

# February 2022 HuBERT Hints #2

FEBRUARY 16, 2022



**Please share this information with ALL HuBERT users!**

## Important Dates

- Monday, February 21, 2022: President’s Day – State Office CLOSED and MN Help Desk AVAILABLE

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## Tips, Guidance & Best Practices

### New Languages Added to Drop-downs

The addition of **Dari** and **Pashto** to the Language 1 and Language 2 drop-downs were requested by Local Agencies due to an influx of Afghan refugees. These were added to the drop-downs in the Demographics-AdditionalInfo2 tabs earlier this month.

Also, “Braille”, which has never been used in a participant record, was deleted from the Language drop-downs.

If you do not see these language changes in the drop-down, please remember to Reset Local Reference Data.

### Common Help Desk Tickets – Reminders about How to Resolve

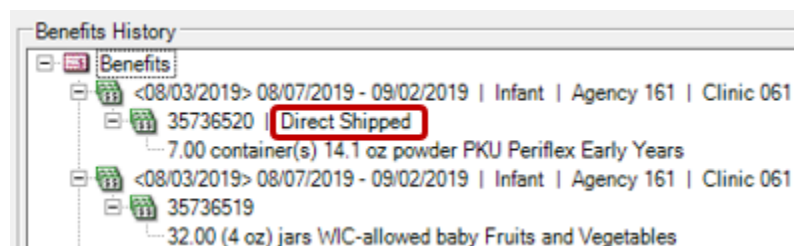
The following is a Help Desk call that we regularly see every week in the Help Desk tickets and a reminder about how to avoid and correct for it.

#### Do Not Void Current and Future if Direct Shipped Food Items

If benefits with direct shipped formula need to be modified, **do not use the Void Current and Future Benefits option in the Food Adjustment Wizard**. HuBERT allows you to void the set if there are redeemed direct shipped benefits **but will not allow you to reissue the current set of benefits**. The only way to reissue the benefit set is to call the Help Desk and have them run back-end SQL to add the food items. This can only be performed by a few staff, requires state approval, and will possibly take more than a couple of days to resolve, as well as causing syncing issues between HuBERT and the WIC Processor.

**What to do?** Direct Shipped formula is automatically redeemed by the system once the Printed First Date to Use (PFDTU) is the same as, or prior to, the current date. You **cannot** assess whether redemption of direct shipped formula has occurred using the *Transaction History* screen because it only displays redemption via the WIC Processor and direct shipped formula is neither added to the WIC Card nor is it redeemed by a store vendor using the WIC Processor.

**Before using the Food Adjustment Wizard, always verify that the benefits being adjusted do not contain any direct shipped formula in Benefits History.** If formula was direct shipped, **Direct Shipped** displays next to the benefit number.



If the PFDTU is in the past, it is “redeemed” and displays both a *Status* of **Paid** and the **Paid Date** in the **Benefit Details**.

Filter Criteria  
Status  
Date Range From

Benefits History  
Benefits  
 <08/03/2019  
 35736520  
 7.00  
 <08/03/2019  
 35736520  
 32.00  
 07/03/2019  
 07/03/2019  
 06/03/2019  
 06/03/2019  
 05/03/2019  
 05/03/2019

Benefit Details

Benefit Number 35736520  
 Status Paid  
 Certification Effective 12/11/2018  
 Certification End 11/30/2019  
 Issued Date 08/07/2019  
 First Date To Use 08/07/2019  
 Printed First Date To Use 08/03/2019  
 Issued by Staff Name Sarah Mallberg  
 Paid Date 08/07/2019  
 Signature  
 Participation Date 08/2019  
 Last Date to Use 09/02/2019  
 Paid Amount N/A

Issuance with direct shipped formula should be treated as an issuance with redemption. Use either **Change a Food Already Issued** or **Add More Formula** to make adjustments to the issued formula.

If you're not sure what steps to follow, one of these cheat sheets can assist you:

- [Direct Ship - Adding More Formula](#) (Ex: original issuance is less than max via direct ship and you need to add more formula)
- [Direct Ship – Need New formula](#) (Ex: full package originally issued by direct ship and need to issue a different formula)
- [Adding More Formula by Direct Ship when Original Issuance was to WIC Card](#) (Ex: less than max issued to WIC card and need to add more formula using Direct Ship)
- [Direct Ship Same Formula to WIC Card](#) (ex: formula original issued to WIC Card has NOT been redeemed but needs to be direct shipped because unable to find in stores)

NOTE: In WINNIE, you will be unable to void benefits for direct shipped formula if the system has redeemed them.

## Hardware

### Annual Hardware Inventory – Request Final

Thank you for all your work on the annual Hardware Inventory. The documentation is almost complete, after a few years' break due to COVID. If you wish to see your local agency's final inventory, please email [deb.grundmanis@state.mn.us](mailto:deb.grundmanis@state.mn.us) with your request, including local agency name and number.

## Website

### MDH WIC Website Clean-up

In preparation for a back-side web change occurring at MDH within the next year, we will be removing some information and documents from the MDH WIC website.

