

# I-WIC: Voiding and Re-issuing Benefits

Voiding and re-issuing benefits *typically* occurs during the following types of appointments:

- BFC (BF Status Change and
- FPC (Food Package Change).

Food packages for **current** months benefits are allowed to be changed **only** when medically necessary, which includes formula and milk type changes.

## Steps to Complete a Void and Re-issue:

### Step 1: Update the Breastfeeding Status on the Cert Action Screen (BFC appointment)

- Click the BF Status Change button and answer the breastfeeding questions to change the category for both mom and baby to reflect current BF status.
  - If selecting 'yes' to the question asking if the baby is receiving any supplemental formula, you must also assess the frequency of breastfeeding.
    - SOME will assign the full formula package
    - MOSTLY will assign the partial breastfeeding package
- Completing this step updates the linked record, voids, and removes future Food Packages for both mom and baby.

### Step 2: Update the Food Prescription Screen

BFC	FPC
<ul style="list-style-type: none"> <li>• ADD the new food package(s) and ASSIGN appropriate number of packages</li> </ul>	<ul style="list-style-type: none"> <li>• Remove as many packages as you can, SAVE between each removal. For the row you are not able to remove, select the DISABLE checkbox and SAVE</li> </ul>
<ul style="list-style-type: none"> <li>• SAVE. Repeat for each participant whose food package is being changed.</li> </ul>	<ul style="list-style-type: none"> <li>• ADD the new food package(s) and ASSIGN</li> </ul>
	<ul style="list-style-type: none"> <li>• SAVE. Repeat for each participant whose food package is being changed.</li> </ul>

### Step 3: Void Benefits

Future Benefits	
BFC	FPC
The system has already voided the future benefits for everyone in the household.	<ul style="list-style-type: none"> <li>• <b>Void All Future</b> benefits               <ul style="list-style-type: none"> <li>○ Select '<b>Future</b>'</li> <li>○ Click <b>Save</b> to void all Future benefits for the household</li> </ul> </li> </ul>

**Void Remaining Current** benefits for the participant(s) whose food package changed, as necessary. If no current month's benefits remain for the participant, a package change cannot be completed for the current month.

- Check for **redeemed** quantities; record redeemed amounts for all participant(s) whose current benefits will be re-issued – these will be the quantities you will void out in Step 6.
- Check the **Void All** column for each row for the participant whose food package is changing and void all remaining current benefits. DO NOT void any other household members benefits.
- SAVE

#### Step 4: Issue Replacement Benefits

All benefits are either 'Current' or 'Future'

- Current benefits are all benefits that have been issued for the household for the current issue month. Current benefits can be partially or all voided. The current issue month refers to the issuance period in which today's date falls. Examples:
  - If the Base Day for a household is the 3<sup>rd</sup> of the month and today's date is March 10<sup>th</sup>, then their current issue month is March.
  - If the Base Day for a household is the 23<sup>rd</sup> of the month and today's date is March 10<sup>th</sup>, then their current issue month is February.
- Future benefits are all benefits that have been issued for the household for future issue months. Future benefits are always either all remaining or all voided, the system does not allow partially voided future benefits.

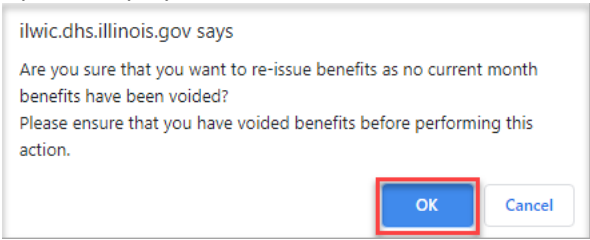
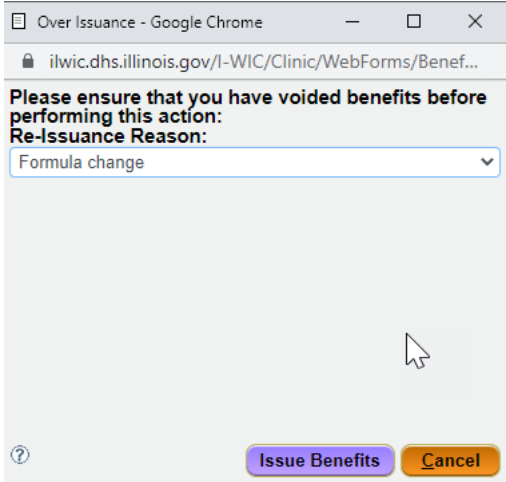
If **ALL benefits were voided** (no benefits redeemed):

Current Month	Future Month
For the participant whose package is changing: <ul style="list-style-type: none"> <li>• The Issue <b>Month/Year</b> defaults to the current month</li> <li>• The <b>Issue column</b> checkbox will be checked</li> <li>• Change the <b>Months column</b> to 1</li> <li>• Uncheck the <b>Prorate</b> check box</li> <li>• Click the <b>Issue Benefits button</b></li> </ul>	For all household members: <ul style="list-style-type: none"> <li>• The system has changed the Issue <b>Month/Year</b> to the next (future) month</li> <li>• The <b>Issue column</b> checkbox will be checked for <b>all</b> household members</li> <li>• The Months column has changed to the number of months of benefits remaining (change the <b>Months column</b> to the appropriate number of months being issued, if applicable)</li> <li>• Click the <b>Issue Benefits button</b></li> <li>• The Void and Reissue is now complete for this scenario</li> </ul>

