

Modifying Food Packages

This resource provides step-by-step instructions on how to complete the following types of food prescription modifications in Crossroads:

- Modifying the Default Food Package
- Adding Food Prescription Items (Milk Substitution)
- Modifying the Subcategory or Quantity of Infant Formula
- Adding WIC Eligible Nutritionals (WEN)
- Adding Exempt Infant Formula (EXF)
- Changing Breastfeeding Status from Fully Breastfed or Partially Breastfed to Fully Formula Fed

Modifying the Default Food Package

1. Go to **Quick Links** → **Issue Benefits** → **Prescribe Food**. The **Prescribe Food** screen displays.
2. Review the default system-generated food items and quantity (based on the WIC category and breastfeeding status in the Food Prescription Items box).
3. To modify the item quantity displayed in the Food Prescription Items box, click on the Quantity field and replace the original value with the appropriate quantity value.

Note: The Category Maximum Quantity cannot be exceeded. Since an item cannot be deleted from the prescription, simply set the quantity to “0” when a food item is not used.

The screenshot shows the 'Prescribe Food' screen for the Stone Family. The 'Food Prescription Items' table is as follows:

Category	Subcategory	Quantity	Category Max Quantity	UOM
Eggs	Grade "A" Large White Eggs	0	1	Dozen
Cereal (Adult)	Breakfast Cereal	36	36	Ounces
Legumes	Peanut Butter 16 - 18 oz	1	2	Containers
Legumes	Beans/Peas (1)-16 oz Bag Dry or (4) 15-16 oz Cans	1	2	Containers
Bread/Whole Grains	Whole Wheat Bread or Whole Grains	16	16	Ounces
Fruit & Vegetables Cash Value	Fruit and Vegetables - Cash Value Voucher	\$11.00	\$11.00	\$\$\$
Juice - 48 oz	Juice 48 oz. or 11.5 - 12 oz. Concentrate	3	3	Containers
Milk Low Fat/fat free	Skim or 1% Milk	5.50	5.50	Gallons

Below the table is the 'Add Item to Food Prescription' form:

Category	Subcategory	Quantity	Max / Med Max	UOM
		0		

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Adding Food Prescription Items (Milk Substitution)

1. Go to **Quick Links** → **Issue Benefits** → **Prescribe Food**. The **Prescribe Food** screen displays.
2. Under **Add Item to Food Prescription**, select an item from the **Category** and **Subcategory** drop down list box to add another item to the prescription.
3. Enter **Quantity**. The quantity cannot be more than the maximum without medical documentation.
4. Click **Add Item**. The screen refreshes and the newly added food item displays within the Food Prescription grid.

5. Refer to the **Milk Substitution Calculator** located beneath **Add Items to Food Prescription**. Adjust the Milk Quantity on the Food Prescription grid to allow for the substitution. In this example, cheese is being substituted. One pound (1lb) of cheese is equivalent to 0.75 gallon of milk. The Validation Summary warns that the Milk Substitution Calculator indicates the milk must be reduced by 0.75 gallon. By reducing the total milk Quantity from 4 to 3.25 gallons, the error message disappears and the package may be saved.
6. Click **Save** to assign the new prescription. A status message indicates the prescription is added and the **Issue Food Instruments** screen displays (not shown).

Category	Subcategory	Quantity	Category Max Quantity	UOM
Eggs	Grade "A" Large White Eggs	1	1	Dozen
Cereal (Adult)	Break-fast Cereal	36	36	Ounces
Legumes	Dry Beans 1 pound bag OR Peanut Butter 16-18 oz	1	1	Containers
Bread/Whole Grains	Whole Wheat Bread or Whole Grains	32	32	Ounces
Fruit & Vegetables Cash Value	Fruit and Vegetables - Cash Value Voucher	\$8.00	\$8.00	\$\$\$
Juice 64	Juice 64-oz.	2	2	Containers
Milk Low Fat/fat free	Skim or 1% Milk	4	4	Gallons
Cheese	Cheese in 35 oz Package	1	1	Pounds

Total Milk Available	Milk Prescribed	Total Milk Substituted	Milk Remaining	Unit of Measure
4	4	0.75	-0.75	Gallons

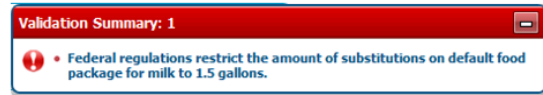
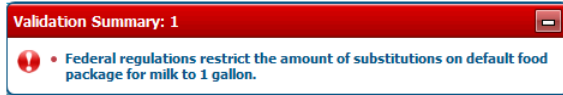
NOTE: Maximum Substitution Rates of Milk

