REPLACING AND RETURNING eWIC BENEFITS

Effective March 12, 2012

Introduction

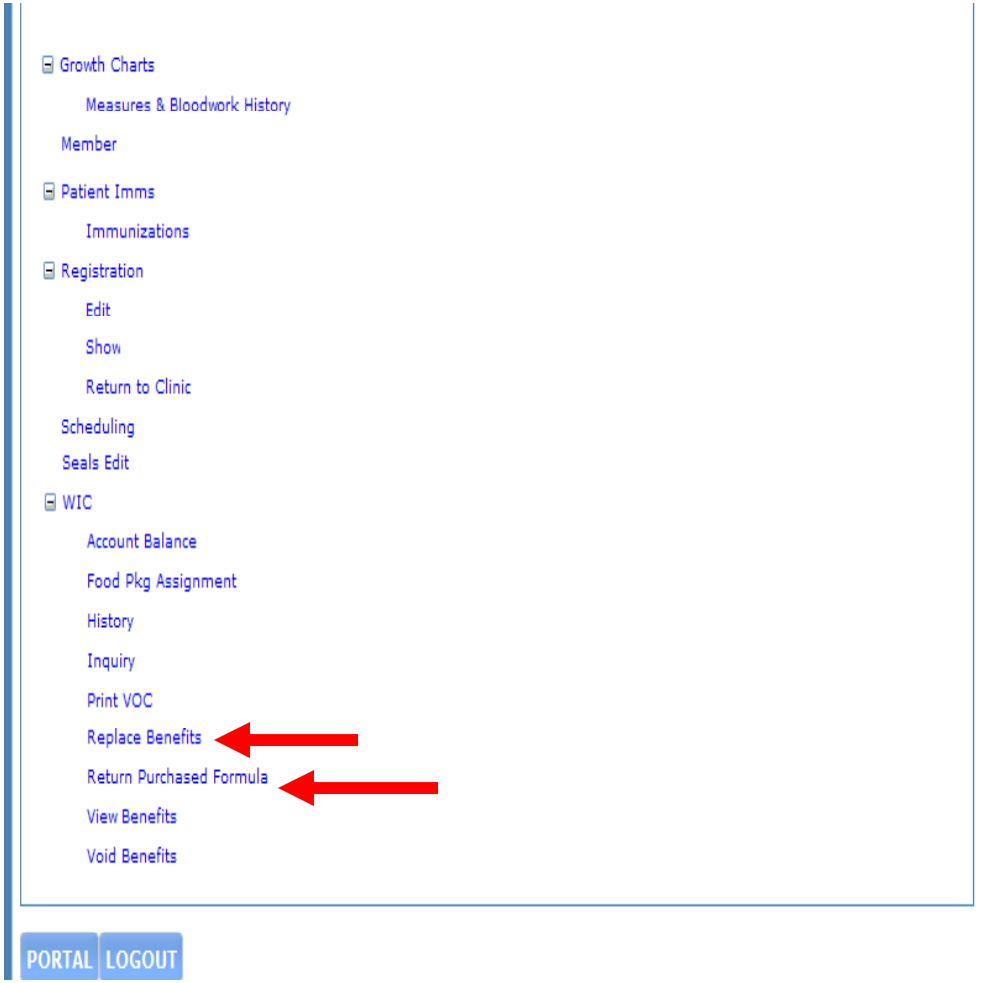
This PowerPoint presents the process for replacing eWIC formula benefits

All patient names and patient data in this power point are fictitious

CMS Changes
Effective March 12, 2012

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

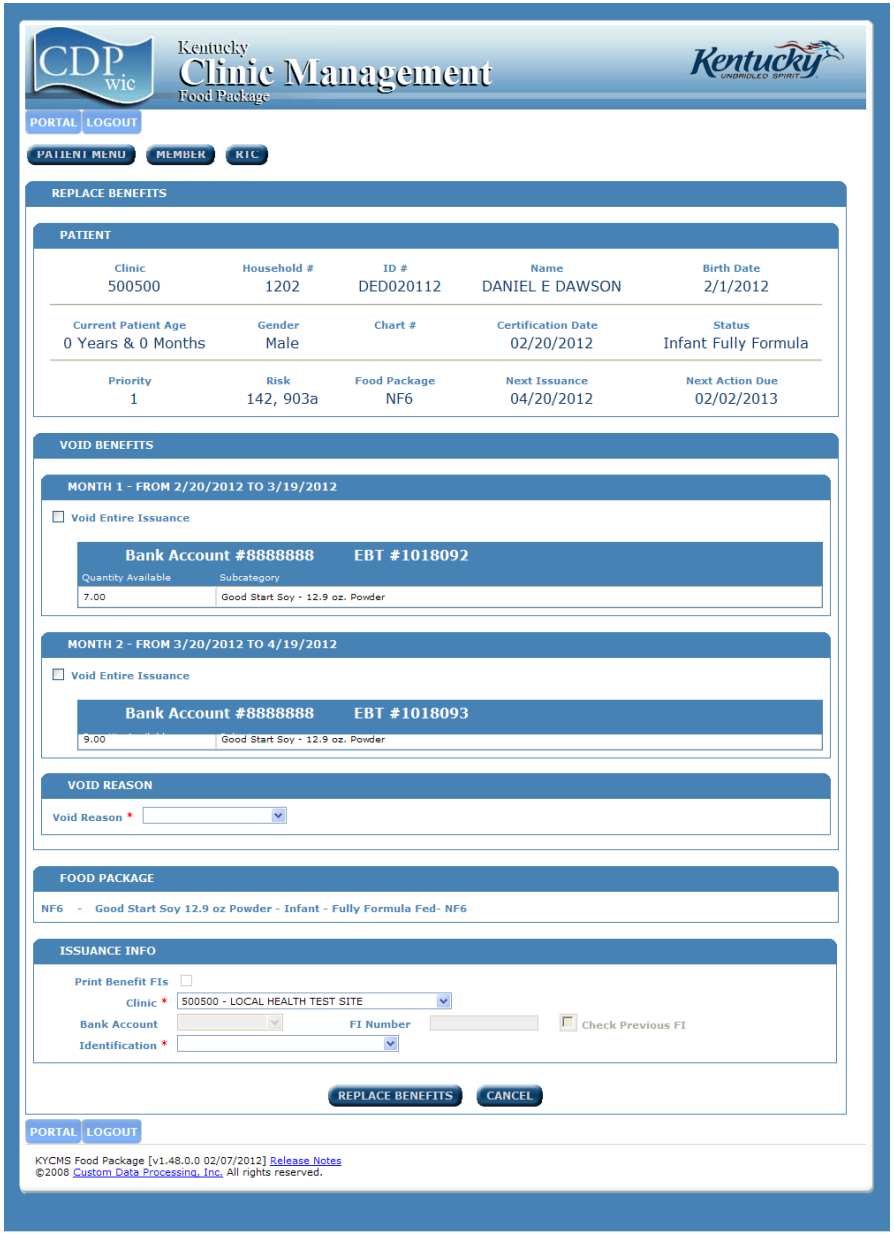
- Use to void benefits

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

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

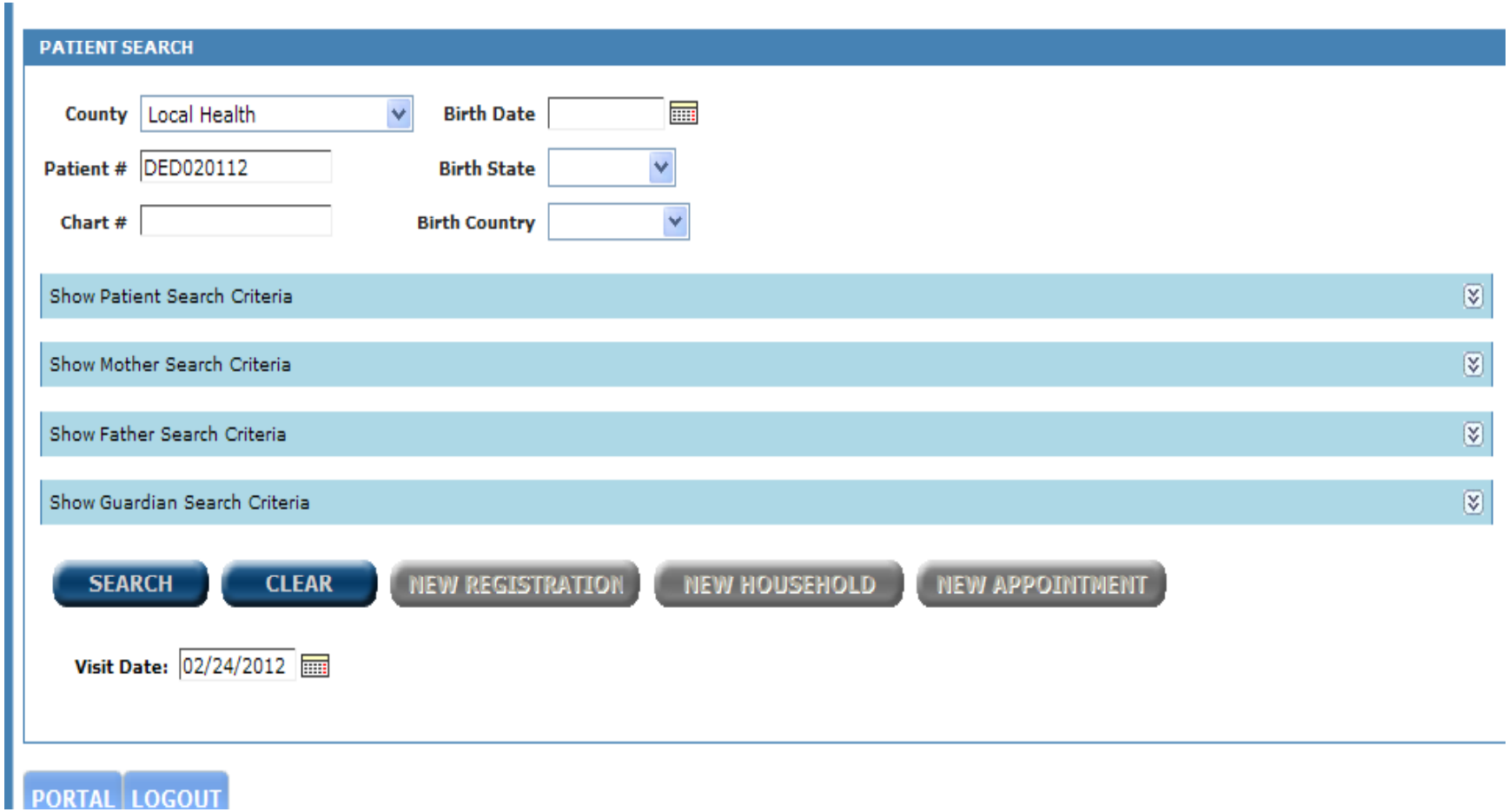
2. Void and replace patient's benefits
   – Support staff voids and replaces benefits

