

Change Household ID – All Food Items Redeemed

Need to Reissue Food Package for Custody Change/Foster Care



This cheat sheet should be used if ALL of the following are TRUE:

- The participant was issued FORMULA
- Redemption has been assessed and ALL food items for the participant changing households have been redeemed for the current month.
- A new food package needs to be reissued in *Step 2 – Remove Current Benefits* for the current month.

Perform the Following Work-Around BEFORE Starting the Change HHID GS

If the participant was issued **FORMULA**:

- In the Participant Folder of the participant being moved to a new household: click the **Benefit Management** menu
- Select **Food Adjustment Wizard**
- Click **OK** (or press Enter) – default radio button = **Change Food Already Issued**
- Select **FORMULA** from *Food Category* drop-down
- Click **OK** (or press Enter)
- Enter the **number of cans of formula originally issued and redeemed** into the *Enter Return Quantity* window (no cans of formula will actually be returned)
- Click **OK**
- Select the **type of formula issued and redeemed** in the *Select Formula* window
- Click **OK**
- Does the *Special Prescription Item* window display?
 - No – continue with next step
 - Yes – complete the appropriate information and click **OK**
- In the *Formula Replacement* screen: the number of cans entered into the *Enter Return Quantity* window (6th step/bullet) should display in the *Amount Issued*, *Amount Returned*, *Cans of Formula Available to Issue* and *Cans to Issue* columns
- Click the **Send EBT Data** button on the *Formula Replacement* screen
- Click **OK** on the *Formula Replacement* message
- Click the **Benefit History** tab: The cans issued for the current month should have a node indicating it had been returned and reissued
- Documentation required
 - Click the **Manage Notes** icon
 - Click the **General Note** button
 - Select **Benefit Issuance** from the *Subject* drop-down
 - Document that formula was not actually returned but the return/re-issue on <date> was a work-around to be able to re-issue the current food package using the Change Household ID Guided Script since all formula and food items had been redeemed for the current month

Change Household ID Guided Script

- In the Participant Folder of the participant being moved to a new household

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Need to Reissue Food Package for Custody Change/Foster Care – page 2

- Click **Participant Activities** menu
- Select **Change Household ID**
- Click **Step 1 - Determine New Household**
 - **Create New Household?**
 - Complete all required fields in the *Create New Household* screen
 - Select **Custody Change** from *Reason for ID Change* drop-down
 - Click **OK** (or press Enter on the keyboard)
 - Click **Close** on the *Change Household ID* screen
 - **Find Existing Household?**
 - Type **Household ID** written on back of existing WIC Card
 - Click **OK** on *Find Existing Household* dialog
 - Select **Custody Change** from *Reason for ID Change* drop-down
 - Click **OK** on *Select Existing Household* screen
 - Click **Close** on *Change Household ID* screen
- Click **Step 2 - Remove Current Benefits**
 - Click the **Reissue a Full Set of Benefits** checkbox.
 - Only the formula will display in the *Benefits for Current Month* and *Benefits to Remove for Current Month* grids but other infant foods will be issued in *Step 5 – Add Benefits to New Household* as long as they are part of the food prescription
 - Select the appropriate **Package Size** based on the remainder of the issuance cycle
 - Click **Send EBT Data**
- Click **Step 3 - Remove Cards**
 - Are other members still being issued benefits to the “old” household’s WIC Card?
 - No - removing the last participant being issued benefits to the WIC Card (such as if moving child from foster care back into their family’s household)
 - Click the **Primary Cardholder** row
 - Click **Deactivate Account**
 - Yes - other members are still being issued benefits to the WIC Card – do nothing
 - Click **Send EBT Data**
 - Click **OK** (or press Enter)
- Click **Step 4 - Review New EBT Household Demographics**
 - **Create New Household?**
 - Set Primary Card Holder
 - Click **Authorized Representative** row
 - Enter Auth Reps Date of Birth
 - Click **Update**
 - Click **Set as Primary**
 - Assign Card
 - Click **Assign Card >>** Enter (swipe) new card >> Click **OK**
 - Click **Send EBT Data**
 - Click **OK** on *EBT Household Demographics* message
 - Click **Capture Electronic Signature >>** Have Primary Card Holder sign the signature pad >> Click **Save Signature**

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Need to Reissue Food Package for Custody Change/Foster Care – page 3

- **Find Existing Household?**
 - Primary Card Holder and card should already be assigned
 - Click **Send EBT Data**
 - Click **OK** on *EBT Household Demographics* message
- Click **Step 5 - Add Benefits to New Household**
 - The *Food Prescription* screen displays since the **Reissue Full Set of Benefits** checkbox was selected in *Step 2 – Remove Current Benefits*,
 - Assess if food package is still appropriate
 - Edit/add as necessary
 - Click **Close**
 - The *Direct Shipped Benefit Items* window displays since formula is being re-issued
 - Should display the current benefit period, type, and quantity of formula)
 - Click the **Finish** button
 - The *Aggregated Issuance for EBT Account* window displays
 - The current benefit dates should display along with food package being re-issued
 - Click the **Send EBT Data** button
 - Once the *Status* changes to “Issuance Received. Success!”, click the **Close** button
 - Click **Send EBT Data**
 - Click **Close**
- Click **OK** on *Household Change Guided Script* message: “Future benefits were voided. Click Issue Benefits from the participant folder to reissue future benefits.”
- Click **Close** on *EBT Household Change Guided Script* screen
- Ensure food package for future months is still correct in the Food Prescription tab
- Click **Issue Benefits** icon and re-issue future sets of benefits to household’s WIC Card