Crossroads enforces the maximum substitution rates of milk outlined in the final rule for Revisions in the WIC Food Packages released by the USDA on March 4, 2014. This final rule limits the cheese, tofu and yogurt substitutions for milk to four (4) quarts (1 gallon) for children receiving Food Package IV and women receiving Food Package V and VI. Cheese, tofu and yogurt substitutions for milk are limited to six (6) quarts (1.5 gallons) for women receiving Food

Modifying Food Packages

Maximum Substitution Rates of Milk (continued)

Package VII (regular or extended). If a user substitutes more than the maximum limits allowed for cheese, tofu and yogurt, a message will display as shown below. The user must adjust the amount substituted to the correct amount for the food package.



Additional quantities of tofu may be prescribed and issued above the Federal Guidelines for milk substitution of 4 quarts or 6 quarts, up to the maximum allowances for fluid milk for lactose intolerance or other reasons assessed and documented by the CPA. The Medical Documentation screen must be completed to prescribe more tofu than the Federal Guidelines for milk substitution. When a CPA is completing the Medical Documentation screen for additional quantities of tofu, "CPA assessed" may be written in the **Physician's Name** field and the CPA's phone number may be entered in the **Physician's Phone** field. **Expiration Date** and **Medical Reason** will vary by participant and assessment. The assessment must be documented in the participant's Care Plan.

Modifying Food Packages

Modifying the Subcategory or Quantity of Infant Formula

1. Go to **Quick Links** → **Issue Benefits** → **Prescribe Food**. The **Prescribe Food** screen displays.
2. For Initial Certifications of Infants, **Breastfeeding Status** will be based on the answer to 'How much formula do you give your infant in a 24-hour period?' on the Health Information screen. Quantity will default to 0 if the infant is receiving a quantity of formula below category max. CPA must adjust Quantity based on discussion with mother. Quantity chosen will determine Breastfeeding Status.
 - a. Enter the **Quantity** of formula to be prescribed
 - b. Click **Save**. A status message indicates success and the **Issue Food Instruments** screen is displayed.

Note: It is up to the CPA to determine the quantity for each of the prescriptions covering the infant certification period. If a default quantity is provided, the CPA may change the quantity or confirm the default quantity.

Straw Family
Family ID: F04900006505
1458 Windy Lane
RURAL HALL, NC 27045

Seth P. Straw
Participant ID: 954492236T
Age: 27 days
WIC Category: Infant

Food Prescription

Food Prescription Date: 11/28/2016
WIC Category: Infant
Age Category: 0 Months
Breastfeeding Status: Partially Breastfed > MMA
Family Issuance Day: 28
Issuance Frequency: 3 Month(s)

Category	Subcategory	Quantity	Category Max Quantity	UOM
Infant Formula (IF)		0	806	Ounces
Infant Formula (IF)	ABC milk-based powder 14 oz	806	806	Ounces

Add Item to Food Prescription

Category: [Dropdown] Subcategory: [Dropdown] Quantity: [0] Max / Med Max: / UOM: [Dropdown] [Add Item] [Clear]

Infant Formula

Month	Nov	Dec	Jan	Feb	Total
Quantity	806	806	806	806	3224 / 90
# Cans	9	9	9	9	36

3. Click on each future date/age range in the Food Prescription Carousel, validate that the correct formula name and quantity is listed and delete the old formula.

Straw Family
Family ID: F04900006505
1458 Windy Lane
RURAL HALL, NC 27045

Seth P. Straw
Participant ID: 954492236T
Age: 27 days
WIC Category: Infant

Food Prescription

Food Prescription Date: 12/1/2016
WIC Category: Infant
Age Category: 1 to 3 Months
Breastfeeding Status: Partially Breastfed <= MMA
Family Issuance Day: 28
Issuance Frequency: 3 Month(s)

Category	Subcategory	Quantity	Category Max Quantity	UOM
Infant Formula (IF)	ABC soy-based powder 15 oz	150	806	Ounces

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- To select a different contract infant formula, go to the **Food Prescription Items** grid and select the desired formula under the **Subcategory** column.
- Enter the **Quantity** of the formula prescribed.
- Click **Save**. A status message indicates success and the **Issue Food Instruments** screen displays.
- To modify the quantity of formula (based on your estimate of usage) enter the appropriate amount in the **Quantity** column field.

Straw Family
 Family ID: FO4900006505
 1438 Windy Lane
 RURAL HALL, NC 27045

Seth P. Straw
 Participant ID: 954492236T
 Age: 27 days
 WIC Category: Infant

Validation Summary: 1
 • Food Subcategory selection is required for category Infant Formula (IF).

