

# Issue Benefits 4B – Pending Proofs - 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 when pending proofs in WINNIE, the MN WIC Information System.

### Date

All dates in this module are based on today's date being September 28, 2023.

### <Transition Slide>

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

### Overview 1

Participants who are pending proof of residency, identification, or income are limited by the system to one month of benefits when issued after certification.

Until proof is verified and documented in WINNIE, the participant is only eligible to receive one month of benefits.

### Overview 2

This module reviews updating proofs to issue benefits. Income will be reviewed in the income training modules.

### Scenario 1

We are working with Todd Lerr and his breastfeeding mom, Patti Cake.

He was certified on 8/7, received a syncing partial package that started on his cert date and a full August package starting on the household cycle's PFDTU.

## Scenario 2

Since he only received 1 month, we have a heads-up that there is most likely something pending.

## Scenario 3

Mom submitted an image of Todd's birth certificate using the Contact Us feature in the WIC App, and we scheduled a remote Nutrition Visit.

Double-click on Todd's card to open his Participant Folder.

WIC STAFF: Thank you for sending the birth certificate information! We'll get some more food benefits issued in a few minutes, but first I how things are going for you...

<Waiting>

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

## Alert 1

The system alert informs us that we need a proof of identification.

Close the Alert.

## Scenario 4

Behind the scenes, we've updated Todd's Breastfeeding Verified date and checked in about their food packages, etc.

Before we resolve the pending proof, let's take a look at Issue Benefits.

<no audio> Select Issue Benefits from the sidebar.

<Waiting>

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

## Pending Message 1

This is an action required message.

It's informing us that Todd has already received the one month of benefits allowed when proof is pending.

Our action is to document the proof.

## Proofs 1

Were in Todd's folder, so where are Proofs? Go ahead. Click anywhere for a hint.

<no audio> Open Proofs. Click anywhere for a hint.

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

## Proofs 2

<no audio> Open Proofs. Click anywhere for a hint.

<audio -hint> Select Proofs.

## Proofs 3

We need to replace the current PENDING PROOF in the Proof of Identification field, which is what is limiting us to one month, and document that we saw the birth certificate as proof of identification.

Go ahead and update the pending proof.

<no audio> Change Todd's Proof of Identification to Birth Certificate.

## Proofs 4

<no audio> Change Todd's Proof of Identification to Birth Certificate.

## Proofs 5

Save our change.

<no audio> Click the Save button.

## <Waiting>

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

## Issue Benefits 1

And we can issue tri-monthly to Todd as well.

Click the button to continue.

## Test Your Knowledge

### T/F Q#1

True or False?

When pending proof, the system limits us to one month of benefits, which means we can issue the partial syncing package and a full package as long as the PFDTU is in the same month.

## Answer #1

The answer is True.

Although the “action-required” message in Issue Benefits uses the word “set”, the system allows the partial syncing package and a full package with a PFDTU in the same month to both be issued when proof is pending.

## 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.

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