Step 1

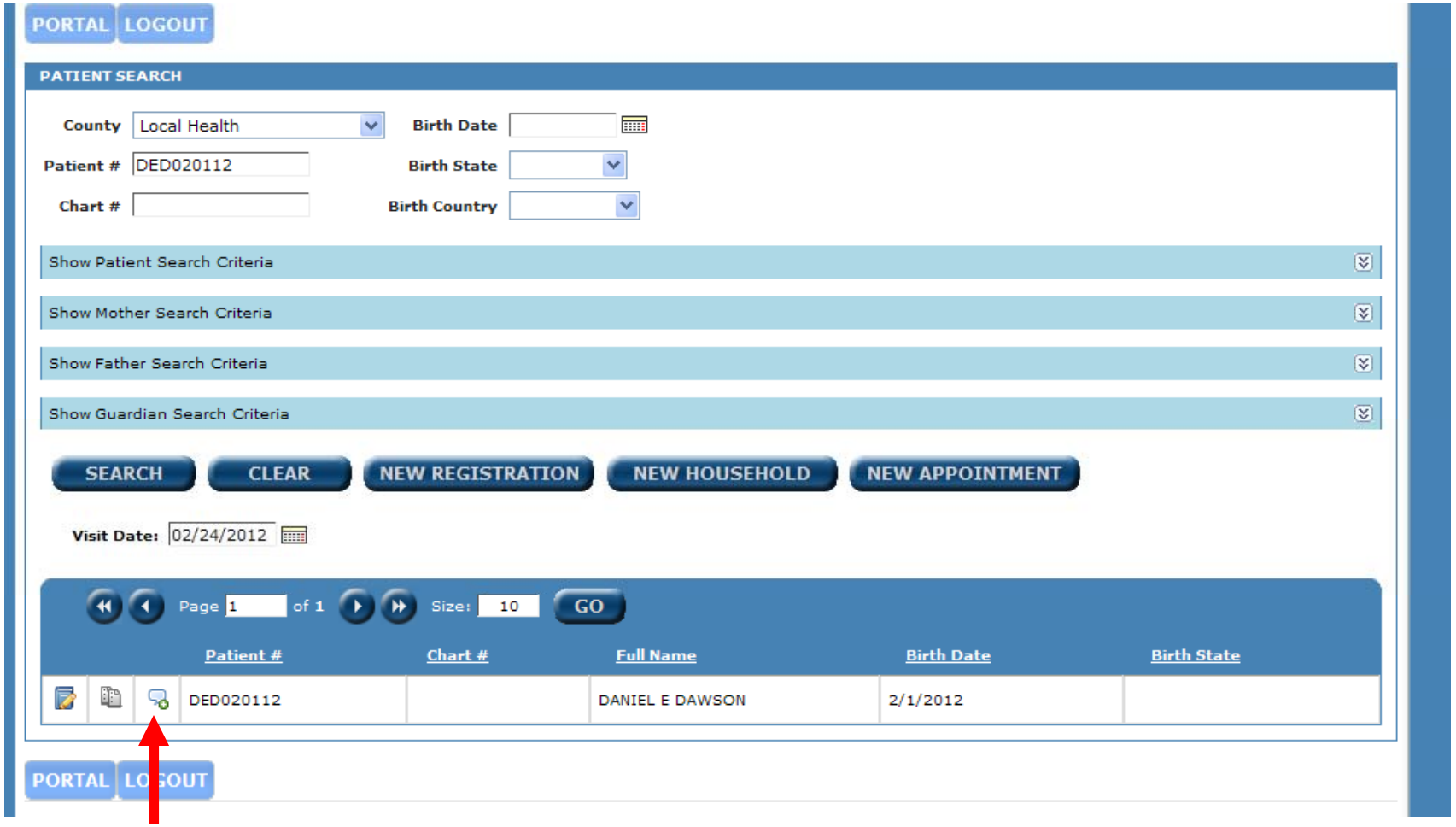
Assign a Food Package

Health professional assigns a new food package

Health professional searches for the patient

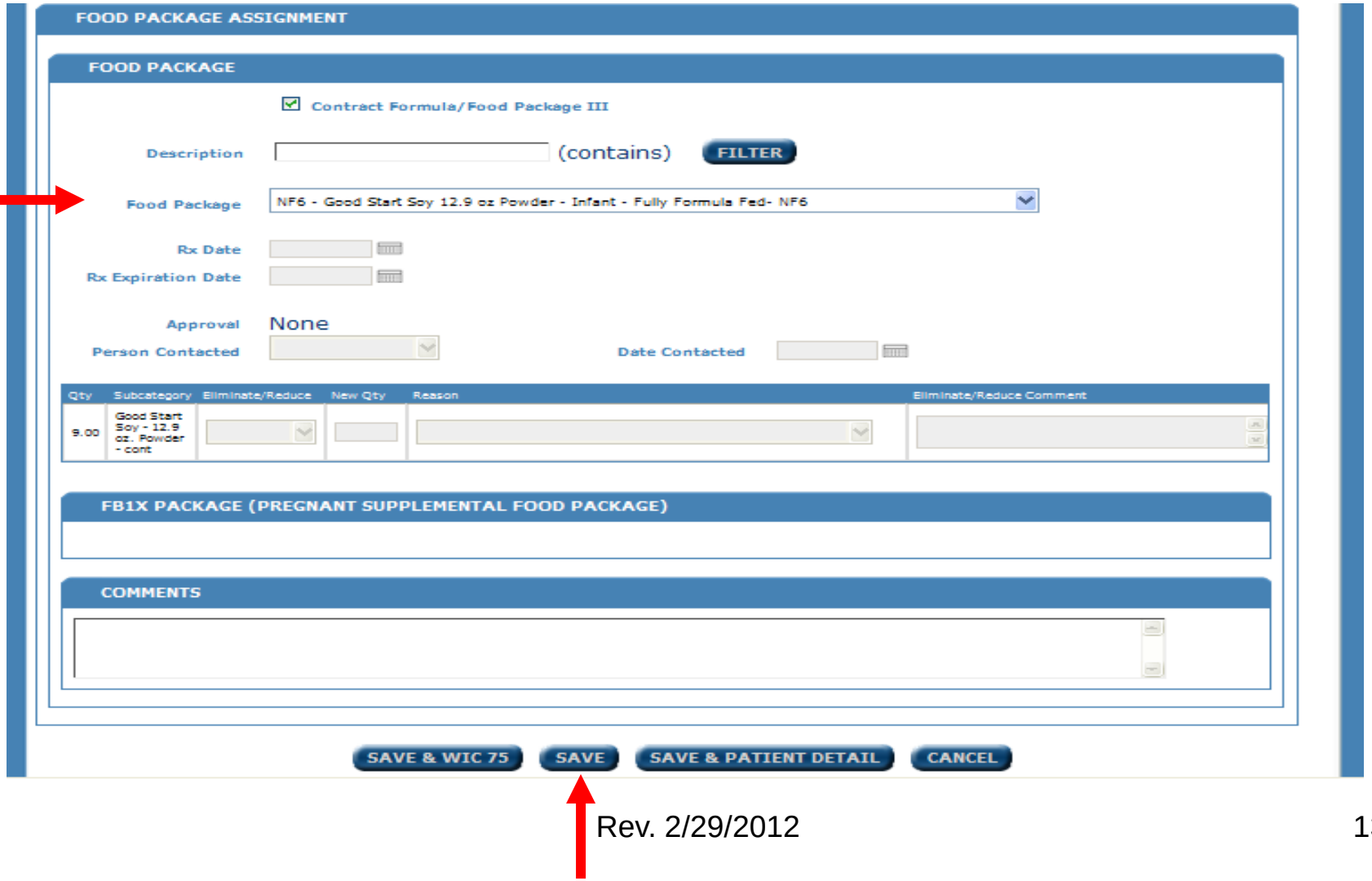


When the search result returns, click the Patient Menu icon



On Patient Menu, click Food Pkg Assignment

On Food Package Assignment, select the new food package then click Save

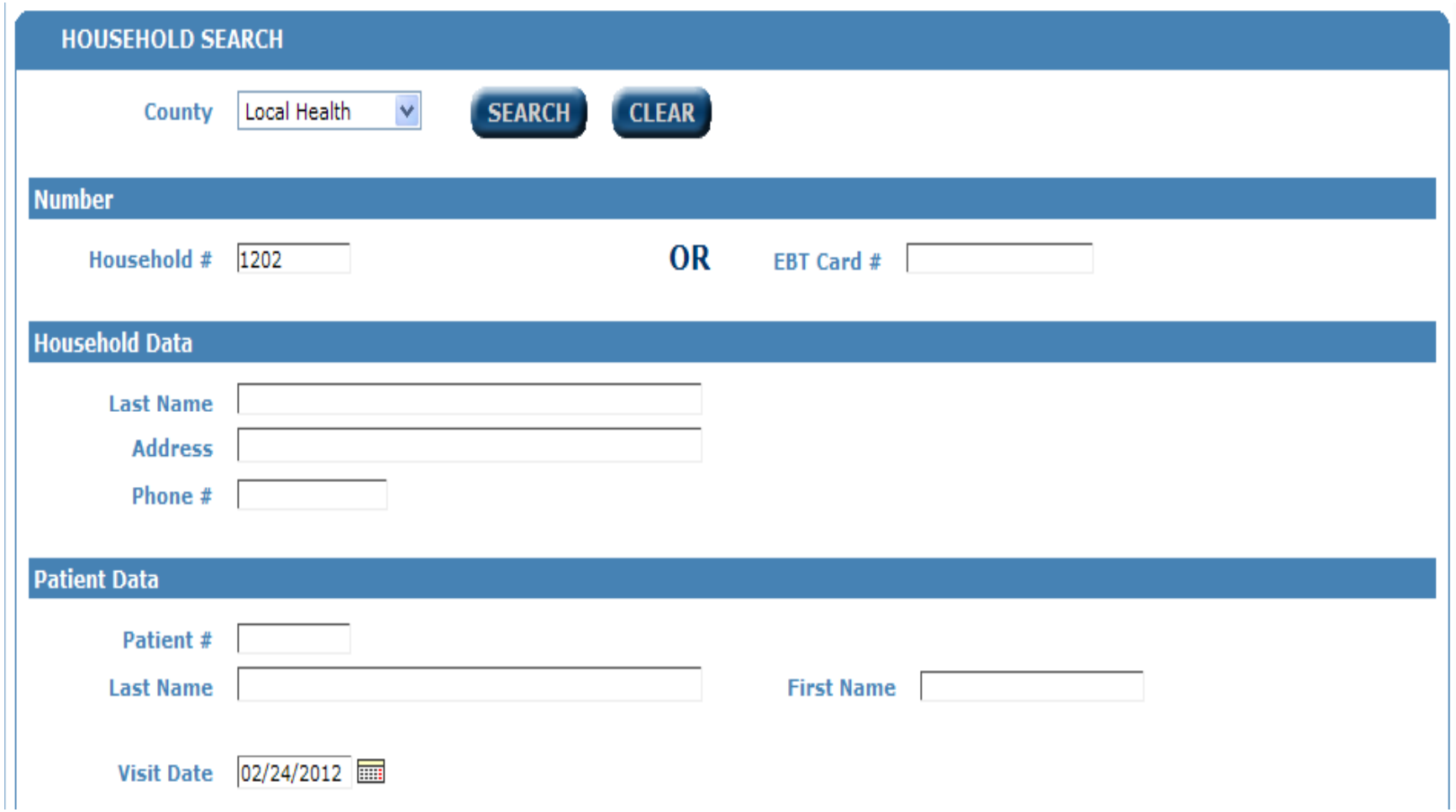


Step 2

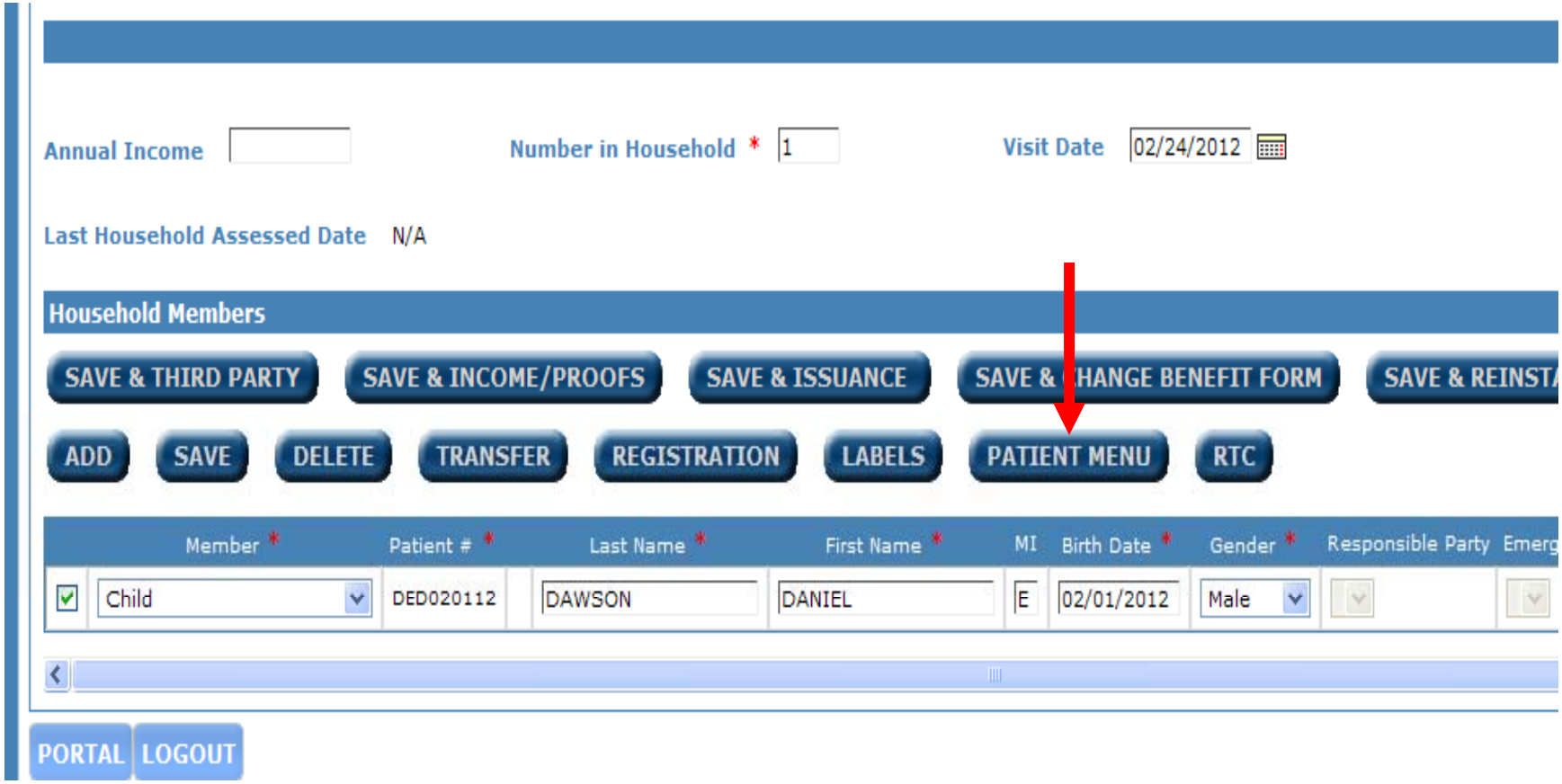
Void and Replace Benefits

Support Staff voids and replaces the benefits

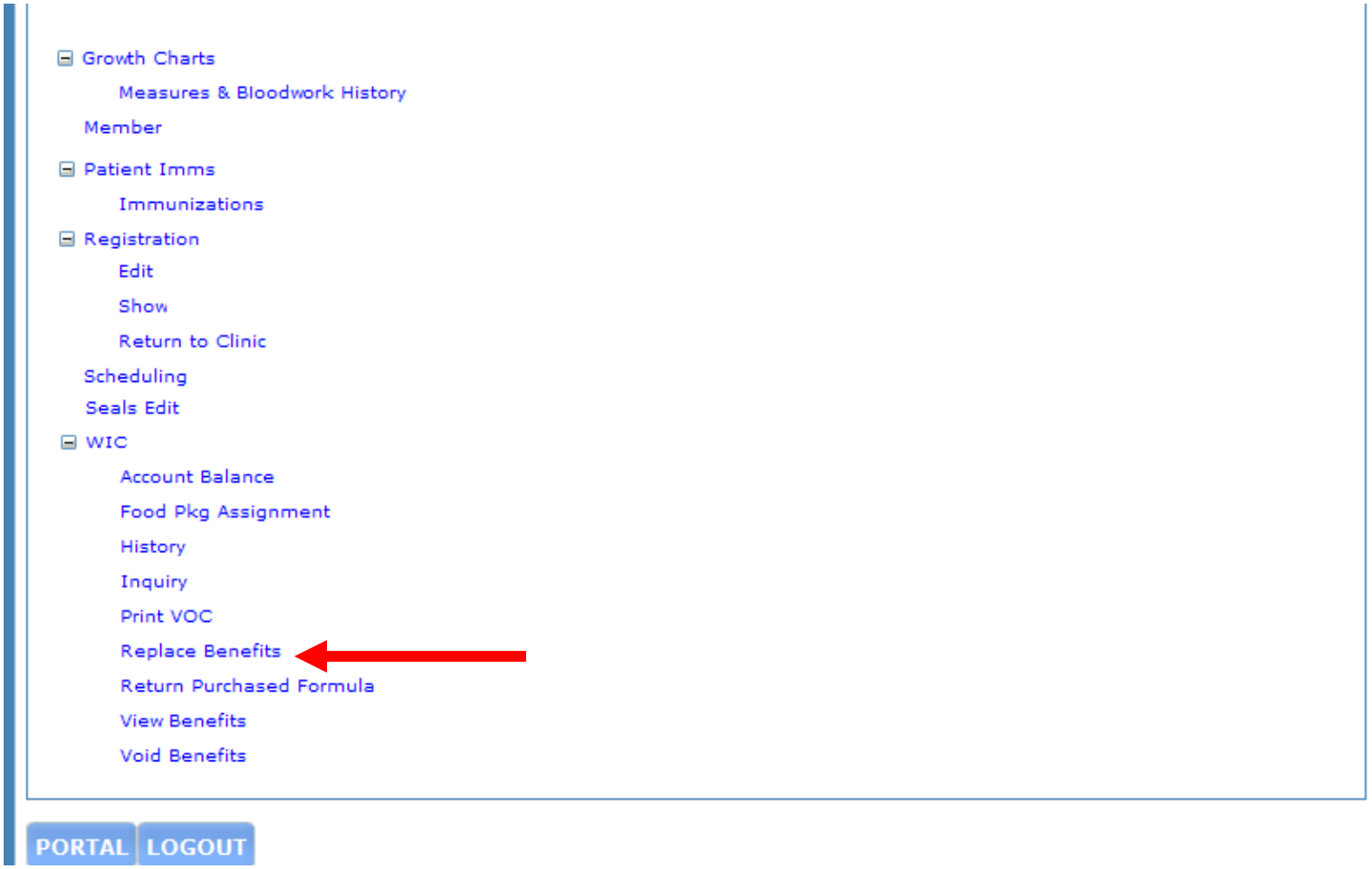
Support staff searches for the patient's household



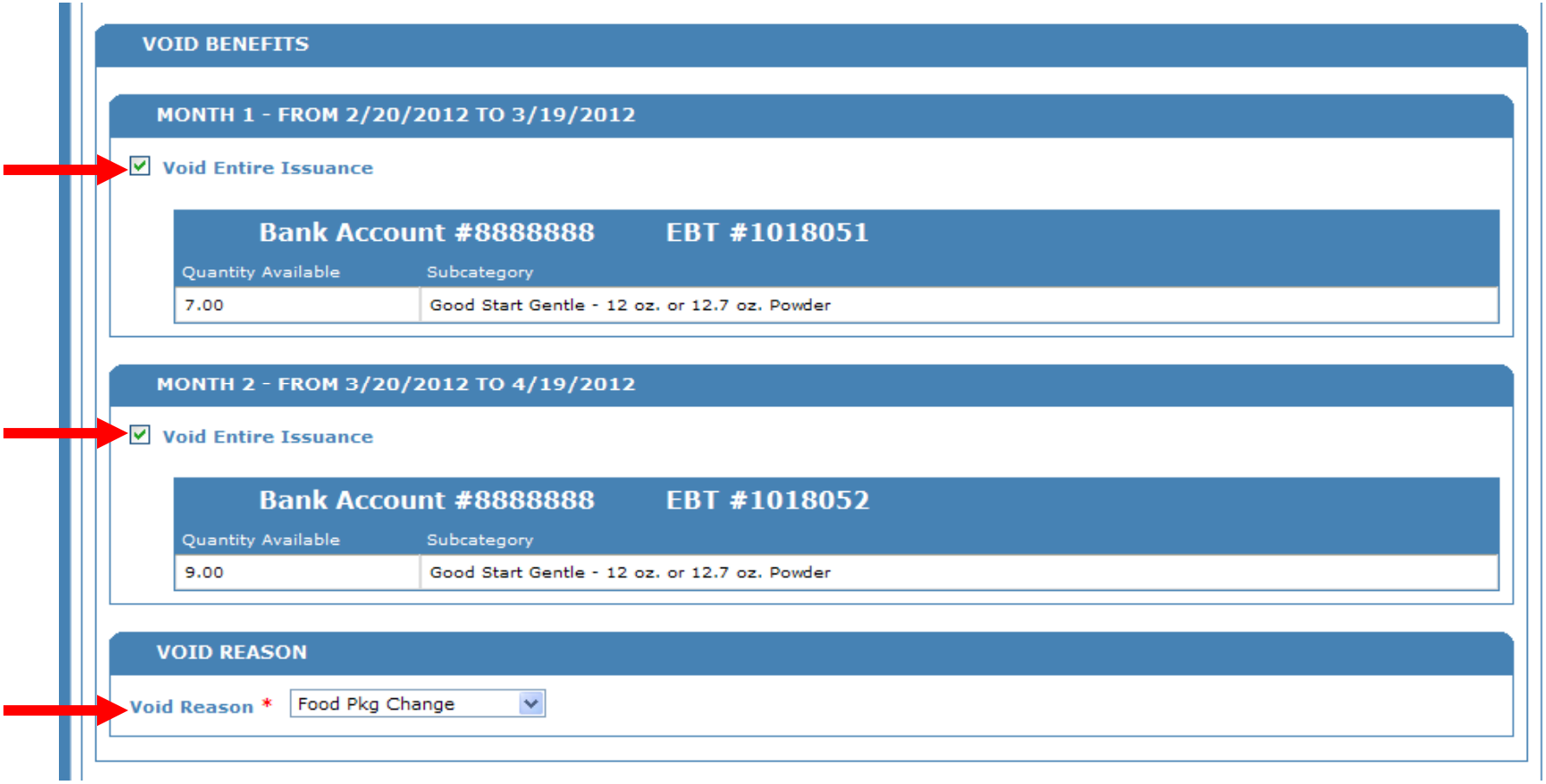