Food Prescription Date	WIC Category	Age Category	Breastfeeding Status	Family Issuance Day	Issuance Frequency
11/28/2016	Infant	0 Months	Partially Breastfed > HMA	28	3 Month(s)

Category	Subcategory	Quantity	Category Max Quantity	UOM
Infant Formula (IF)		0	806	Ounces
Infant Formula (IF)	ABC soy-based powder 15 oz	806	806	Ounces

Add Item to Food Prescription

Category	Subcategory	Quantity	Max / Med Max
		0	/

Infant Formula

Month	Nov	Dec	Jan	Feb	Total
ABC soy pwrdr	Quantity 806	806	806	806	3224 / 90
# Cans	9	9	9	9	36

Modifying Food Packages

Adding WIC Eligible Nutritionals (WEN)

1. Go to **Quick Links** → **Issue Benefits** → **Prescribe Food**. The **Prescribe Food** screen displays
2. Under **Add Item to Food Prescription**, select an item from the **Category** and **Subcategory** drop down list box to add item to the prescription.
3. Enter **Quantity**. The quantity cannot be more than the maximum.
4. Click **Add Item**. This will bring up the **Medical Documentation Screen**.

Prescribe Food Cross RoadsTwo

Home Family Services Scheduling Vendor Operations Finance Administration Help Logout

Straw Family
Family ID: F0490006505
1458 Windy Lane
RURAL HALL, NC 27045

Sheryl M. Straw
Participant ID: 954492235L
Age: 24 years and 6 months
WIC Category: Breastfeeding Woman

Food Prescription

Food Prescription Date: 11/28/2016
WIC Category: Breastfeeding
Breastfeeding Status: Partially Breastfed > MMA
Family Issuance Day: 28
Issuance Frequency: 3 Month(s)

Category	Subcategory	Quantity	Category Max Quantity	UOM
Eggs	Grade "A" Large White Eggs	1	1	Dozen
Cereal (Adult)	Breakfast Cereal	36	36	Ounces
Legumes	Peanut Butter 16 - 18 oz	1	1	Containers
Fruit & Vegetables Cash Value	Fruit and Vegetables - Cash Value Voucher	\$11.00	\$11.00	\$\$\$
Juice - 48 oz	Juice 48 oz. or 11.5 - 12 oz. Concentrate	2	2	Containers
Milk Low Fat/fat free	Skim or 1% Milk	4	4	Gallons

Add Item to Food Prescription

Category	Subcategory	Quantity	Max / Med Max	UOM		
WIC Eligible Nutritionals	Boost RTP 8 oz.	904	0 / 904	Ounces	Add Item	Clear

5. Complete starred fields on **Attach Medical Documentation** screen based on the prescription from the participant's medical provider. Use the **Scan Document** button to scan the prescription. **Save** Attach Medical Documentation screen. Review Food Prescription to verify that WEN has been added to the Food Prescription and click Save.

Attach Medical Documentation

Prescription Dates

Effective Date: 11/28/2016
Expiration Date: []
Prescription Date: 11/28/2016

Diagnosis Information

Medical Reason: [] OR ICD Code: [] OR Diagnosis Code: [] OR Verbal Order: []

Physician Information

Physician's Name: [] Physician's Phone: [] Physician's Email: []
Medical Food Prescribed: [] Non-Medical Food Prescribed: []

Medical Food Prescription

Category	Subcategory
<input type="checkbox"/>	Eggs
<input type="checkbox"/>	Cereal (Adult)
<input type="checkbox"/>	Legumes
<input type="checkbox"/>	Fruit & Vegetables Cash Value
<input type="checkbox"/>	Juice - 48 oz
<input type="checkbox"/>	Milk Low Fat/fat free
<input checked="" type="checkbox"/>	WIC Eligible Nutritionals

Add Additional Medical Foods

Category: [] Subcategory: [] Add Item: [] Clear: []

Scan Document [] View Document []

Status Message
Quantity exceeds the Max Quantity Allowed. Medical Documentation Required.

Advanced Printing [] Medical Documentation [] Save [] Cancel []

Modifying Food Packages

Adding Exempt Infant Formula (EXF)

1. Go to **Quick Links** → **Issue Benefits** → **Prescribe Food**. The **Prescribe Food** screen displays
2. Under **Add Item to Food Prescription**, select an item from the **Category** and **Subcategory** drop down list box to add item to the prescription.
3. Enter **Quantity**. The quantity cannot be more than the maximum.
4. Click **Add Item**. This will bring up the **Medical Documentation Screen**.