If there were **ANY BENEFITS REDEEMED**:

Current Month	Future Month
For the participant whose package is changing: <ul style="list-style-type: none"> <li>• The Issue <b>Month/Year</b> defaults to the current month</li> <li>• The <b>Issue column</b> checkbox will <b>NOT</b> be checked</li> <li>• Change the <b>Months column</b> to 1</li> <li>• Uncheck the <b>Prorate</b> check box</li> <li>• <b>Manually check</b> the Issue column box</li> </ul> The <b>Over Issuance</b> popup displays, click <b>OK</b>	For all household members: <ul style="list-style-type: none"> <li>• The system has changed the Issue <b>Month/Year</b> to the next (future) month</li> <li>• The <b>Issue column</b> checkbox will be checked for <b>all</b> household members</li> <li>• The Months column has changed to the number of months of benefits remaining (change the <b>Months column</b> to the appropriate number of months being issued, if applicable)</li> <li>• Click the <b>Issue Benefits button</b></li> </ul>

Participant Name	Cat.	Food Package	BLT Date	BVT Date	Months	Issue	Prorate
	IFF	Custom - INFANT, FULLY FORMULA, ...	4/9/2021	4/9/2021	3	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	NP		1/9/2021	1/9/2021	3	<input type="checkbox"/>	<input checked="" type="checkbox"/>

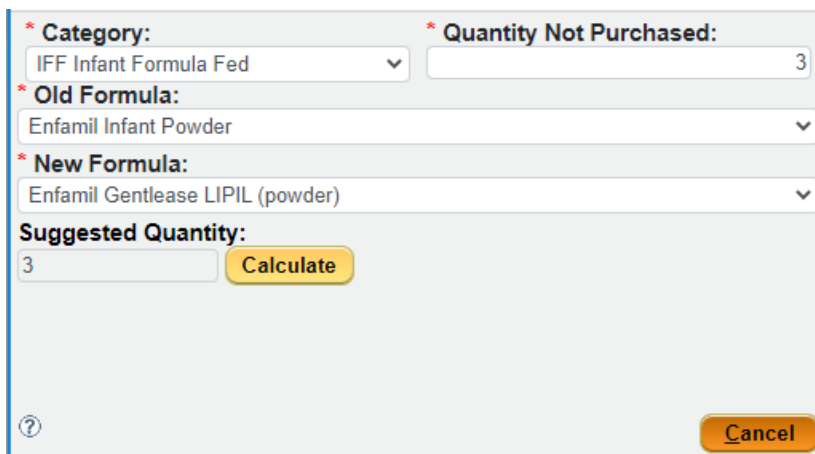
<p>A validation pop-up box displays, click <b>OK</b></p> 	
<p>The <b>Over Issuance</b> pop-up box displays,</p> <ul style="list-style-type: none"> <li>• Select the <b>Re-Issuance Reason</b></li> <li>• Click the <b>Issue Benefits</b> button</li> </ul> 	

**Step 5: Using the Formula Calculator**

The **Formula Calculator** is used when there is a **change** in formula or the **type** of formula (powder/concentrate/RTF). Access the **Formula Calculator** through: **Menu Bar > Miscellaneous** or the button on the **Food Prescription** screen.

- Enter the **Category**, **Quantity Not Purchased**, **Old Formula** and **New Formula** in the appropriate fields
- Click the **Calculate** button.

The Suggested Quantity is the **Remaining quantity of the new formula**



\* **Category:** IFF Infant Formula Fed

\* **Quantity Not Purchased:** 3

\* **Old Formula:** Enfamil Infant Powder

\* **New Formula:** Enfamil Gentlease LIPIL (powder)

**Suggested Quantity:** 3

Buttons: Calculate, Cancel

### Step 6: Voiding Part of the Current Months Reissued Benefits

After Benefits were re-issued in full, navigate to the **Benefits Void** screen and void the number of cans redeemed.

- Click in the **Void Partial** column of the row containing items which were partially redeemed.
- Enter the **Quantity** that was redeemed.

**In the example below:**

- 4 cans of formula were redeemed.
- There were 3 cans Remaining which were voided in the previous step.

Benefits: <input checked="" type="radio"/> Current <input type="radio"/> Future		Select All <input type="checkbox"/>				
Start Date		End Date				
3/30/2021		4/29/2021				
Date Issued	Pkg. Size	Food Item	Issued	Remain	Void All	Void Partial
2/4/2021	OZ	Infant Cereal	24.00	24.00	<input type="checkbox"/>	0.00
2/4/2021	OZ	Infant Fruits & Vegetables - all authorized	64.00	64.00	<input type="checkbox"/>	0.00
2/4/2021	\$\$\$	Fresh Fruits and Vegetables	4.00	4.00	<input type="checkbox"/>	0.00
2/4/2021	CTR	Enfamil Gentlease Powder	7.00	7.00	<input type="checkbox"/>	4

- Repeat for all food items with partial redemptions.
- Save; Verify the **Remaining** quantities are correct by reviewing the Family Shopping List or **Benefits Inquiry** screen.