On the Member page, check next to patient's name and click Patient Menu



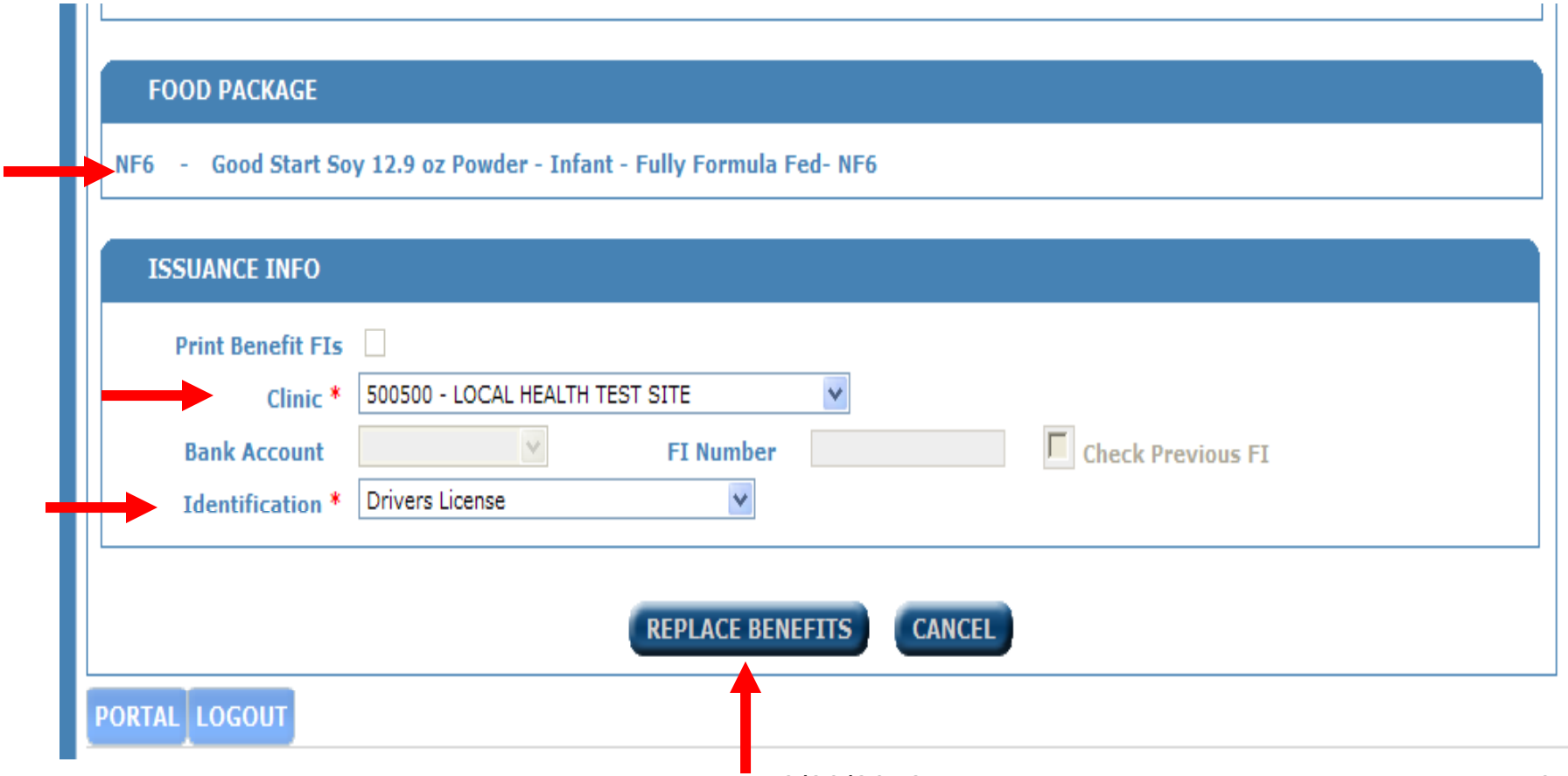
On Patient Menu, click Replace Benefits



On Replace Benefits, in Void Benefits, check the months to void and select the Void Reason

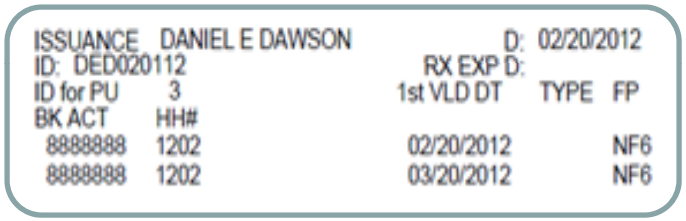


Food Package shows assigned food package; in Issuance Info, select Clinic and Identification and click Replace Benefits

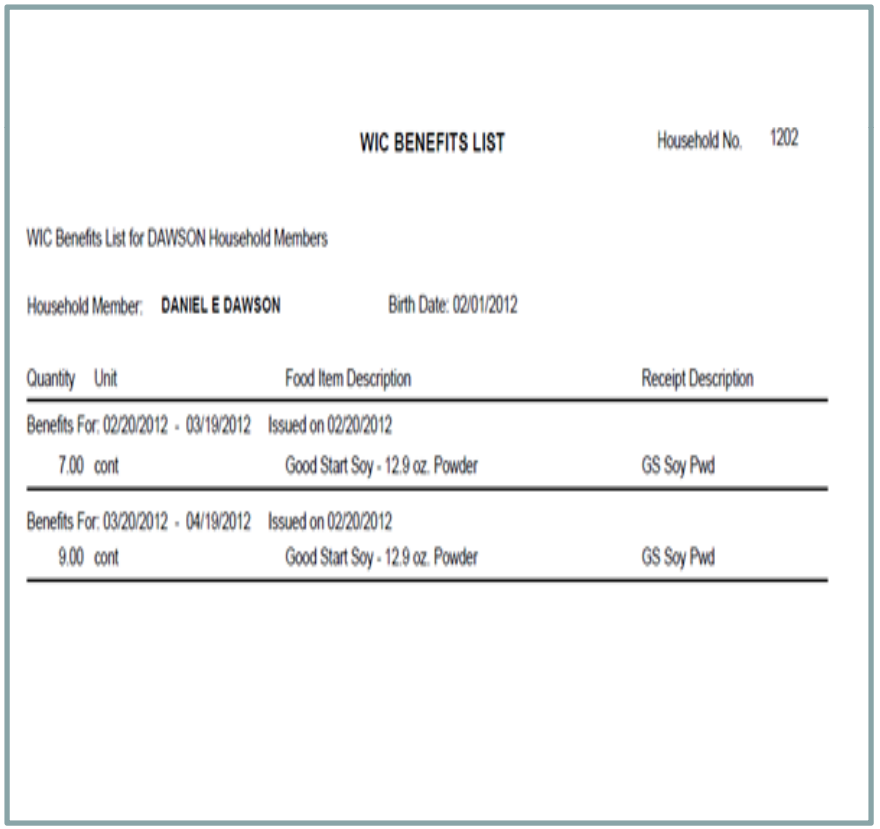


Print issuance label for the chart
Print benefits list for the patient

Issuance Label


ISSUANCE DANIEL E DAWSON D: 02/20/2012
ID: DED020112 RX EXP D:
ID for PU 3 1st VLD DT TYPE FP
BK ACT HH#
8888888 1202 02/20/2012 NF6
8888888 1202 03/20/2012 NF6

