

Issue Benefits 4D – Three Common Scenarios – 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 a look at three common scenarios when issuing benefits in WINNIE, the MN WIC Information System.

Date

All dates in this module are based on today's date being September 29, 2023.

<Transition Slide>

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

Overview 1

This module will address three different, but common, issuance scenarios: issuing the last set of benefits to a breastfeeding woman; infant and child food packages for one-year-olds; and creating a default food package when there are no applicable risk factors.

Scenario 1

We are working with the Pitts family who has a breastfeeding woman whose cert ends tomorrow and whose cycle is the 3rd to the 2nd and is overdue for September.

Click on Olive's card.

Scenario 2

Olive was an infant who turned one year old a week ago, whose cert ends tomorrow, and who needs to be recertified as a child.

Scenario 3

We are unable to schedule an appointment that works for mom until the first week of October, which is after their September cycle ends, so we want to issue their late September benefits.

Double-click on Olive’s card to open her Participant Folder.

WIC STAFF: Are you able to come in...?

PARTICIPANT: “I can’t bring Olive in until Thursday or Friday next week.”

Scenario 4

Our usual first step for breastfeeding infants and children is to update the Breastfeeding Verified Date. Right?

Let’s do that to see what happens.

Open Health Information.

<Waiting>

<screen description – no audio> Spin icon displays.

Health Information 1-3

Click three times into the Breastfeeding Verified Date field to highlight the date.

Health Information 2-3

<no audio> Click three times.

Health Information 4

Type today’s date: 9/29/23 and save.

<no audio> Type today’s date: 9/29/23 and click the Save button.

Health Information 5

<no audio> Type today’s date: 9/29/23 and click the Save button.

Health Information 6

This is our stop and think message: The child is over one year old. If still breastfeeding, activate Breastfeeding Beyond One Year. If no longer breastfeeding, deactivate Breastfeeding Now.

Olive is still breastfeeding.

WIC STAFF: How’s breastfeeding going?

PARTICIPANT: “Still so great! I keep thinking she might...”

Health Information 7

We know that breastfeeding women are certified through the month their infant turns one year old.

However, once we toggle on Breastfeeding Beyond One Year, as this message directs us to, the system automatically terminates mom's certification.

If it's before her Cert End Date, we **can** reinstate her, but if it's after her Cert End Date, she is terminated for Categorical Ineligibility, and we can't.

So, we don't risk it.

Health Information 8

Remember, we only have to update the Breastfeeding Verified Date to issue to the **infant**.

We can issue to mom without updating that date.

Health Information 9

If we see this message after starting a certification, or as in this instance when in the Participant Folder, and have NOT issued the last set of benefits to mom, we need to stop, issue to mom first, then take care of business for the infant/child.

Food Prescription 1

We already checked if mom had any questions about her food package so what are we going to do right now? Go ahead and do what needs to be done.

Click anywhere for a hint.

<audio – hint> We are going to issue the last set to mom before doing anything else. Select Issue Benefits from the sidebar.

Health Information 10

<no audio> What are we going to do right now? Do what needs to be done. Click anywhere for a hint.

<audio – hint> Click the Yes button.

<Waiting>

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

Issue Benefits 1

<no audio> What are we going to do right now? Do what needs to be done. Click anywhere for a hint.

<audio – hint> Click the Issue Benefits button.

Issue Benefits 2

<no audio> What are we going to do right now? Do what needs to be done. Click anywhere for a hint.

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

<Waiting>

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

Issue Benefits 3

<no audio> What are we going to do right now? Do what needs to be done. Click anywhere for a hint.

<audio – hint> Click the Close button.

<Waiting>

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

Scenario 5

Scenario 1 is done.

We still have to issue to Olive, so let's go back to Olive's Health Information.

<Waiting>

<screen description – no audio> Spin icon displays.

Health Information 11

Click three times in the Breastfeeding Verified Date field.

<no audio> Click three times.

Health Information 12-13

<no audio> Click three times.

Health Information 14

Type today's date: 9/29/23.

Health Information 15

Olive is still breastfeeding, so what did the message we saw the last time we saved Health Information tell us we needed to do? Go ahead. Click anywhere for a hint.

<audio – hint> Toggle on Breastfeeding Beyond One Year.

WIC STAFF: How' breastfeeding going?

PARTICIPANT: "Still so great! I keep thinking she might..."

Health Information 16

Let's save our changes.

<no audio> Click the Save button.

Health Information 17

This message informs us that mom's certification will be terminated.

If we were to click No now, we could still back out of Health Information and issue to mom

But we we're good. Click Yes.

<no audio> Click the Yes button.

Food Prescription 1

Since we toggled on Breastfeeding Beyond One Year, the system is going to attempt to create a child's default food package and is letting us know.

Click Yes again.

<no audio> Click the Yes button.

<Waiting>

<screen description – no audio> Spin icon displays.

Food Prescription 2

This is the beginning of scenarios 2 and 3.

The error message is telling us that a default food package can't be created because there aren't any risk factors assigned.

