Increase Formula After Redemption

After food benefits have been issued and one or more food items have been redeemed for the current month, the Exchange/Increase Formula quick link and screen allows users to increase the amount of formula or WIC Eligible Nutritionals (WEN) provided to a participant for the current month. **This feature will not be available on the same day the original food prescription is created, but can be used on the next day.**

**Scenario #1: Issuing Additional Formula to an Infant Partially Breastfed ≤ MMA**

A dyad-linked mother with a Breastfeeding Status of Partially Breastfeeding ≤ MMA received food benefits for the current month and redeemed one or more food items. Additional formula up to category max quantity can be issued during the same issuance month to her infant whose Breastfeeding Status is Partially Breastfed ≤ MMA.

**Step 1:** CPA updates Breastfeeding Information on the Health Information screen.

**Step 2:** CPA updates Food Prescription on the Prescribe Food screen to increase the amount of infant formula. In this example, the infant’s Breastfeeding Status has been changed from Partially Breastfed ≤ MMA to Partially Breastfed > MMA.
Increase Formula After Redemption

**Step 3:** CPA updates Woman’s Food Prescription. In this example, the woman’s Breastfeeding Status has been changed from Partially Breastfed ≤ MMA to Partially Breastfed > MMA.

![Image of Food Prescription](image)

**Step 4:** Support Staff:
- Selects the infant’s icon in the Family Carousel and then clicks on the **Exchange/Increase Formula** quick link.
- Completes the **Select the Formula Being Returned** Food Category and Food Subcategory even though the participant is not returning any cans of formula or formula food benefits.
- Leaves the **Quantity**, **Quantity from EBT Account**, and **Enter Returned Food Instrument(s)** boxes blank.

![Image of Exchange or Increase Formula](image)
Increase Formula After Redemption

- Completes the **Select the Replacement Formula** container, which includes the **Food Category** and **Food Subcategory** dropdowns. Since the participant is receiving an increased amount of formula, “Replacement Formula” refers to the type of formula being increased.
- **Cans Originally Issued**, **Total Returned Cans**, **RFO Newly Prescribed**, **Cans Newly Prescribed**, **Cans After Proration**, **Total Cans**, and **Total RFO** auto-populates.
- **Total Replaced Cans** auto-populates with the number of cans to be issued.

![Screenshot of the Select the Replacement Formula container with food category and subcategory dropdowns, showing total replaced cans as 3.](image)

**Step 5:** Once Save is selected, a popup message will appear to remind user that “no return quantity is specified” in the “Select the Formula Being Returned” box. Since this is an increase formula, the user will select Yes. After selecting Yes, the increased infant formula benefits will automatically be added to the family’s Electronic Benefits Account. A signature is not required. The current month’s food benefits for additional family members are not affected.

Popup message:

**Step 6:** Support Staff returns to **Food Instrument List** and voids and reissues future months’ food benefits for the entire family, if applicable.
**Increase Formula After Redemption**

**Scenario #2: Issuing Additional WIC Eligible Nutritionals (WEN) to a child.**

A child was issued 50 cans [400 RFO] Pediasure RTF 8oz with current month food benefits and one or more food items were redeemed. Two weeks later, the pediatrician completed new Medical Documentation increasing the Pediasure RTF 8 oz to 100 cans [800 RFO]. Additional WEN up to category max quantity can be issued during the same issuance month.

**Step 1:** CPA updates Food Prescription on the **Prescribe Food** screen to increase the amount of WEN.
Increase Formula After Redemption

Step 2: Support Staff:
- Selects the child’s icon in the Family Carousel and then clicks on the Exchange/Increase Formula quick link.
- Completes the **Select the Formula Being Returned** Food Category and Food Subcategory even though the participant is not returning any cans of formula or formula food benefits.
- Leaves the **Quantity**, **Quantity from EBT Account**, and **Enter Returned Food Instrument(s)** boxes blank.

- Completes the **Select the Replacement Formula** container, which includes the **Food Category** and **Food Subcategory** dropdowns. Since the participant is receiving an increased amount of formula, “Replacement Formula” refers to the type of formula being increased.
- Cans Originally Issued, Total Returned Cans, RFO Newly Prescribed, Cans Newly Prescribed, Cans After Proration, Total Cans, and Total RFO auto-populates.
- **Total Replaced Cans** auto-populates with the number of cans to be issued.
Increase Formula After Redemption

**Step 3:** Once Save is selected, a popup message will appear to remind user that “no return quantity is specified” in the “Select the Formula Being Returned” box. Since this is an increase formula, the user will select Yes. After selecting Yes, benefits for the increased WEN will automatically be added to the family’s Electronic Benefits Account. A signature is not required. The current month’s food benefits for additional family members are not affected.

Popup message:

![Select the Formula Being Returned](image)

**Step 4:** Support Staff returns to **Food Instrument List** and voids and reissues future months’ food benefits for the entire family, if applicable.
Additional Information Related to Exchange/Increase Formula:

1) There is a limit of two dyad mismatches between the infant and the mother per certification period. For example, a fully breastfeeding woman with redeemed food instruments for the current month comes into clinic to receive infant formula for the current month. The woman’s Breastfeeding Status changes to Partially Breastfeeding ≤ MMA at that time. Two months later, the same Partially Breastfeeding ≤ MMA woman with redeemed food instruments for the current month comes into clinic to receive more infant formula for the current month. The woman’s Breastfeeding Status changes to Partially Breastfeeding > MMA at that time. This is the 2nd time within the certification period that there is a mismatched dyad. If the woman comes in a third time to get increased formula for her infant and there is a mismatched dyad, the system will not allow the user to issue the increase. The following message will appear:

![Mid Month Increase Limit Notification]

NOTE: In this message, “youngest infant” refers to the infant(s) that are dyad-linked to mom.

2) For women and children, there is no limit to the number of times WIC Eligible Nutritionals (WEN) can be exchanged or increased, up to the category maximum.