WIC Benefits List



WIC BENEFITS LIST Household No. 1202

WIC Benefits List for DAWSON Household Members

Household Member: **DANIEL E DAWSON** Birth Date: 02/01/2012

Quantity	Unit	Food Item Description	Receipt Description
Benefits For: 02/20/2012 - 03/19/2012		Issued on 02/20/2012	
7.00	cont	Good Start Soy - 12.9 oz. Powder	GS Soy Pwd
Benefits For: 03/20/2012 - 04/19/2012		Issued on 02/20/2012	
9.00	cont	Good Start Soy - 12.9 oz. Powder	GS Soy Pwd

REPLACING BENEFITS WHEN UNUSED FORMULA IS RETURNED

Steps For Replacing Benefits When Unused Formula Is Returned

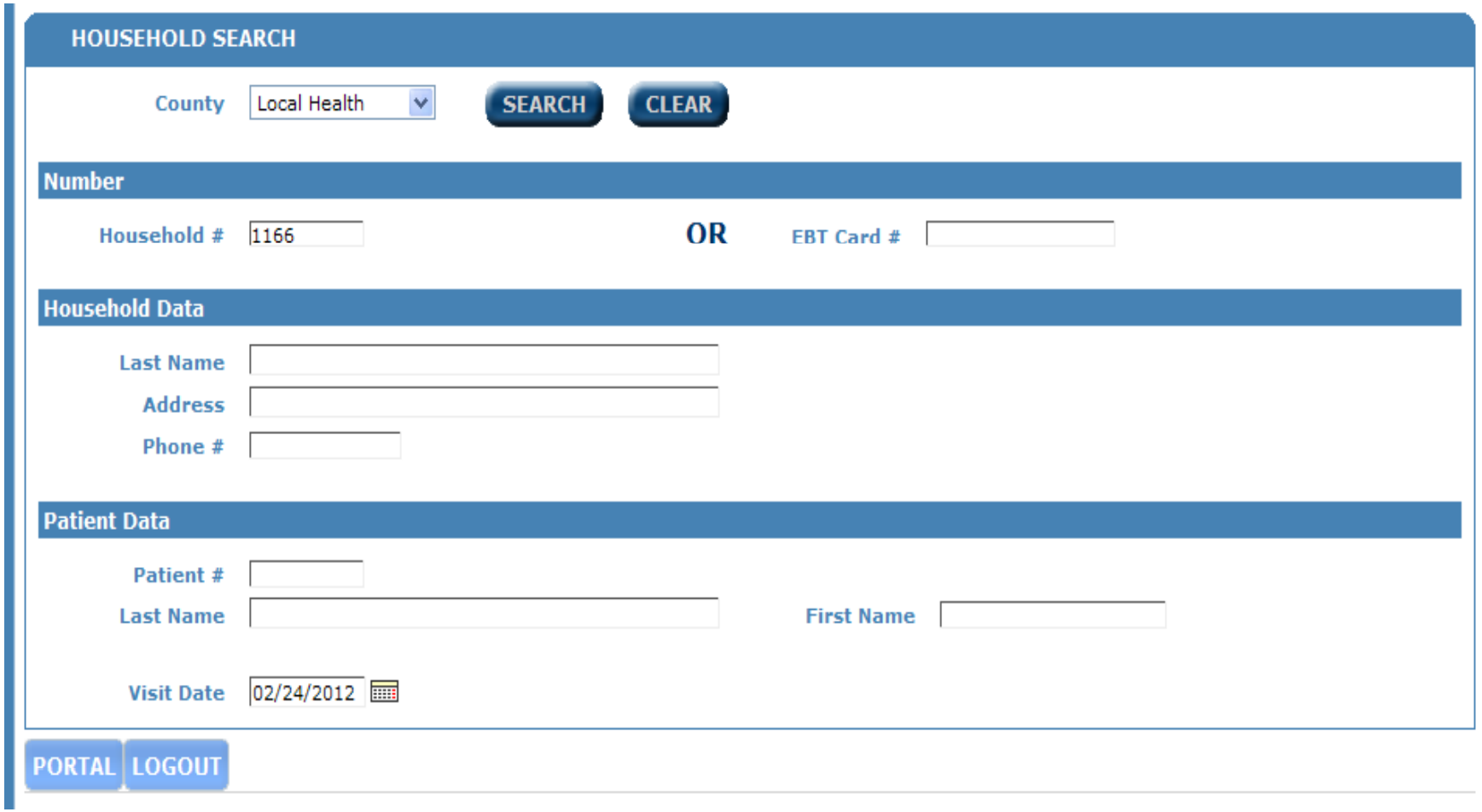
1. Return purchased formula
   – Support staff enters quantity of returned formula
2. Change the food package
   – Health professional assigns a new food package
3. Void and replace patient's benefits
   – Support staff voids and replaces benefits

