

Replace Current Benefits (Milk or Legumes)

The Crossroads screen **Replace Current Benefits** can be used to change the **Milk** or **Legumes** subcategories after eWIC food instruments (FIs) have been issued **and redeemed** for the current month.

The **Replace Current Benefits** screen **CAN** be used to change:

- Milk to lactose-reduced, evaporated or UHT milk or soy-based beverage
- Legumes from peanut butter to beans/peas OR from beans/peas to peanut butter or to both.

The **Replace Current Benefits** screen **CANNOT** be used to:

- Add cheese, yogurt or tofu to the current month.
Instead: add a new food prescription for future months, void and reissue **future** months.
- Add, increase or exchange formula.
Instead: use the **Exchange/Increase Formula** screen.
- Correct or change a food prescription created on the **current date**.

Determining the status of FIs: Issued OR Redeemed?

Please **NOTE** that FIs can have a status of “Issued” on the **Food Instrument List** screen even after they have been redeemed. (FIs change from “Issued” to “Redeemed” during an overnight process. Participants often redeem FIs before or after the overnight process OR the overnight process errors out for a variety of reasons.) The **Shopping List** updates in “real time” so it is a best practice to always review the **Shopping List** to determine if FIs have been redeemed.

1. ASK the family if they have used their eWIC card in the last several days, especially on the same day they were issued food benefits.
2. COMPARE the current month FI with the current month on the **Shopping List** to identify food benefit redemption.

- **If food benefits for the current month have NOT been redeemed:**

1. Support Staff/CPA: Void the current and future FIs on the FI List screen.
2. CPA: Correct the **Food Prescription** created on the current date or add a new **Food Prescription date** if the food prescription was created on a previous date.
3. Support Staff/CPA: Reissue the benefits on the **Issue FIs** screen.

- **If food benefits for the current month have been redeemed:**

DO NOT VOID the current month.

Check (or have a CPA check) the **Food Prescription** date for the current month FI.

- i. If the **Food Prescription** date is today’s date, have the CPA wait until the next day to change the **Food Prescription** and then use **Replace Current Benefits*** OR call the Nutrition Services Branch (NSB) Customer Service Desk to have the benefits corrected.
- ii. If the **Food Prescription** date is an earlier date, the **Food Prescription** can be changed by the CPA and **Replace Current Benefits*** can be used that day.

***Refer to “Steps to Replace Food Items using Replace Current Benefits” below.**

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NOTE: if current month food benefits are redeemed and the current month FI is voided, Crossroads will display a **Benefits Mismatch** message AND/OR issue duplicate benefits. If errors are found on the **Shopping List** call the NSB Customer Service Desk to have mismatched or duplicated benefits corrected.

Steps to Replace Food Items using Replace Current Benefits function:

1. **CPA** changes Food Prescription on the **Prescribe Food** screen (refer to “Modifying Food Packages” for more detailed guidance). Remember that if **any food redemption** has occurred in the current month, changes can only be made on a prescription dated prior to the current date.
2. **Support Staff:**
 - a. Navigates to **Replace Current Benefits** Quick Link
 - b. Compares the **Existing FI Details** with the **Replacement FI Details** to ensure the food prescription has been changed to the family’s preferences.

Services Scheduling Vendor Operations Finance Administration Help Replace Current Benefits Cross roads Logout

Replace Family
Family ID: F00800004180
458 Kentucky Blvd
SHALLOTTE, NC 28470

Test Replace
Participant ID: 9601377465
Age: 29 years and 4 months
WIC Category: Pregnant

Current Month Food Replacement

Category	Subcategory	Quantity	Unit of Measure
Milk - Fat Reduced	Skim/Non Fat or 1% Mil	2	Gallons
Fruit & Vegetable CVB	Fruit and Vegetables	\$11.00	\$\$\$
Bread/Whole Grains	WW Bread or Whole Gr	16	Ounces
Eggs	Eggs Grade A Large Wl	1	Dozen
Breakfast Cereal	Breakfast Cereal	18	Ounces
Legumes	Bean/Pea, 4 Cans, 1 Di	2	Containers
Juice - 48 oz	Juice 48oz fl/12oz Con	1	Containers

Category	Subcategory	Quantity	Unit of Measure
Milk - Fat Reduced	Lactose Free Skim & 1%	2	Gallons
Eggs	Eggs Grade A Large Wl	1	Dozen
Juice - 48 oz	Juice 48oz fl/12oz Con	1	Containers
Legumes	Bean/Pea, 4 Cans, 1 Di	2	Containers
Bread/Whole Grains	WW Bread or Whole Gr	16	Ounces
Breakfast Cereal	Breakfast Cereal	18	Ounces
Fruit & Vegetable CVB	Fruit and Vegetables	\$11.00	\$\$\$

WIC Category	First Name	Last Name	Date of Birth
P	Test	Replace	5/6/1990

Save Cancel

- 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. **Be careful NOT to void the current month!**
- 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
- g. Verifies correct issuance of current and future food benefits on the **Shopping List**.

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Additional information about using Replace Current Benefits:

Crossroads may display the following message: “The **Replace Current Benefits** screen can only be used to modify benefits if a new prescription has been established. If you are attempting to correct a prescription mistake done today, you may void the benefits and reissue them using the normal process.” While this message is technically correct, Crossroads users must also determine if the FIs issued as part of the current day’s prescription have been redeemed or not.

Always verify that the correct benefits have been issued to participants by selecting the **Print Shopping List** button on the **Food Instrument List** screen and viewing the **Shopping List**. The **Shopping List** is a real-time report of eWIC benefits available to the participant in their Electronic Benefits Account. The **Shopping List** does not have to be printed if the participant prefers to use the Bnft® app, but the correct issuance of benefits should always be verified on the **Shopping List**. Verification of benefit issuance is a best practice that should happen at every appointment when benefits are issued, exchanged, replaced or increased. Missing or incorrect benefits can be corrected by contacting the NSB Customer Service Desk.