Food Prescription Items

Category	Subcategory	Quantity	Category Max Quantity	UOM
Infant Cereal	Infant Cereal Plain, Dry	24	24	Ounces
Infant Fruits and Vegetables	Infant Fruits & Vegetables	128	128	Ounces
Infant Formula (IF)		624	624	Ounces
Infant Formula (IF)	ABC milk-based powder 14 oz	624	624	Ounces

Add Item to Food Prescription

Category: Exempt Infant Formula (EXF) | Subcategory: Nutrigen RTF 32 oz. | Quantity: 884 | Max / Med Max: 0 / 884 | UOM: Ounces

Infant Formula

Month	Quantity	Oct	Nov	Dec	Jan	Feb	Mar	Total
Null	624	624	624	624	624	624	624	3744 / 90
	# Cans	7	7	7	7	7	7	42
ABC std pwr	624	624	624	624	624	624	624	3744 / 90
	# Cans	7	7	7	7	7	7	42

5. Complete starred fields on **Attach Medical Documentation** screen based on the prescription from the participant's medical provider. Use the **Scan Document** button to scan the prescription. **Save** Attach Medical Documentation screen. Review Food Prescription to verify that EXF has been added to the Food Prescription and click Save.

Prescription Dates

Effective Date: 11/28/2016 | Expiration Date: 5/28/2017 | Prescription Date: 11/28/2016

Diagnosis Information

Medical Reason: Special Dietary Need | ICD Code: N/A | OR | Diagnosis Code: | OR | Verbal Order:

Physician Information

Physician's Name: Dr. Seuss | Physician's Phone: (919) 555-1212 | Physician's Email: | Medical Food Prescribed: | Non-Medical Food Prescribed: |

Medical Food Prescription

Category	Subcategory
<input type="checkbox"/> Infant Cereal	Infant Cereal Plain, Dry
<input type="checkbox"/> Infant Fruits and Vegetables	Infant Fruits & Vegetables
<input type="checkbox"/> Infant Formula (IF)	Simlac Advance Stage 1 Powder 12.4 oz
<input type="checkbox"/> Infant Formula (IF)	ABC milk-based powder 14 oz
<input checked="" type="checkbox"/> Exempt Infant Formula (EXF)	Nutrigen RTF 32 oz.

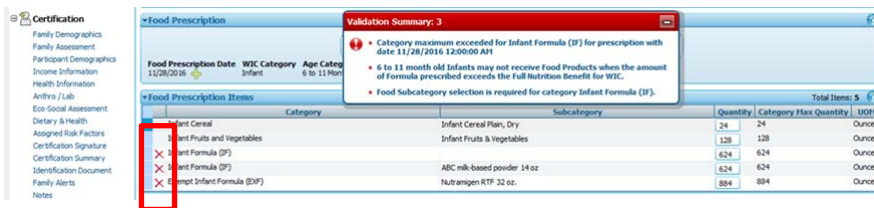
Add Additional Medical Foods

Category: | Subcategory: | Add Item | Clear

Scan Document | View Documents | Save | Cancel

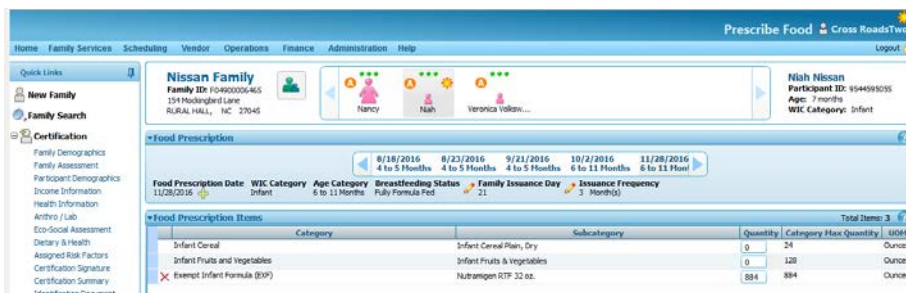
Modifying Food Packages

- The **Food Prescription Items** section now displays two or more formulas. Click the red X next to the formulas you want removed from the Food Prescription.



- If the infant is 6 to 11 months and prescribed an exempt infant formula, a maximum of 884 ounces of exempt formula may be prescribed if the Infant Cereal and Infant Fruits and Vegetables are zeroed out. If the family would like to keep Infant Cereal and Infant Fruits and Vegetables in the Food Prescription, a maximum of 624 ounces of exempt formula is allowed.

