

Add Formula: Paper to eWIC

Scenario: Food benefits have been issued to a family in the form of paper Food Instruments. The clinic transitions to eWIC and the participant returns to the clinic to have a formula or WIC Eligible Nutritional (WEN) added. If ANY food benefits for the current month have been redeemed, use the Exchange/Increase Formula quick link to complete the addition. If NO food benefits have been redeemed for the current month, void and reissue.

Steps to Add Formula/WEN:

- 1) **Participant/family** brings in **ALL** future months paper food instruments and cash value benefits for the entire family. These must be in hand to reissue future benefits with the added formula. If the family does not bring the future months paper FIs to clinic, they will receive the added formula for the current month only.
- 2) **CPA** updates Breastfeeding Information on the **Health Information** screen if the formula addition involves a breastfeeding mother-infant dyad.
- 3) **CPA** updates Food Prescription on the **Prescribe Food** screen for the participant to add the infant formula or WEN (refer to “Modifying Food Packages” for more detailed guidance)
- 4) **Support Staff** completes the following steps:
 - a) Verifies family’s address and zip code on Family Demographics screen.
 - b) Issues family an eWIC Card.
 - c) Navigates to **Exchange/Increase Formula** quick link.
 - d) Leaves the **Select the Formula Being Returned** fields blank. These fields are disabled (greyed out) and Food Category and Food Subcategory will auto-populate AFTER the Replacement Formula is selected.
 - e) Completes the **Select the Replacement Formula** container, which includes the **Food Category** and **Food Subcategory** dropdowns. *Replacement Formula* refers to the formula being **added**.
 - f) Clicks the **Save** button. If the formula is in inventory, the user is given the option to use the Formula Wizard. If product is not in inventory, food benefits with the added formula amount will be automatically sent by Crossroads to the family’s Electronic Benefits Account. A signature is not required.
Note: A status message stating “Formula added successfully” will appear and the **EBT Activity History** will list Exchange Benefits as Successful: Yes.
 - g) Verifies that all family’s future months paper food instruments and cash value benefits are in hand.
 - h) Navigates to the **Food Instrument List** screen and places a check mark next to each paper FI number for the future months and then clicks the “Void Selected” button.
 - i) Reviews issuance dots for future months to ensure they have changed from blue to green indicating issuance availability.
 - j) Issues future months eWIC food benefits using the Issue Food Instrument screen.

Note: Current month non-formula/WEN paper food instruments are not affected by the formula addition and can be redeemed. The family may use both paper and eWIC food benefits for the current month.