

## Printing a “No Longer Eligible” Notification For Women Who Stop Breastfeeding after Six Months

If a breastfeeding participant with an infant greater than 6 months of age reports that she is no longer breastfeeding, that participant becomes ineligible within her certification period. Staff should do the following, taking care to follow the steps in the order they are presented:

1. Follow the guidance for providing a required participant notice. Refer to the WIC Program Manual (WPM) “Ineligibility Notification” Chapter 6D, Section 2. **If other steps are taken before the notification is given, the notification may become unavailable in the system.**
2. Follow guidance for issuing food benefits to the participant.
  - a. If the participant already has been issued food benefits, further issuance is not permitted. If the participant has been issued more than 15 days’ worth of food benefits, staff should attempt to retrieve the food instruments the participant is not entitled to.
  - b. If the participant has not been issued food benefits:
    - i. Remove the woman from the family’s aggregation.
    - ii. Generate one month of benefits **for the woman only** from the Crossroads system and either:
      1. Manually prorate to approximately ½ the total food package or 15 days’ worth of food benefits for the participant(s) determined to be ineligible OR
      2. Modify the food prescription to reduce the total benefit to approximately ½ the total food package or 15 days’ worth of food benefits prior to issuance.
      3. See proration rules in Chapter 8, Section 5 of the WPM for food items that do not need to be adjusted.
      4. Other participants will be issued to in **Step 4**.
3. Document any changes to the dyad’s Health Information and/or Food Prescription on the appropriate screens in Crossroads. During this step, the system will alert the user that the participant is no longer eligible and will be terminated. Since the participant was given the required participant notice in Step 1, it is safe to terminate. Document any care and nutrition education appropriately.

**Please note:** If the participant has been receiving services from a Breastfeeding Peer Counselor, alert the Peer Counselor. Once the woman has been terminated, the Breastfeeding Peer Counseling (BFPC) Care Plan is no longer enabled. If the Peer Counselor has other documentation on the participant after the Care Plan is no longer enabled, the documentation may be entered on the family’s Care Plan Summary or scanned in separately. (The BFPC Care Plan will remain enabled in a future build of Crossroads even when the participant is no longer active.)
4. Issue food benefits to the remaining participants in the family.

**Please note:** if the steps are not followed in order and the notification is unavailable in the system, a paper copy of the required participant notice should be filled out by the local user, scanned into the participant’s Crossroads record, and given to the participant. A template of the NC WIC Program Notice is available on the NSB website.