Step 1

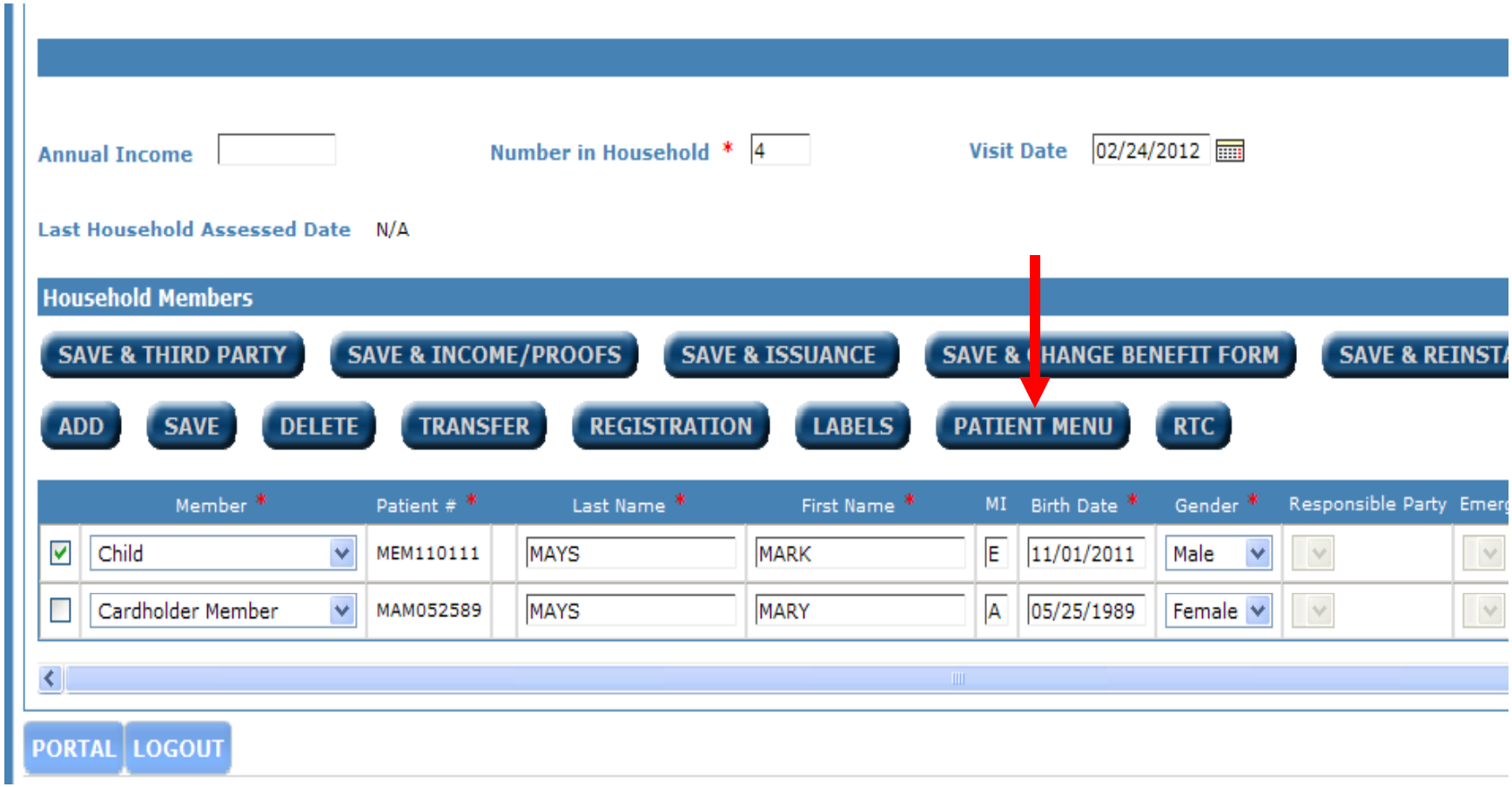
Return Purchased Formula

Support Staff enters quantity of purchased formula returned to clinic

Support staff searches for the patient's household

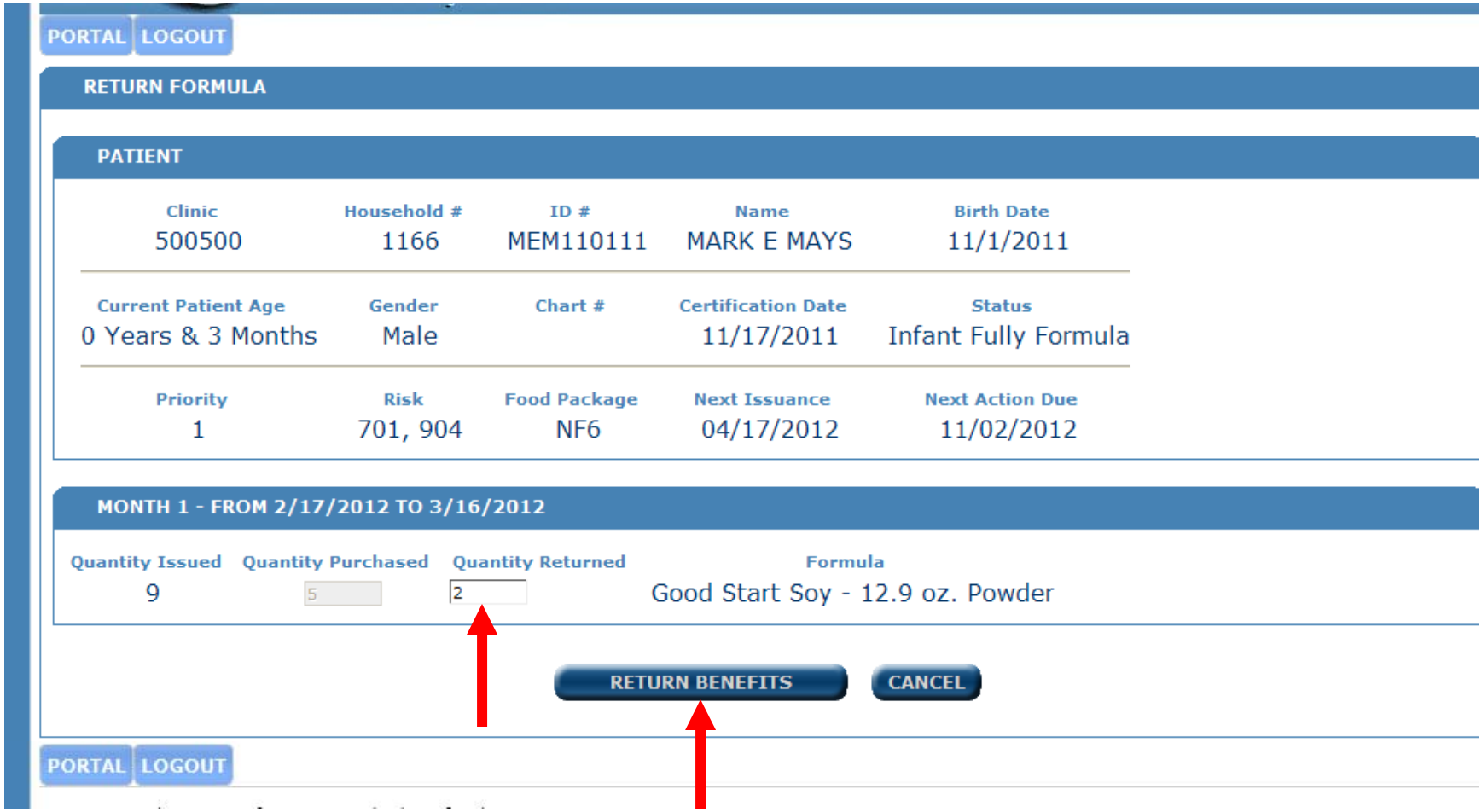


On the Member page, check next to the patient's name and click Patient Menu

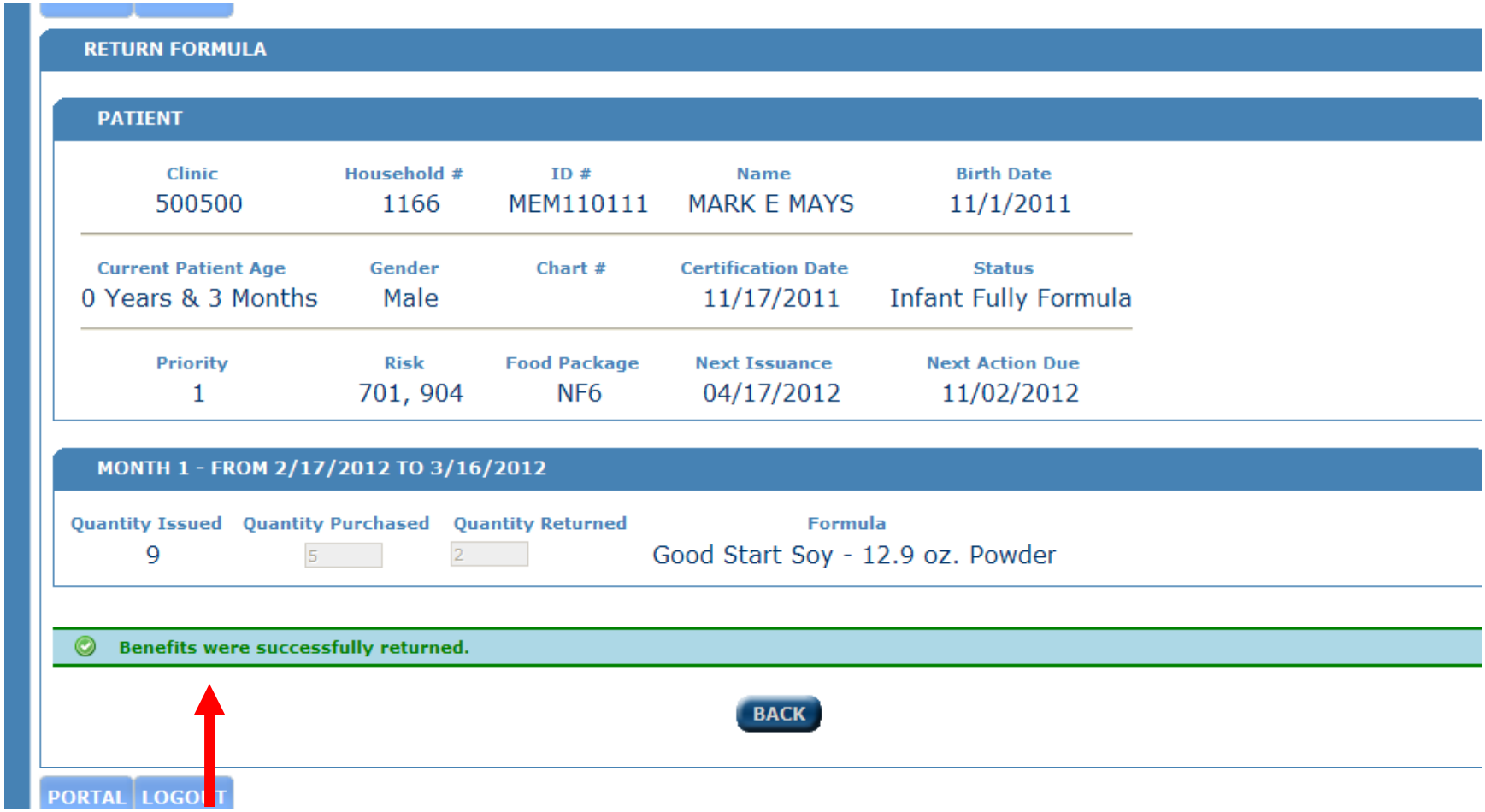


On Patient Menu, click Return Purchased Formula

On Return Formula, enter number of cans returned in Quantity Returned field and click Return Benefits



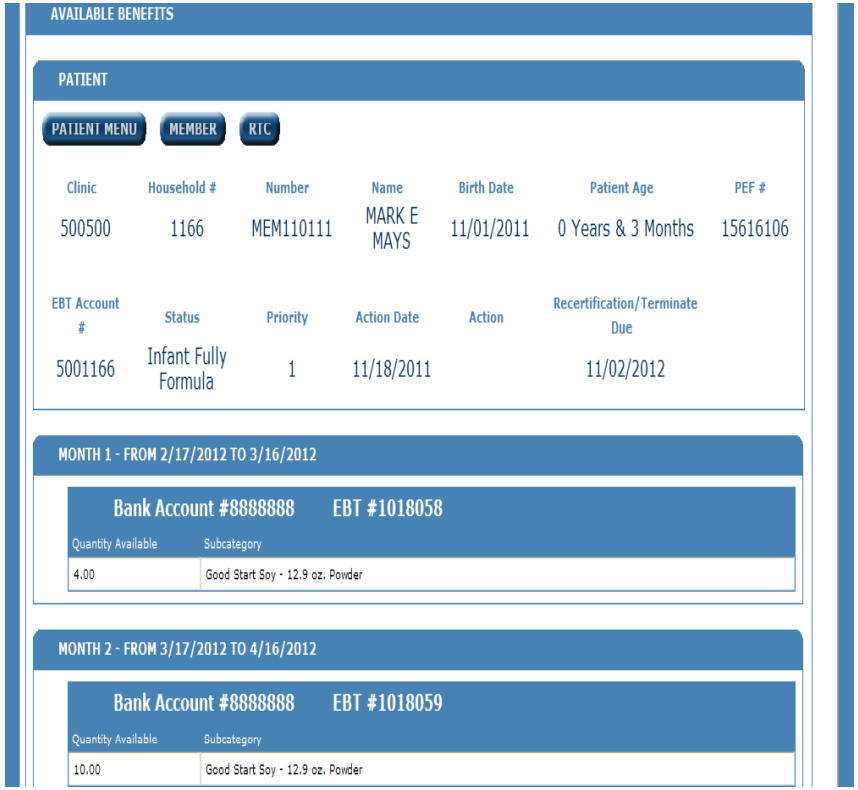
A message displays that benefits were successfully returned



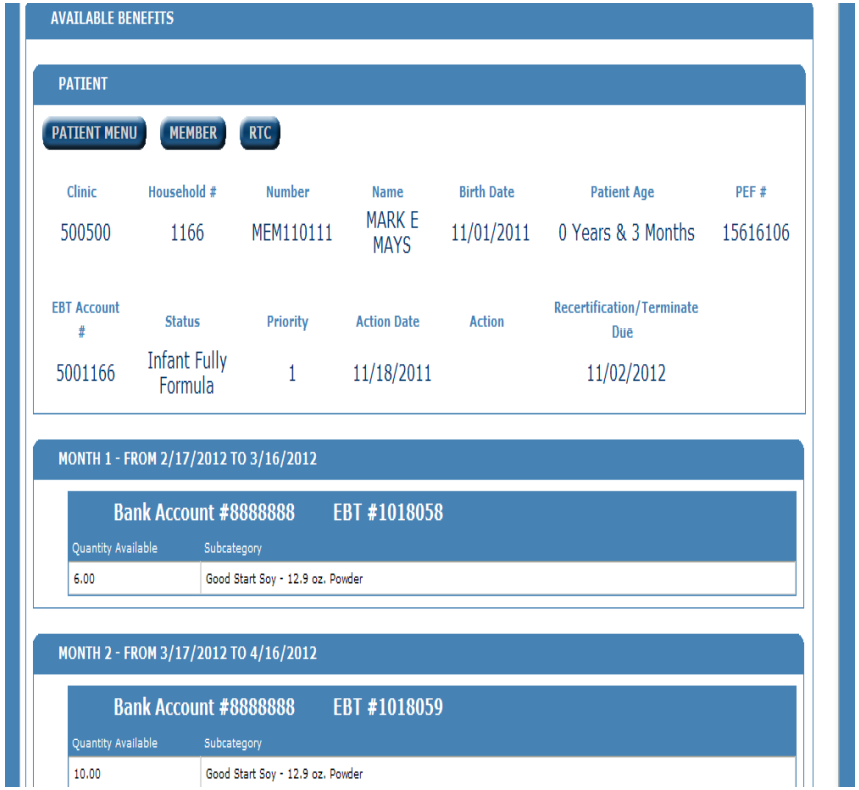
After message displays, click Back to go back to Patient Menu or click Portal