- **HuBERT Hints and Software Release Documents** – We will be deleting webpages and documents posted prior to 2020. Any information still considered pertinent/relevant can be found on the [HuBERT Cross Reference Topics](#) pages.
- **Wednesday Update Memos** – We will be deleting webpages and memos posted prior to 2020. Any information still considered pertinent/relevant can be found on the Wednesday Update topic pages. A list of these topics is on the [WIC Wednesday Update](#) home page.
- **Infoview Guidance Documents** – We will be deleting all webpages and documents, at this time, since the Infoview Guidance Documents for each report template can also be found in the INFOVIEW TEMPLATES folder. You can still find information that details each available report on the MDH WIC website in the [Infoview Report Template Reference](#) document found on the [Infoview](#) web page.

Whenever pages or documents are removed, if you have any of them bookmarked, the link will be broken. If you are unable to find information you previously had bookmarked and need, please contact [sarah.mallberg@state.mn.us](mailto:sarah.mallberg@state.mn.us).

## Reports

### Revised Infoview Template

The following revised Infoview Report Templates have been posted to the INFOVIEW TEMPLATES folder. The Guidance Document for each template can be found in the Report Folder.

#### **Revised – BENEFITS ISSUED & CERTS PERFORMED ON SPECIFIED DATES**

**Report Folder:** INFOVIEW TEMPLATES >> Agency Management >> Audit/Chart Reviews

**Revision Date:** 2/2/22

**Revision(s):** Revised due to many columns being obsolete for eWIC (original report was created in 2016) and since the “...Outside of Information System Hours” was being revised, which could be used as the basis for this template.

**Description:** Provides a list and counts by specified agencies, of agencies and staff who have issued benefits or certified participants during the specified time period. A statewide count by agencies and staff is also provided.

**Some Uses Include:**

- Identify participants who received WIC services (issuance or certification) during a specified time period by staff and Agency.
- Obtain a statewide count of participants provided WIC services (issuance or certification) during a specified time period by staff and Agency.
- Obtain a statewide count of the number of staff issued benefits, the number of participants issued benefits, number of staff certifying and number of participants certified by Agency.
- Identify staff issuing benefits or certifying statewide and the number of participants provided services by these staff during the specified time period.
- Obtain a statewide count of the number of participants issued benefits and participants certified by staff.

**Revised – BENEFITS ISSUED & CERTS PERFORMED OUTSIDE OF INFORMATION SYSTEM HOURS**

**Report Folder:** INFOVIEW TEMPLATES >> Agency Management >> Audit/Chart Reviews

**Revision Date:** 2/2/22

**Revision(s):** Previously titled: Benefits Issued & Certs Performed between 8:00 PM and 7:00 AM. It was revised to include weekend hours (and retitled). A “Day” column was added to Tabs 1 and 2. Also, benefits Issued by agency tab was not displaying correctly. Only differences between Agency and State were the extra criteria CERTCONTACT.Certstartdate= MEMBER.Certstartdate and the high-risk report objects pulled from CERTCONTACT and RISKFACTOR tables. Removed these from the query and it started displaying correctly. Also, added the Agency ID to the State Count – Staff tab.

**Description:** Provides a list and counts by specified agencies, of agencies and staff who have issued benefits or certified participants outside of the allowed Information System hours during the specified time period. A statewide count of agencies and staff is also provided.

**Information System Hours**

- 7:00 AM – 8:00 PM Monday – Friday
- 7:00 AM – 12:00 PM/Noon Saturday
- 7:00 AM – 2:00 PM Sunday

**Some Uses Include:**

- Verify staff from specific agencies are not using the Information System to perform WIC services outside of the allowed Information System hours.
- Verify whether any agencies or staff within the state are using the Information System to perform WIC services outside of the allowed Information System hours.
- Identify potentially fraudulent participant records or staff performing potentially fraudulent activities.

## References – Complete Listing of Hyperlinks

### Direct Ship - Adding More Formula

(<https://www.health.state.mn.us/docs/people/wic/localagency/infosystem/hubert/training/ewic/dsaddmoreformula.pdf>)

### Direct Ship – Need New formula

(<https://www.health.state.mn.us/docs/people/wic/localagency/infosystem/hubert/training/ewic/dsnew.pdf>)

### Adding More Formula by Direct Ship when Original Issuance was to WIC Card

(<https://www.health.state.mn.us/docs/people/wic/localagency/infosystem/hubert/training/ewic/addmorebyds.pdf>)

### Direct Ship Same Formula to WIC Card

(<https://www.health.state.mn.us/docs/people/wic/localagency/infosystem/hubert/training/ewic/dssameformula.pdf>)

### HuBERT Cross Reference Topics

(<https://www.health.state.mn.us/people/wic/localagency/infosystem/hubert/reference/index.html>)

WIC Wednesday Update (<https://www.health.state.mn.us/people/wic/localagency/wedupdate/index.html>)

### Infoview Report Template Reference

(<https://www.health.state.mn.us/docs/people/wic/localagency/reports/infoview/reference.pdf>)

Infoview (<https://www.health.state.mn.us/people/wic/localagency/reports/reference/infoview.html>)

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