We should note that if **we**, instead of WINNIE, were to try to create a default food package on the Food Prescription page, we would see this same message.

Click OK.

Issue Benefits Msg 1

If we were to open Issue Benefits now...

<screen description> Slide transitions to Issue Benefits messages.

Issue Benefits Msg 2

...the message that would display for Olive would read: Benefits cannot be issued because a food prescription does not exist for the participant's current certification.

The same age category conditions exist for an infant turning one year old.

That is, the food package being issued for the age category is dependent on the FDTU, or the issued date.

Issue Benefits Msg 3

Olive's birth date was 9/22 and her PFDTU for September as the 3rd, since she is one year old on her FDTU, we can only issue a child's food package to her.

<Transition Slide>

<screen description – no audio> Slide transitions back to Health Information,

Risk Factors 1

We need to take a look at the Risk Factors.

Collapse Clinic Actions and then select Risk Factors from the sidebar.

Risk Factors 2

<no audio> Collapse Clinic Actions and then select Risk Factors from the sidebar.

<Waiting>

<screen description – no audio> Spin icon displays.

Risk Factors 3

Let's take a look at the Certification Period panel.

Click the cert period in the panel.

Risk Factors 4

On her birthday, 9/22, WINNIE changed her to a child.

The two risk factors currently assigned, 701 and 702, can only be assigned to infant, which Olive no longer is.

That message displayed because food prescriptions are dependent on assigned risk factors, and none are currently assigned, because they've both been resolved.

Risk Factors 5

MN WIC has a risk factor, 425X - Child transitioning to new age category, specifically created to address age category changes that resolve all assigned risk factors during certification periods.

It should only ever be assigned if we need to create a default food package in order to issue benefits and the currently assigned risk factors have all been resolved due to an age category change.

We may also need to use this for the 2-year age category since many risk factors resolve at 2 years or 24 months.

Risk Factors 6

Since Olive is still in a valid cert period, the Modify button is enabled, and we can add a risk factor.

Click the Modify button.

Risk Factors 6

We can either select from the dropdown or if we know our risk factor ID, we can type it.

We know it so let's type it.

Click inside the field, type 425x, select the risk factor from the list, and save.

Risk Factors 7-9

<no audio> Click inside the field, type 425x, select the risk factor from the list, and save.

<Waiting>

<screen description – no audio> Spin icon displays.

Risk Factors 10

We have our Child risk factor.

Now let's create our default food prescription.

Open that page.

<no audio> Select Food Prescription from the sidebar.

<Waiting>

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

Food Prescription 3

Go ahead and add a default food package for Olive, issue benefits, and return to the Demographics page. Click anywhere for a hint.

<audio – hint> Click Add Food Prescription.

WIC STAFF: Now that Olive is one, she gets foods like you. Are cheese and yogurt OK...?

PARTICIPANT: "Yep. Sounds goods."

Food Prescription 4

<no audio> Add a default food package for Olive, issue benefits, and return to the Demographics page. Click anywhere for a hint.

<audio – hint> Click the Use Default button.

Food Prescription 5

<no audio> Add a default food package for Olive, issue benefits, and return to the Demographics page. Click anywhere for a hint.

<audio – hint> Click the Save button.

Issue Benefits 4

<no audio> Add a default food package for Olive, issue benefits, and return to the Demographics page. Click anywhere for a hint.

<audio – hint> Select Issue Benefits from the sidebar.

<Waiting>

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

Issue Benefits 5

<no audio> Add a default food package for Olive, issue benefits, and return to the Demographics page. Click anywhere for a hint.

<audio – hint> Click the Issue Benefits button.

Issue Benefits 6

<no audio> Add a default food package for Olive, issue benefits, and return to the Demographics page. Click anywhere for a hint.

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

<Waiting>

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

Issue Benefits 7

<no audio> Add a default food package for Olive, issue benefits, and return to the Demographics page. Click anywhere for a hint.

<audio – hint> Click the Close button.

<Waiting>

<screen description – no audio> Spin icon displays.

End Scenarios

This concludes our review of Issue Benefits.

Click the button to continue.

Test Your Knowledge

T/F Q#1

True or False?

We can still issue to mom if she's terminated after her Cert End Date since we can just reinstate her.

Answer #1

The answer is False.

If the system terminates mom **before** her Cert End Date because we updated the one-year-old's breastfeeding information, we can reinstate her and still issue benefits.

However, once it is after the Cert End Date, and the system has terminated her for Categorical Ineligibility, she cannot be reinstated.

We should never risk this. If we see the message indicating mom is going to be terminated before we've issued that last set to her, we should always back out of Health Information (whether in a cert or the participant folder) and issue to mom.

T/F Q#2

True or False?

Risk Factor 425X should be assigned anytime an infant or child is certified near an age category change.

Answer #2

The answer is False.

Risk Factor 425X should only be used if, when attempting to create a default food package, the message displays informing us that a default food package cannot be created due to there not being any risk factors currently assigned.

This occurs when infants who only have infant risk factors assigned are changed to children by the end-of-day process and for children turning 2 who may only have risk factors applicable up to the age of 2.

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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