View of Patient's Benefits

Benefits Before Returning 2 Cans Formula



Benefits After Returning 2 Cans Formula

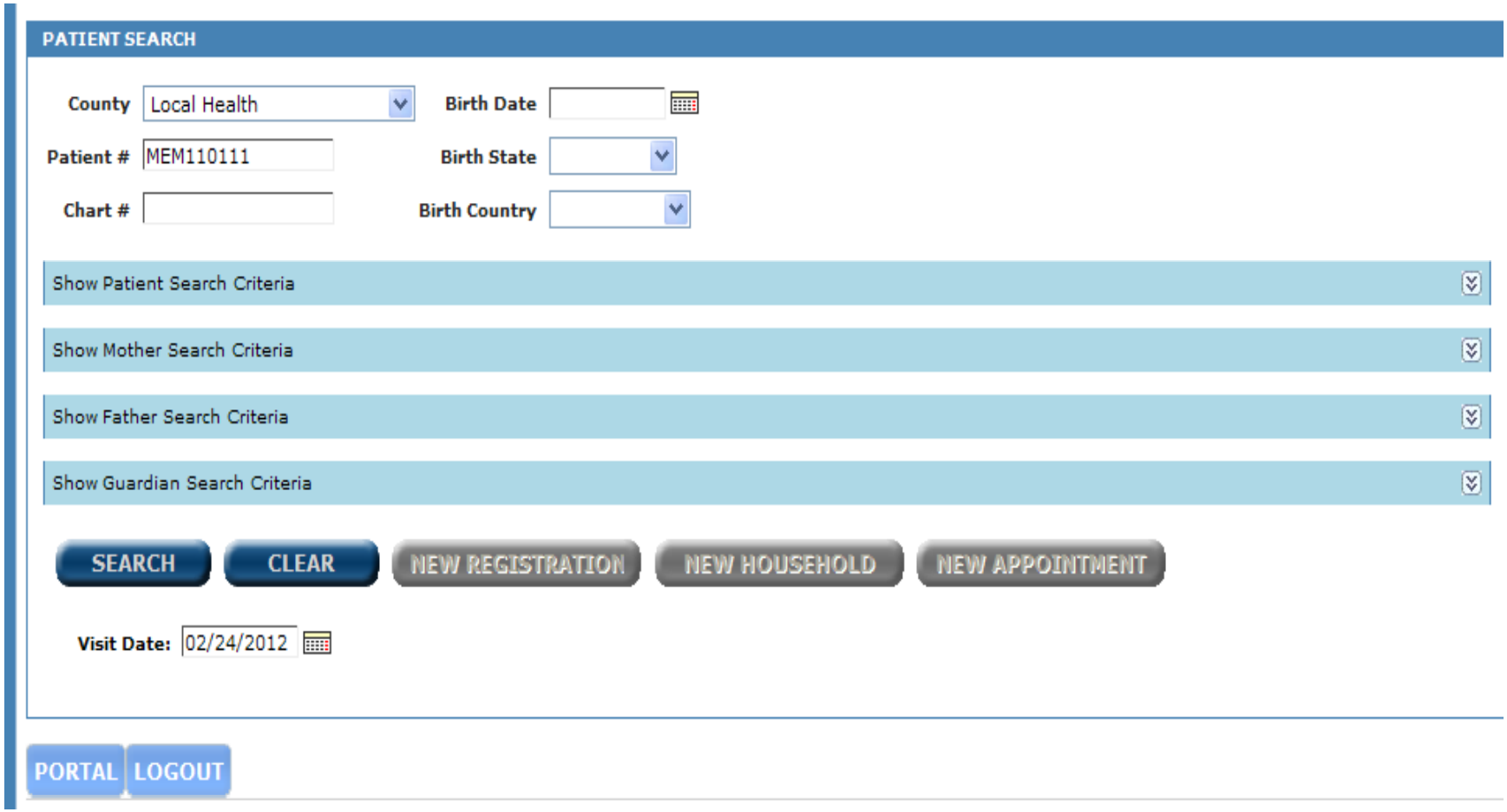


Step 2

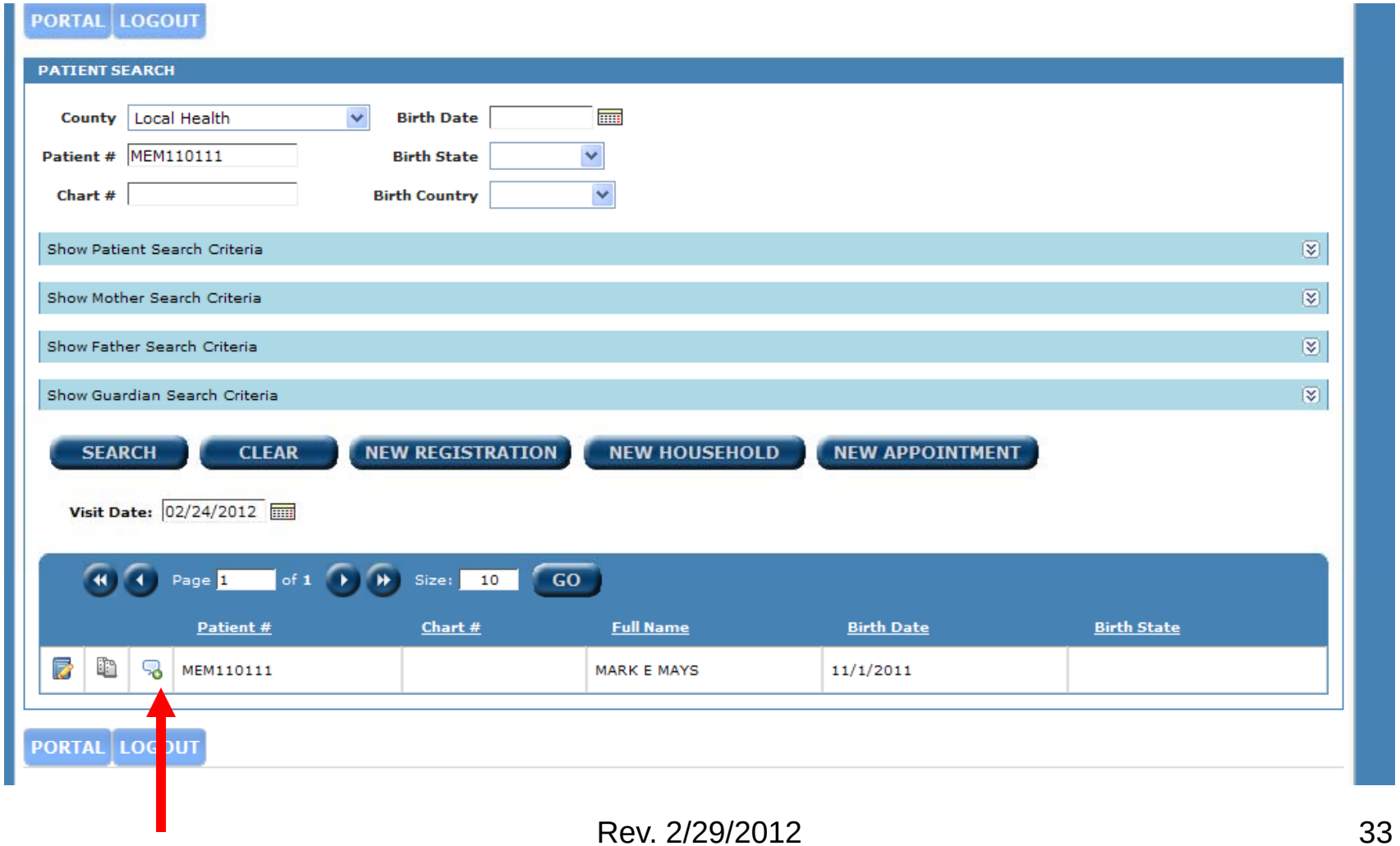
Assign a Food Package

Health professional assigns a new food package

Health professional searches for the patient

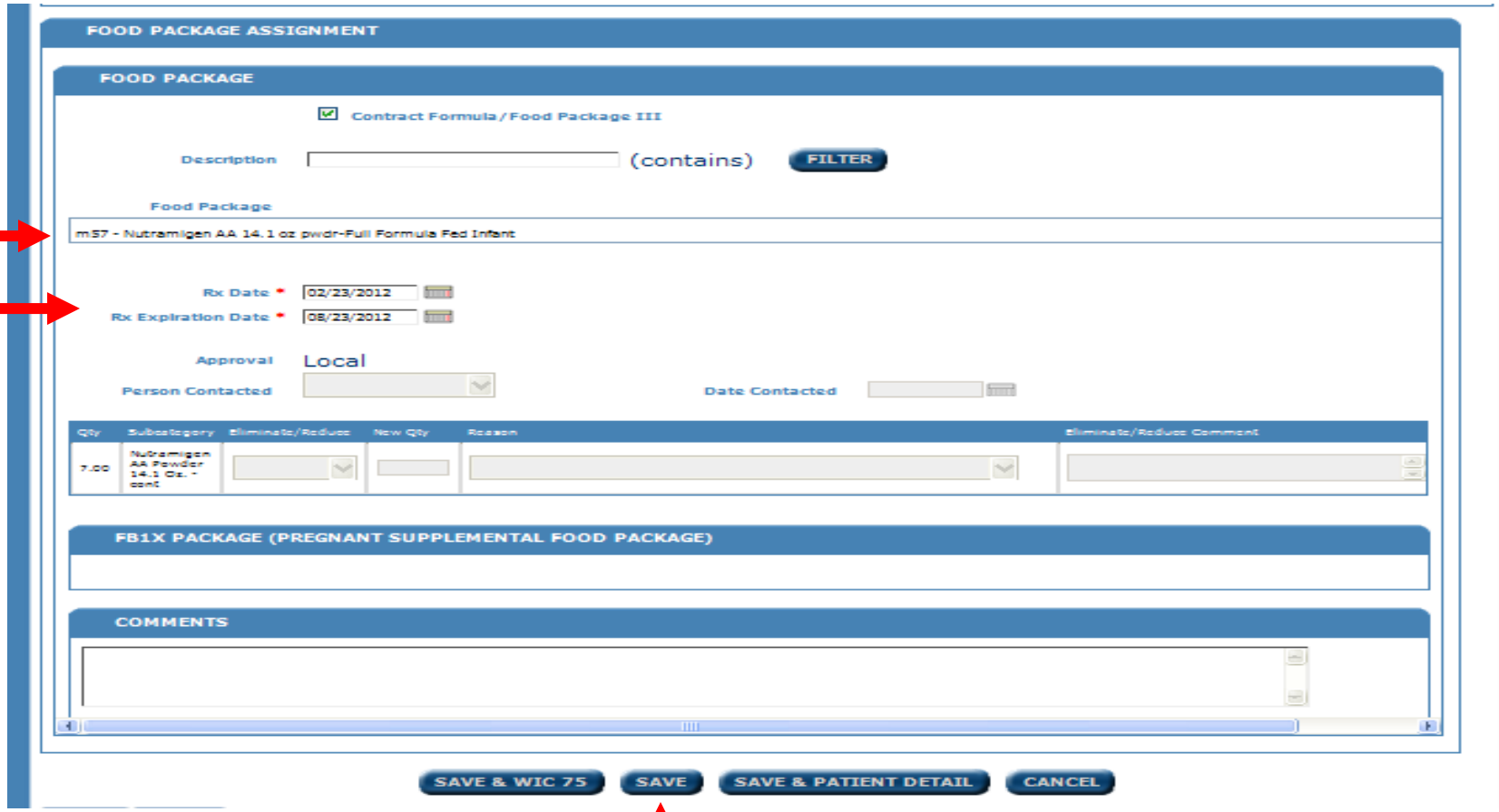


When the search result returns, click the Patient Menu icon



On Patient Menu, click Food Pkg Assignment

On Food Package Assignment, select the new food package, enter Rx dates if required then click Save

