting next month and why…

> WIC STAFF: Next month, we'll be providing less formula and adding some baby foods now that Hugh is getting older…
>
> PARTICIPANT: "Oh?…"

Food Prescription 3

…we also informed her that she would no longer be receiving WIC foods next month and asked if she had any questions about that or the foods she was being issued today.

> WIC STAFF: Next month, we'll be providing less formula and adding some baby foods now that Hugh is getting older…
>
> PARTICIPANT: "Oh?…"

Issue Benefits 1

All that's left, at least to the issue benefits portion of our nutrition visit, is issuing benefits.

Go ahead and open Issue Benefits.

<no audio> Select Issue Benefits from the sidebar.

<Waiting>

<screen description – no audio> Working…please wait and spin icon display.

Issue Benefits 2

A few things to note.

They are both being issued a prorated one-day food package, with the FDTU the same as the LDTU.

Participants can be issued benefits up to and on their cycle's LDTU.

Issue Benefits 2A

Short cycles like this can be tricky for participants to be able to use the benefits.

We always want to give them a heads-up when these sets are issued.

Issue Benefits 3

The message that displays for Bertha is explanatory.

Since Bertha is some-breastfeeding and her infant is receiving the same amount of formula as non-breastfeeding infants, she is no longer eligible to receive food benefits similar to non-breastfeeding postpartum women.

However, she is still certified, still counted when Hugh is issued benefits, and continues to receive other WIC services, such as lactation assistance, nutrition information, and referral services.

Issue Benefits 4

Last thing, since Bertha is only eligible for August and September benefits, WINNIE has de-selected Hugh's October benefits to keep them in sync.

We want to issue those.

Complete the issuance, following any cues that display. Click anywhere for hints.

<audio – hint> Toggle on Hugh's October benefits.

Issue Benefits 5

<no audio> Click below the scroll bar.

<no audio> Complete the issuance, following any cues that display. Click anywhere for hints.

<audio – hint> Click below the scroll bar.

Issue Benefits 6

<no audio> Complete the issuance, following any cues that display. Click anywhere for hints.

<audio – hint> Click the Issue Benefits button.

Issue Benefits 7

<no audio> Click below the scroll bar.

<no audio> Complete the issuance, following any cues that display. Click anywhere for hints.

<audio – hint> Click below the scroll bar.

Issue Benefits 8

<no audio> Complete the issuance, following any cues that display. Click anywhere for hints.

<audio – hint> Click the Send eWIC Data button.

<Waiting>

<screen description – no audio> Working...please wait and spin icon display.

Issue Benefits 9

<no audio> Complete the issuance, following any cues that display. Click anywhere for hints.

<audio – hint> Click the Close button.

WIC STAFF: Can I print the Shopping List for you?

PARTICIPANT: "Nope. I'm good."

<Waiting>

<screen description – no audio> Spin icon displays.

<Transition Slide>

<screen description – no audio> Slide transitions to Test Your Knowledge slide.

Test Your Knowledge

T/F Q#1

True or False?

The first set of benefits for Bertha and Hugh were for one day, 9/23. If we had tried to manually cycle adjust them, only 9/23 would have been available in the Selected LDTU calendar.

Answer #1

The answer is True.

The Selected LDTU provides dates between the first benefit set's FDTU and LDTU. Since the FDTU and LDTU were both 9/23, that would have been the only date available in the calendar.

End

End Slide

Thank you for reviewing this WINNIE online training module presented by the Minnesota Department of Health WIC Program.

If you have any feedback, comments, or questions about the information provided, please submit the WINNIE Questions for the State WIC Office form.

Minnesota Department of Health - WIC Program, 625 Robert St N, PO BOX 64975, ST PAUL MN 55164-0975; 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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