REPLACING AND RETURNING eWIC BENEFITS

Effective March 12, 2012
Introduction

This PowerPoint presents the process for replacing eWIC formula benefits

All patient names and patient data in this power point are fictitious
Two (2) new links on Patient Menu:

Replace Benefits
Use to void and replace benefits

Return Purchased Formula
Use to enter the amount of unused purchased formula returned to clinic
Replace Benefits Page

Replace Benefits content:

Patient panel

Void Benefits

Use to void benefits

Food Package

Displays assigned food package

Issuance Info

Use to issue benefits
Return Formula Page

Return Formula content:

Patient panel

Month panel

Use to enter number of cans of formula returned for current month

Rev. 2/29/2012
Scenarios for Replacing Benefits

• Replacing Patient Benefits When Formula Is Not Returned

• Replacing Patient Benefits When Unused Formula Is Returned
REPLACING BENEFITS WHEN FORMULA IS NOT RETURNED
Steps For Replacing Benefits When Formula Is Not Returned

1. Change the food package:
   – Health professional assigns a new food package

2. Void and replace patient’s benefits
   – Support staff voids and replaces benefits
Step 1

Assign a Food Package

Health professional assigns a new food package
Health professional searches for the patient

[Image of a patient search form]

- County: Local Health
- Patient #: DED020112
- Birth Date: 
- Birth State: 
- Birth Country: 

When the search result returns, click the Patient Menu icon
On Patient Menu, click Food Pkg Assignment
On Food Package Assignment, select the new food package then click Save
Step 2

Void and Replace Benefits

Support Staff voids and replaces the benefits
Support staff searches for the patient’s household

### HOUSEHOLD SEARCH

**County**
- Local Health

**Number**
- Household #: 1202
- OR
- EBT Card #: 

**Household Data**
- Last Name:
- Address:
- Phone #:

**Patient Data**
- Patient #:
- Last Name:
- First Name:
- Visit Date: 02/24/2012

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On the Member page, check next to patient’s name and click Patient Menu.
On Patient Menu, click Replace Benefits
On Replace Benefits, in Void Benefits, check the months to void and select the Void Reason.

| VOID BENEFITS
<table>
<thead>
<tr>
<th>MONTH 1 - FROM 2/20/2012 TO 3/19/2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Void Entire Issuance</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Bank Account #8888888 EBT #1018051</td>
</tr>
<tr>
<td>Quantity Available</td>
</tr>
<tr>
<td>7.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>MONTH 2 - FROM 3/20/2012 TO 4/19/2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Void Entire Issuance</td>
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<tr>
<td></td>
</tr>
<tr>
<td>Bank Account #8888888 EBT #1018052</td>
</tr>
<tr>
<td>Quantity Available</td>
</tr>
<tr>
<td>9.00</td>
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</tbody>
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<table>
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<tr>
<th>VOID REASON</th>
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<tbody>
<tr>
<td>Void Reason *</td>
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Food Package shows assigned food package; in Issuance Info, select Clinic and Identification and click Replace Benefits
Print issuance label for the chart
Print benefits list for the patient
REPLACING BENEFITS WHEN UNUSED FORMULA IS RETURNED
Steps For Replacing Benefits When Unused Formula Is Returned

1. Return purchased formula
   – Support staff enters quantity of returned formula
2. Change the food package
   – Health professional assigns a new food package
3. Void and replace patient’s benefits
   – Support staff voids and replaces benefits
Step 1

Return Purchased Formula

Support Staff enters quantity of purchased formula returned to clinic
Support staff searches for the patient’s household

HOUSEHOLD SEARCH

County: Local Health

Number

Household #: 1166

OR

EBT Card #: 

Household Data

Last Name: 
Address: 
Phone #: 

Patient Data

Patient #: 

Last Name: 
First Name: 

Visit Date: 02/24/2012
On the Member page, check next to the patient’s name and click Patient Menu.
On Patient Menu, click Return Purchased Formula
On Return Formula, enter number of cans returned in Quantity Returned field and click Return Benefits.
A message displays that benefits were successfully returned.
After message displays, click Back to go back to Patient Menu or click Portal.
View of Patient’s Benefits

Benefits Before Returning 2 Cans Formula

Benefits After Returning 2 Cans Formula

Available Benefits

Bank Account #8888888 EBT #1018058

Bank Account #8888888 EBT #1018059

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Step 2

Assign a Food Package

Health professional assigns a new food package
Health professional searches for the patient
When the search result returns, click the Patient Menu icon
On Patient Menu, click Food Pkg Assignment
On Food Package Assignment, select the new food package, enter Rx dates if required then click Save
Step 3

Void and Replace Benefits

Support Staff voids and replaces benefits
Support staff searches for the patient’s household

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On the Member page, check next to the patient's name and click Patient Menu.
On Patient Menu, click Replace Benefits
On Replace Benefits, in Void Benefits, check the months to void and select the Void Reason.
Food Package shows assigned food package; in Issuance Info, select Clinic and Identification and click Replace Benefits.

**FOOD PACKAGE**
- m57 - Nutramigen AA 14.1 oz pwdr-Full Formula Fed Infant

**ISSUANCE INFO**
- Print Benefit FIs
- Clinic: 500500 - LOCAL HEALTH TEST SITE
- Bank Account
- Identification: Drivers License

**Buttons:**
- REPLACE BENEFITS
- CANCEL

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Print issuance label for the chart
Print benefits list for the patient

Issuance Label

WIC Benefits List

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System Messages
Return Formula Message

Purchases Have Not Been Made

Message states: “Formula cannot be returned because none has been purchased for the current month”

Formula can only be returned after a purchase has been made.
Return Formula Message

Purchased Amount is Exceeded

Message states: “Returned Quantity Can't Exceed Purchased Quantity”

To continue, reduce the quantity returned to not more than the number of cans purchased (Quantity Purchased displays number of cans purchased)
Replace Benefits Message
Food Package Not Valid

Message states: “Patient does not have a valid food package assigned for the age or status. The patient must see the nutritionist or nurse.”

In this example, the food package changed from an infant to child package for the Infant/Child Transfer

Refer to health professional to assign a new food package

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This completes the Replacing and Returning eWIC Benefits power point