

**SECTION: Food Delivery****SUBJECT: Benefit Reissuance: Food Prescription Changes and Voiding**

See Also: CT WIC Policy 200-29 (Transfer of Foster Children Between Families)

**POLICY****Benefit Reissuance**

There are several reasons why a WIC staff member would need to void, and then re-issue benefits.

- Change in custody/foster care situation (see CT WIC Policy 200-29)
- Emergency, fire or natural disaster situation (See CT WIC Policy 400-08)
- Food package change
- Food package change/formula return

**Food Prescription Changes**

To change a participant's food benefits go to the Food Prescription screen. If a change is requested prior to benefit issuance, remove the current prescription and then add the new food prescription. Determine the new food benefit package to be issued, including the type and quantity of foods to be given.

If a change is requested after benefit issuance, check the disable box on the food prescription screen prior to adding the new food prescription.

The screenshot shows the 'Food Prescription - Current' screen in a web browser. The interface includes a navigation menu on the left with options like 'Scheduling Tasks', 'Guided Script', and 'Food Prescription'. The main area displays the 'Current' prescription for Lindsay Black, with fields for 'Benefits Start Date' (3/4/2016), 'Frequency' (3), and 'Completed By' (LAWRENCE, AIMEE). A table lists the current prescription details, including a note about a 'Peanut Allergy'. At the bottom, there are buttons for 'Add', 'Remove', 'Edit', 'Display', 'Formula Calculator', 'Void Benefits', 'Save', 'Cancel', and 'Next'.

Description	Effect Date	End Date	Exp. Date	Disable	Note	Created
Custom - CHILD 24-60 MONTHS FNS PA...	1/4/2016	7/31/2016		<input checked="" type="checkbox"/>		BOTELLOA
Custom - CHILD 24-60 MONTHS FNS PA...	1/4/2016	7/31/2016		<input type="checkbox"/>		BOTELLOA

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## Voiding/Reissuing

Prior to re-issuance of benefits, the current and future benefits must be voided. In CT-WIC benefits are issued at the family level, meaning when an individual in a family requires a change in food prescription (formula/food) this will require a complete void of all benefits for both current and future months. Once you have reissued benefits it is necessary to partially void out any benefits that have been redeemed in the current month.

For example: If the family BSD is June 16<sup>th</sup> and the authorized person comes to the WIC office for a food package change; first determine what if any of the benefits for the current month have been redeemed, take note of the food items and totals. Next, void out both current and future benefits for all family members. Partially voiding future month's benefits is not allowable. After changing the food prescription screen to reflect the requested/required food prescription, reissue both current and future month's benefits for all family members. Finally go to the Benefits Void screen and perform a partial void (current month's benefits) of the previously redeemed food items, i.e. 1 gallon of milk and 1 pound of cheese.

Formula change: When an authorized person is requesting a formula package change the Nutritionist can take note of the quantity of formula purchased in the current month, then complete a void all for the formula only. After changing the food prescription reissue both current (infant only) and future month's benefits (all family members). Finally go to the Benefits Void screen and perform a partial void of the previously redeemed formula.

The nutrition staff is expected to:

- Preview the food prescription to ensure the current food package reflects the necessary changes, prior to issuing the benefits. Then select the "Issue Benefits" tab to issue benefits; the new food package will be loaded to the eWIC card.
- Have the Authorized Person or Caretaker sign for the food benefits.
- Print and give a copy of the Family Benefits List-FBL.
- Review the updated FBL with the family.