

Replacing Food Items after Redemption: eWIC Quick Guide

This document provides guidance for changing the subcategory of one or more foods after food benefits have been issued, **and one or more foods have been redeemed** for the current month.

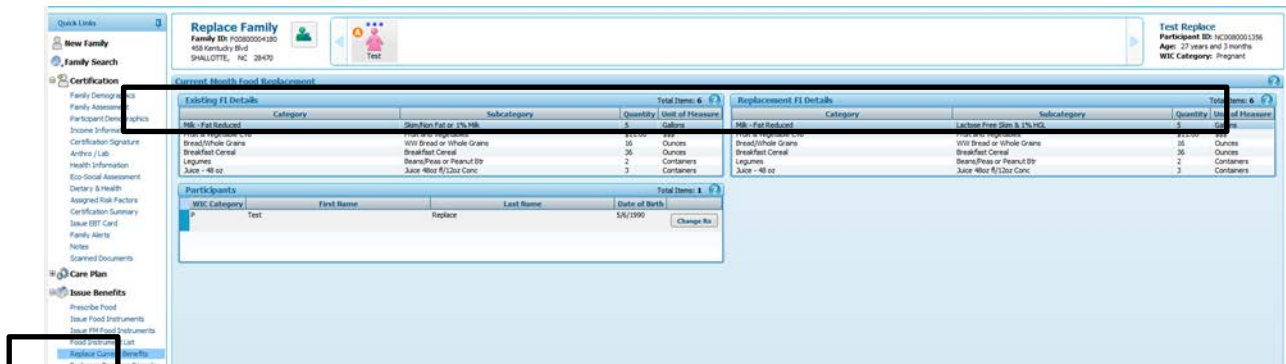
If no food benefits have been redeemed in the current month, modify the food package, void the entire month and reissue.

Examples include:

- **Milk** (change to lactose-reduced, evaporated or UHT milk or soy-based beverage)
- **Legumes** (change from peanut butter to beans/peas or from beans/peas to peanut butter or to both)
- The Replace function does not apply to adding cheese, yogurt or tofu to an existing food prescription.

Steps to Replace Food Items:

- 1) **CPA** changes Food Prescription on the **Prescribe Food** screen (refer to “Modifying Food Packages” for more detailed guidance)
- 2) **Support Staff:**
 - a) Navigates to **Replace Current Benefits** Quick Link
 - b) Compares the **Existing FI Details** with the **Replacement FI Details** to ensure food prescription has been changed



- c) Clicks the **Save** button. Food benefits with the replacement food(s) are automatically added to the family's Electronic Benefits Account.
- d) Voids **ALL** future months' food benefits
- e) Reviews issuance dots for future months to ensure they changed from blue to green indicating issuance availability
- f) Navigates to **Issue Benefits** screen and reissues future months food benefits for the family