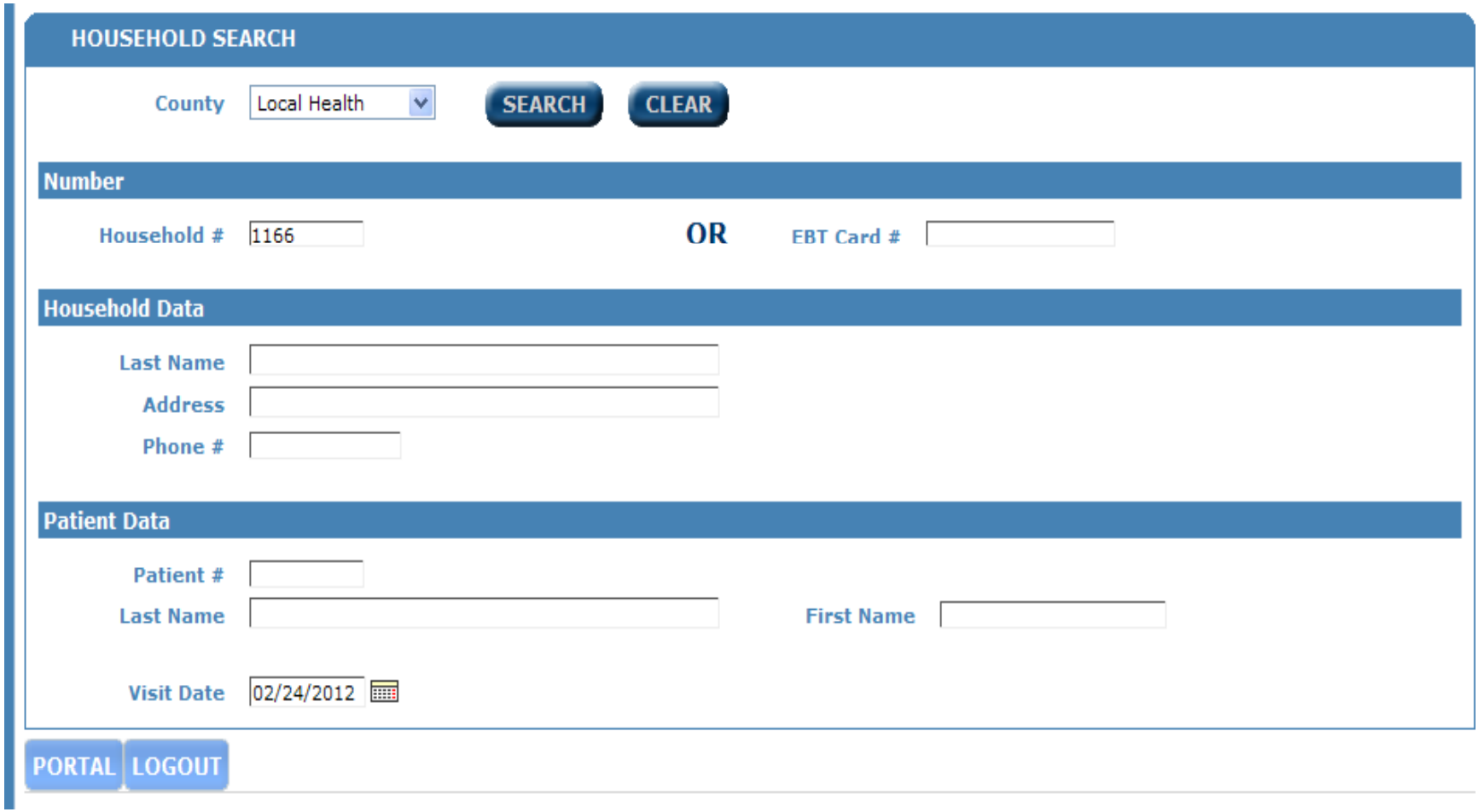


Step 3

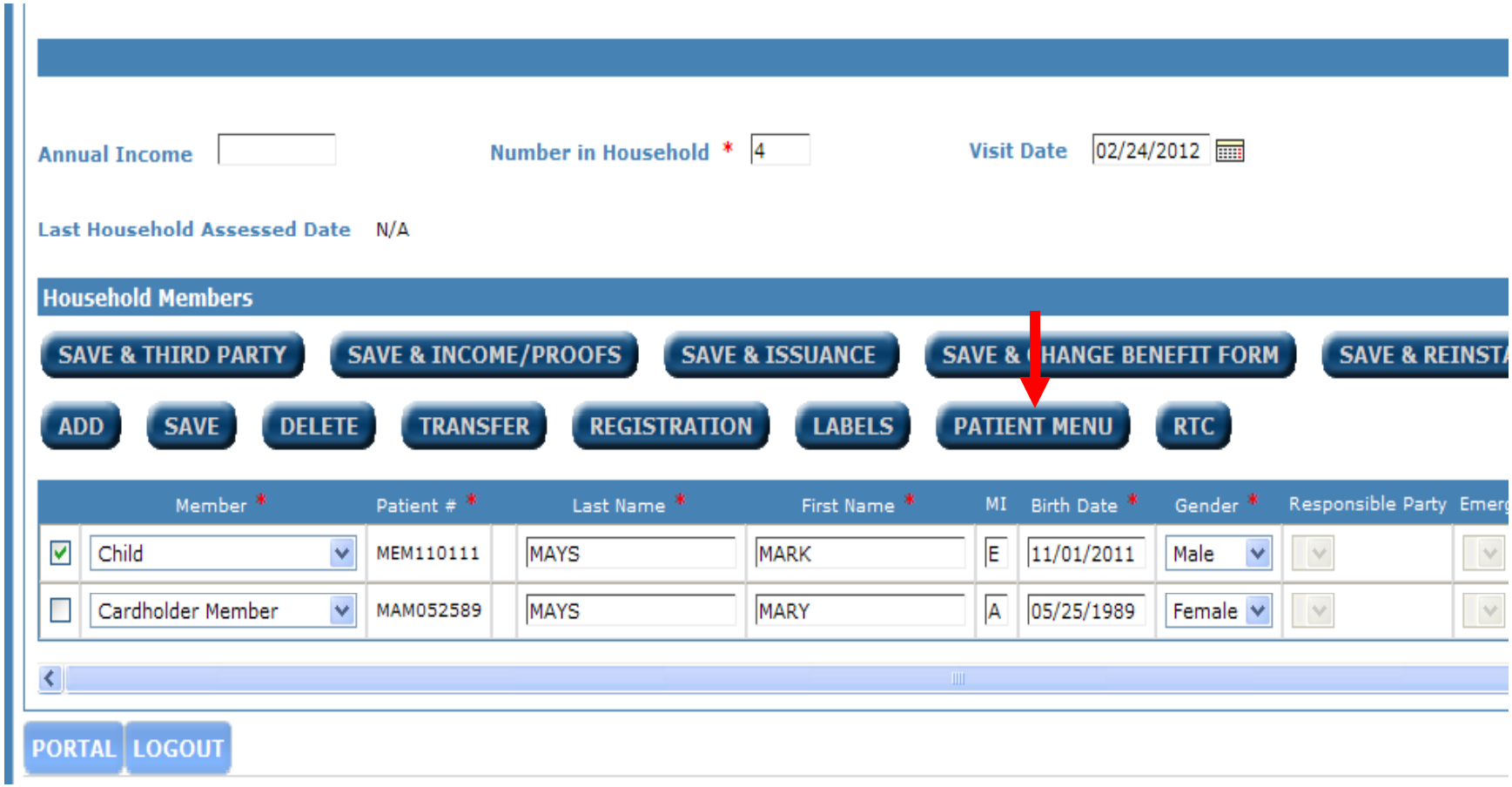
Void and Replace Benefits

Support Staff voids and replaces benefits

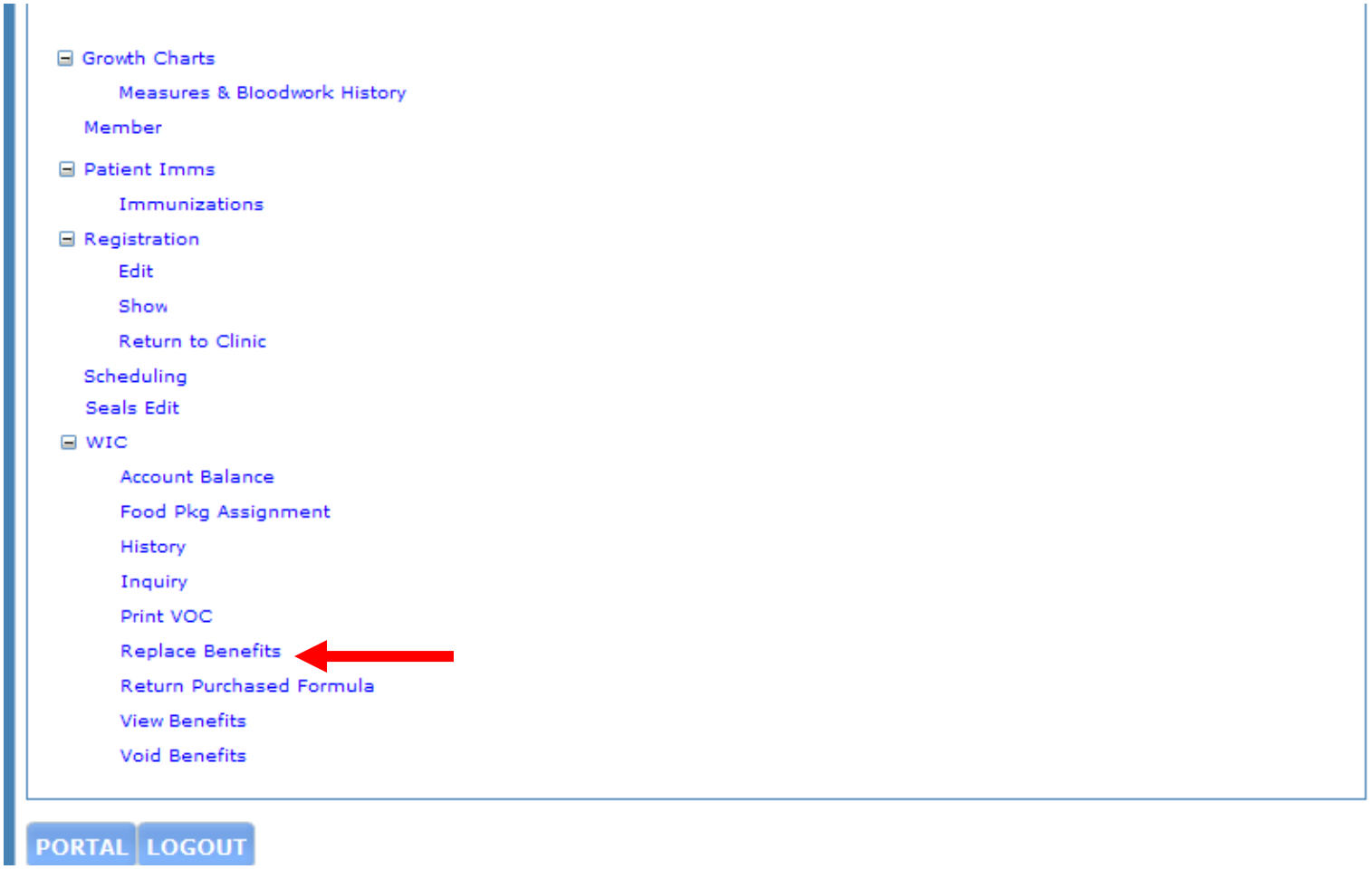
Support staff searches for the patient's household



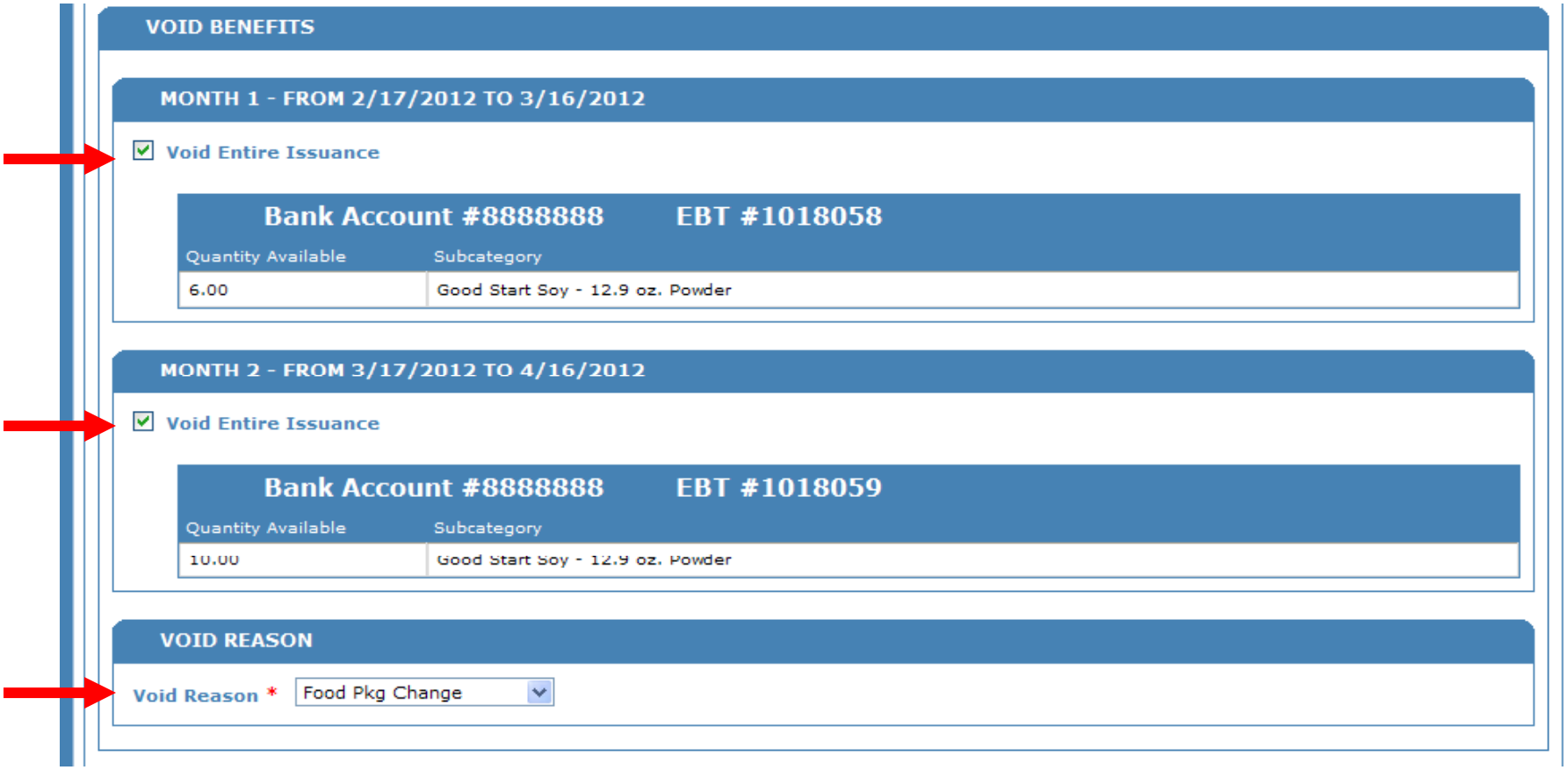
On the Member page, check next to the patient's name and click Patient Menu



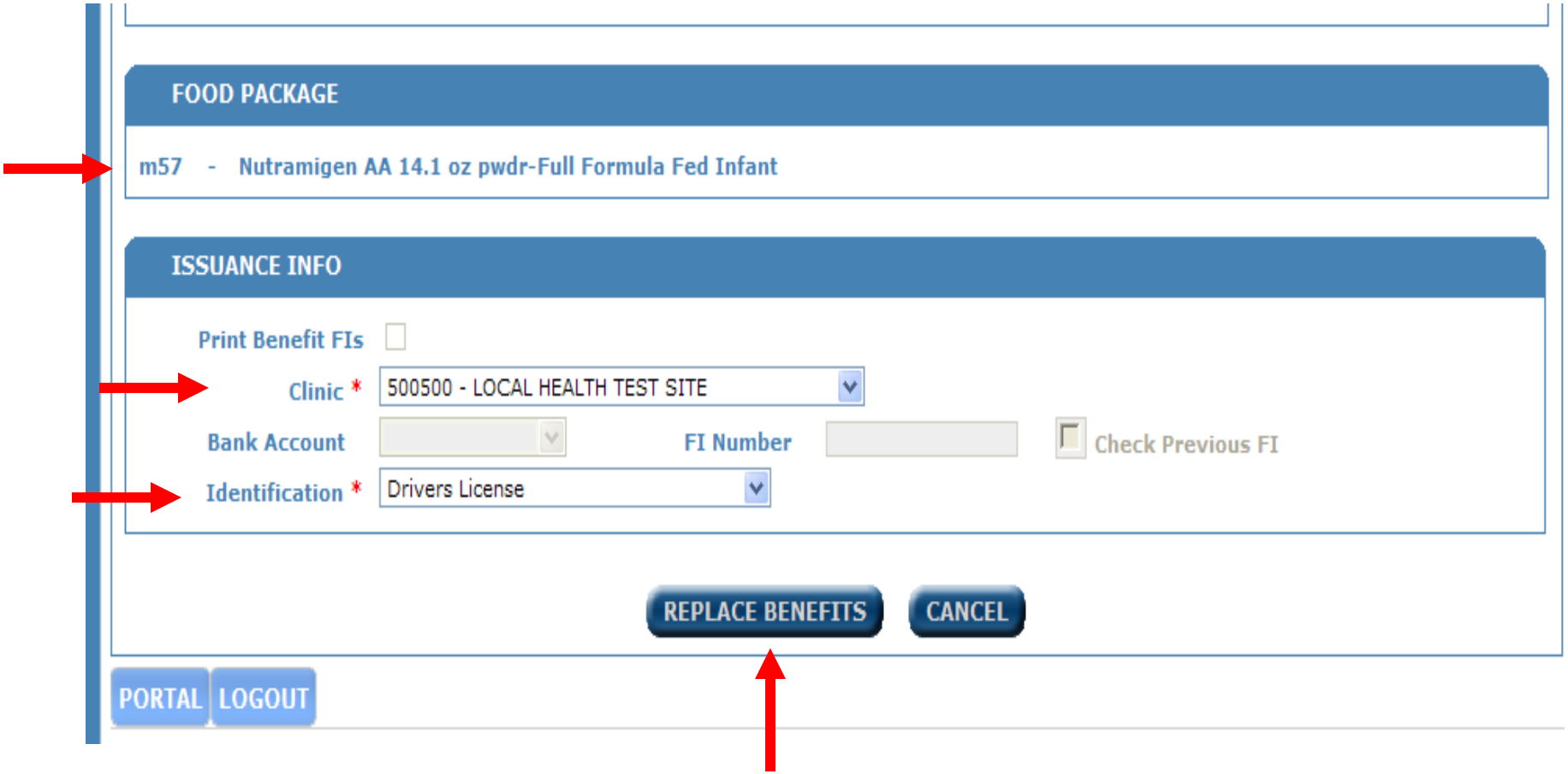
On Patient Menu, click Replace Benefits



On Replace Benefits, in Void Benefits, check the months to void and select the Void Reason

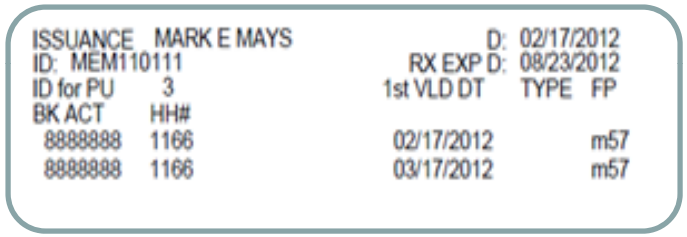


Food Package shows assigned food package; in Issuance Info, select Clinic and Identification and click Replace Benefits