In this example, Infant Cereal and Infant Fruits and Vegetables are zeroed out:



- Go to each age category in the Carousel if appropriate. Click Save to assign the new prescription.

Modifying Food Packages

Changing Breastfeeding Status from Fully Breastfed or Partially Breastfed to Fully Formula Fed

These instructions are for modifying food packages to an infant and mother dyad at the infant's first issuance. To add or increase formula after issuance, refer to the resource **Increase or Add Formula After Issuance**.

1. Navigate to the **Prescribe Food** screen to review the current Food Prescription.
2. Select Infant record in the Family Carousel.
3. Navigate to the infant's **Health Information** screen on the Quick Links menu.
4. Scroll down to change the **Breastfeeding Information**. Answer the following questions:
 - Are you breastfeeding?
 - Do you give your infant any formula?
 - How much formula to you give your infant in a 24- hour period?
5. Click **Save**.

The screenshot shows the 'Breastfeeding Information' section of the Health Information system. The patient is identified as Julia Jamaica, 2 months old. The section includes the following fields and questions:

- Data Collection Date:** 11/28/2016
- Breastfeeding Frequency:** (Dropdown menu)
- Are you breastfeeding?** (Radio buttons: Yes, No, Unknown)
- Ever Breastfed?** (Radio buttons: Yes, No, Unknown)
- Age Infant Stopped Breastfeeding:** (Dropdown menu)
- Reason Infant Stopped Breastfeeding:** (Dropdown menu)
- Complications:** (Text area)
- Age Supplement Was Given:** (Dropdown menu)
- Number of Wet Diapers / 24 hr Period:** (Text input)
- Number of Stools / 24 hr Period:** (Text input)
- Do you give your baby any formula?** (Radio buttons: Yes, No)
- How much formula do you give your infant in a 24-hour period?** (Text input: 30 oz.)

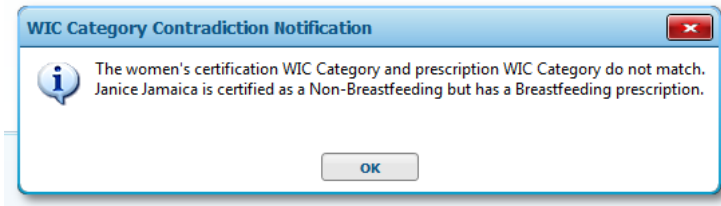
6. Navigate back to the **Prescribe Food** screen. Note the infant's category.
7. Update the Food Prescription Date by selecting the green PLUS sign and click **Save**. The Quantity of Formula will automatically change.
8. Click on the Red X to delete any formula not needed.

Food Prescription Items						Total Items: 2
	Category	Subcategory	Quantity	Category Max Quantity	UOM	
	Infant Formula (IF)		806	806	Ounces	
	Infant Formula (IF)	AEC milk-based powder 14 oz	806	806	Ounces	

Modifying Food Packages

9. Click through the age categories in the food prescription carousel and update the Quantity on each prescription as needed.
10. Click on the mother's icon in the Family Carousel. The mother's WIC Category and Food Prescription should automatically update. Review the mother's prescription, modify as needed and select **Save**.

NOTE: If you click **Save** on the Infant's Prescribe Food screen before you update the Mother's Food Prescription screen, the following message will appear:



If this occurs, return to the Mother's Food Prescription screen, verify that she has the correct Food Prescription and click Save.

Jamaica Family
 Family ID: F04900005485
 125 Grapes Drive
 RURAL HALL, NC 27045

Janice Jamaica
 Participant ID: 95486504R
 Age: 26 years and 9 months
 WIC Category: Non-Breastfeeding Woman

Food Prescription Summary:
 Food Prescription Date: 11/28/2016
 WIC Category: Non-breastfeeding
 Family Issuance Day: 28
 Issuance Frequency: 3 Month(s)

Category	Subcategory	Quantity	Category Max Quantity	UOM
Eggs	Grade "A" Large White Eggs	1	1	Dozen
Cereal (Adult)	Breakfast Cereal	36	36	Ounces
Legumes	Peanut Butter 16 - 18 oz	1	1	Containers
Fruit & Vegetables Cash Value	Fruit and Vegetables - Cash Value Voucher	\$11.00	\$11.00	\$\$\$
Juice - 48 oz	Juice 48 oz. or 11.5 - 12 oz. Concentrate	2	2	Containers
Milk Low Fat/fat free	Skim or 1% Milk	4	4	Gallons

Add Item To Food Prescription

Category: [Dropdown] Subcategory: [Dropdown] Quantity: [0] Max / Med Max: / UOM: [Dropdown] [Add Item] [Clear]