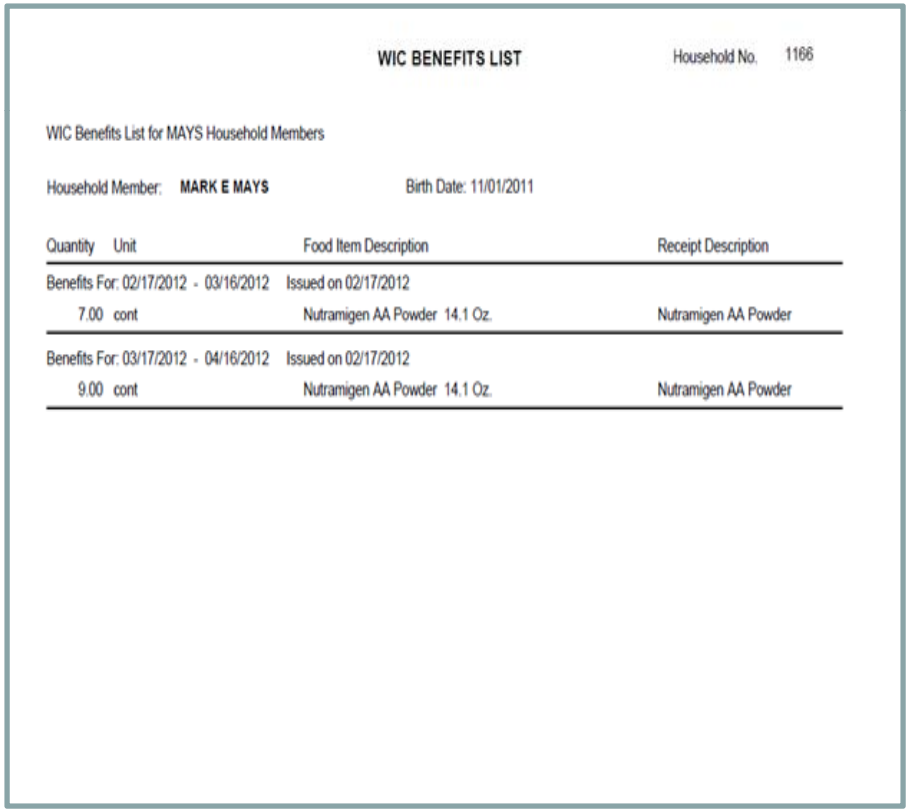


Print issuance label for the chart
Print benefits list for the patient

Issuance Label


ISSUANCE MARK E MAYS D: 02/17/2012
ID: MEM110111 RX EXP D: 08/23/2012
ID for PU 3 1st VLD DT TYPE FP
BK ACT HH#
8888888 1166 02/17/2012 m57
8888888 1166 03/17/2012 m57

WIC Benefits List


WIC BENEFITS LIST Household No. 1166

WIC Benefits List for MAYS Household Members

Household Member: **MARK E MAYS** Birth Date: 11/01/2011

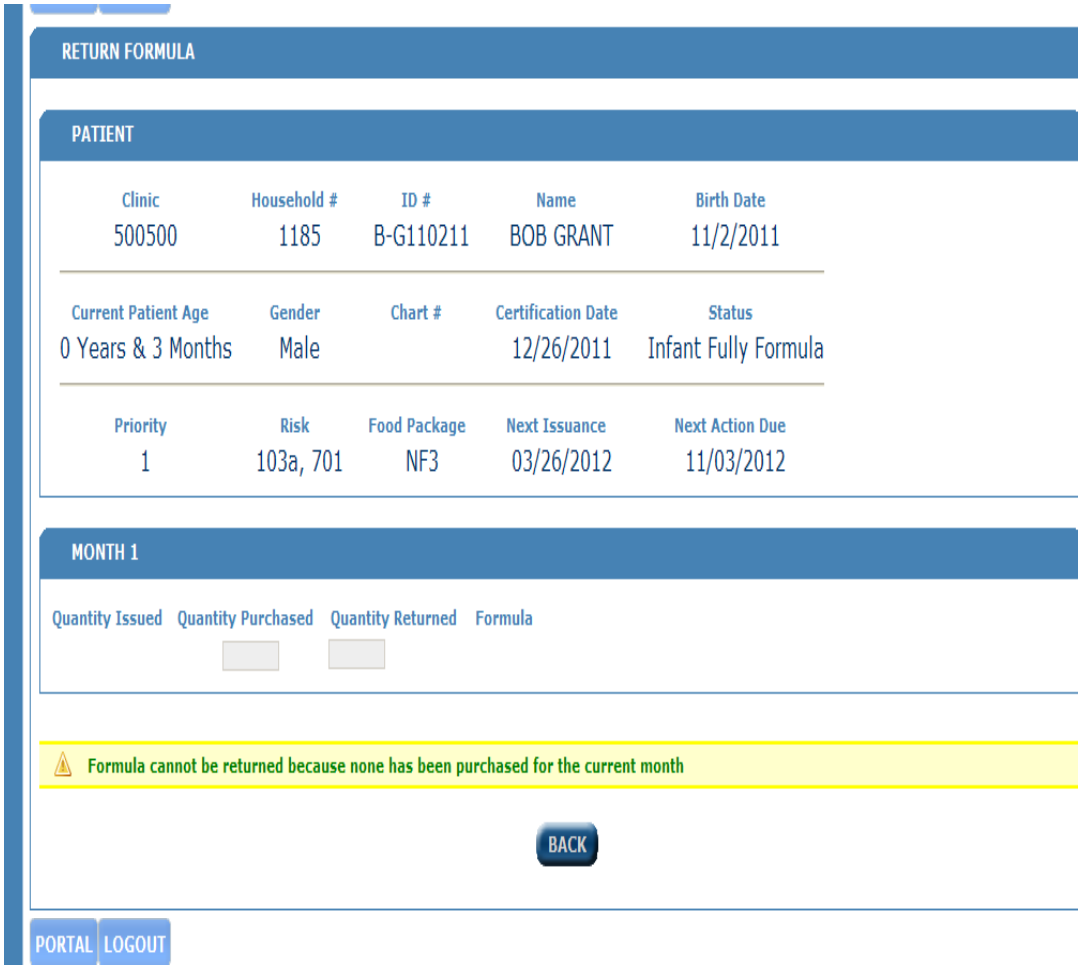
Quantity	Unit	Food Item Description	Receipt Description
Benefits For: 02/17/2012 - 03/16/2012		Issued on 02/17/2012	
7.00	cont	Nutramigen AA Powder 14.1 Oz.	Nutramigen AA Powder
Benefits For: 03/17/2012 - 04/16/2012		Issued on 02/17/2012	
9.00	cont	Nutramigen AA Powder 14.1 Oz.	Nutramigen AA Powder

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”

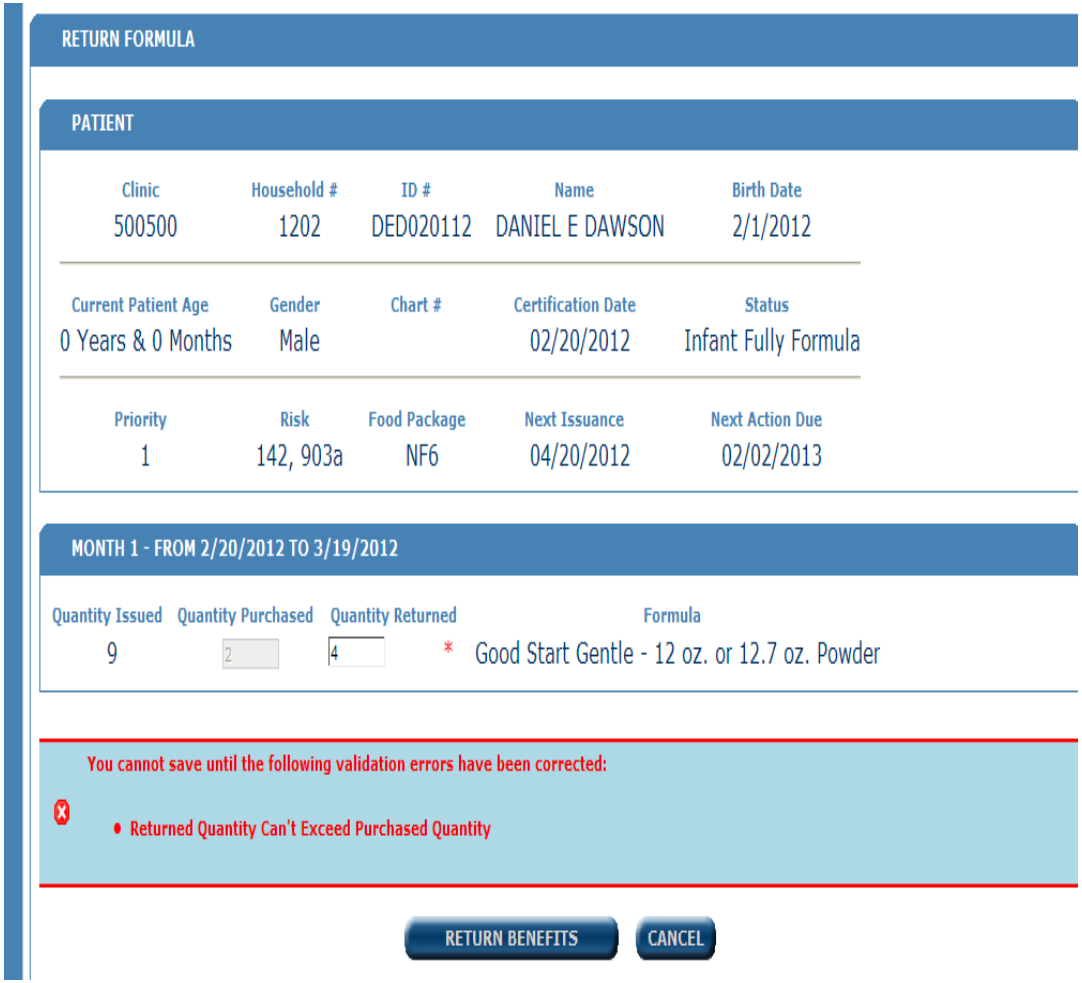
Formula can only be returned after a purchase has been made



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)

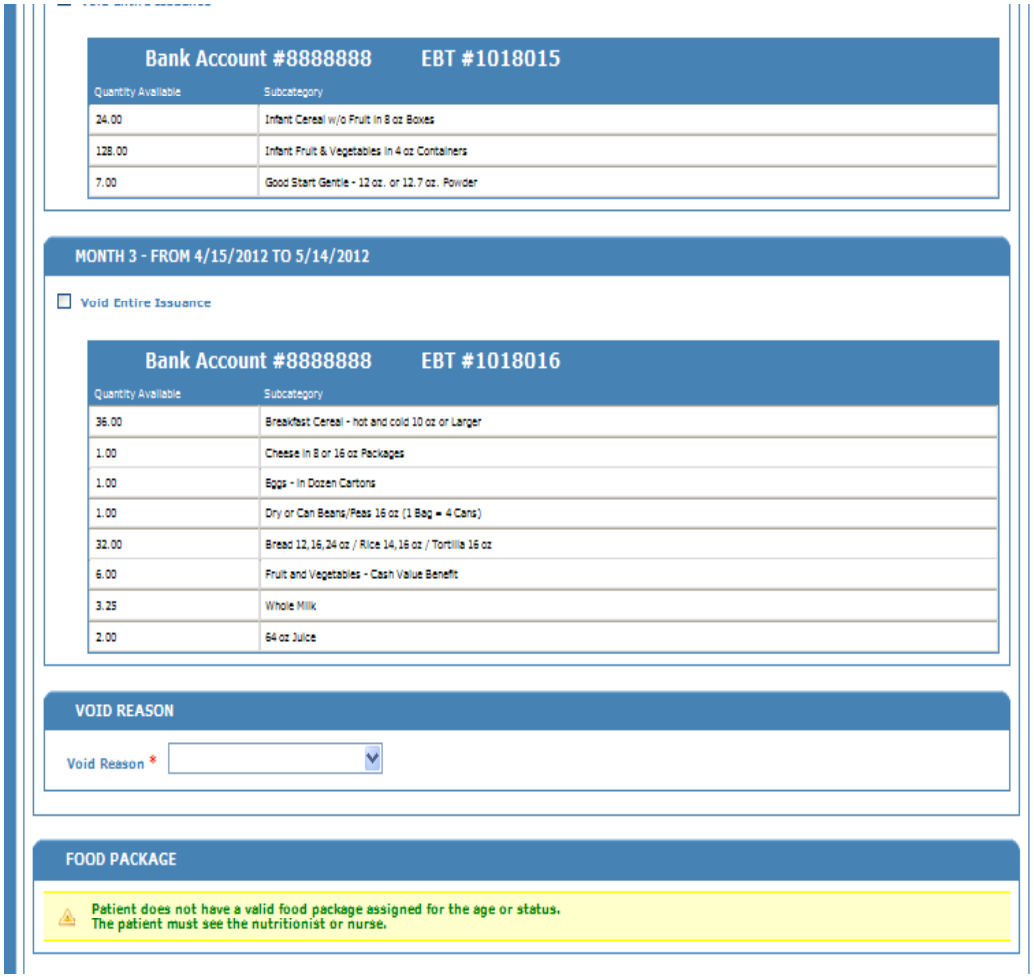


Replace Benefits Message Food Package Not Valid

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



This completes the Replacing and Returning eWIC Benefits power point