



Issuing Food Benefits in Cascades

Top Issues – A Training for WIC staff

 *Washington State Department of*
Health
Office of Nutrition Service


CASCADES
WASHINGTON WIC



TOPICS

1. ISSUING WIC CARDS – Important things to know
2. FAMILY ISSUANCE DAY – Defining the benefit cycle
3. PRORATION – Food for the time remaining in the benefit cycle
4. REPLACING BENEFITS – Flowchart to guide the process
5. ISSUING BENEFITS at 1 AND 5 YEARS OF AGE – Tips and guidance
6. TROUBLESHOOTING BENEFIT ISSUANCE – Solving common issues



ISSUING WIC CARDS
Important things to know

ISSUING A WIC CARD IN CASCADES

- Enter a date of birth for all participants and adults listed in the file.
 - Cascades requires a date of birth for any person who might receive a WIC Card.
- Benefits are in the Electronic Benefit Account (EBA), not on the card.
 - Participants set up a Personal Identification Number (PIN), then use the WIC Card and enter the PIN at the store to access the EBA and purchase the foods.

TIP!

Verify the date of birth for all participants and adults **before** pressing the Certify button



ISSUING A WIC CARD IN CASCADES

EBT Cards

Select Cardholder

- PARENTONE CERTIFICATION (Parent/Guardian1)
- PARENTTWO CERTIFICATION (Parent/Guardian2)
- HELPFUL FRIEND (Proxy1)
- GRANDMA CERTIFICATION (CareTaker)

★ Card Number

6058609300001357 ★

1. Things to know about the Cardholder

- Select the Cardholder and issue one WIC Card per family
- Each foster child is considered a family of one and receives a separate WIC Card and is the Cardholder
- The Cardholder's date of birth is used when setting the PIN

Note: If a mailing address and physical address are entered in Cascades, the **mailing address zip code** is used when setting the PIN

2. Issue the WIC Card to the cardholder **before** issuing food benefits

- Place the cursor in the **Card Number** field and **SWIPE** the card in the signature pad/card reader
- The person doesn't sign for the card, but does sign each time food benefits are issued



FAMILY ISSUANCE DAY

Defining the benefit issuance cycle



WHAT IS THE FAMILY ISSUANCE DAY?

The Family Issuance Day defines the benefit cycle



FAMILY ISSUANCE DAY

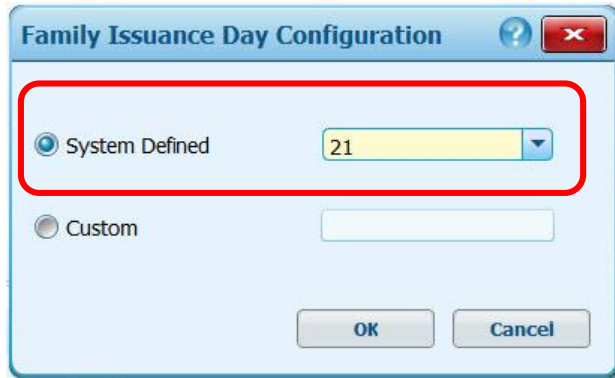
Day of the month the family's food benefits are available to purchase in the EBA

Example Benefit Cycle with Family Issuance Day = 21ST

First Date to Spend: 6/21/2019

Last Date to Spend: 7/20/2019

FAMILY ISSUANCE DAY



The screenshot shows a dialog box titled "Family Issuance Day Configuration". It has two radio buttons: "System Defined" (which is selected) and "Custom". Next to "System Defined" is a dropdown menu showing the number "21". Below the "Custom" radio button is an empty text input field. At the bottom of the dialog are "OK" and "Cancel" buttons. A red rectangle highlights the "System Defined" radio button and the dropdown menu.

System Defined

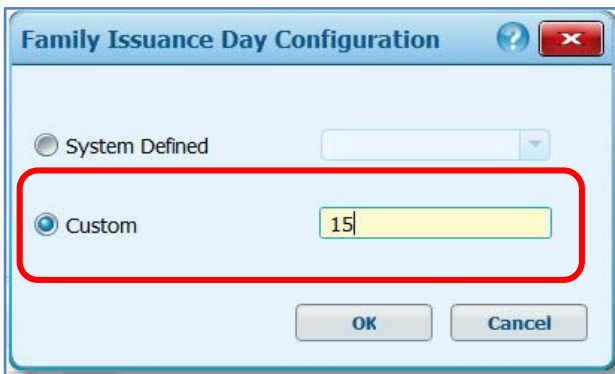
Cascades sets the **System Defined** Family Issuance Day when the first person in the family is certified

- All participants in the family have the same issuance day.
- Cascades prorates benefits for a new participant in the family when needed to align their benefits with the Family Issuance Day.
- The person receives full food benefits for future months.

Custom

Staff can change the Family Issuance Day to a **Custom** date in limited situations

- Staff can only change the Family Issuance Day when there are no current or future benefits issued.
- Current means within the First and Last Date to Spend, even if all the benefits have been purchased.
- Cascades doesn't allow benefit dates to overlap.



The screenshot shows the same "Family Issuance Day Configuration" dialog box. In this version, the "Custom" radio button is selected, and the text input field next to it contains the number "15". The "System Defined" radio button and its dropdown menu are now unselected. A red rectangle highlights the "Custom" radio button and the text input field.

WHAT IS THE FAMILY ISSUANCE DAY?

CLIENT SERVICES TO CASCADES

The Family Issuance Day for migrated participants

- The First Day to Use from the family's current or future WIC checks in Client Services
- OR
- The 1st if there aren't current or future checks



We've found in *most* cases, keeping the migrated Family Issuance Day works best.

WIC WASHINGTON STATE DEPARTMENT OF HEALTH
P.O. BOX 358700 SEASIDE, WA 98134-0700
1-800-845-5143

ACHS Looney Towne TownBank 06-8992 1341105615

Client ID#: 13411710 Name: Mouse, Minnie
Pay To: Any Washington WIC Approved Store

First Day to Use
June 21, 2019

Transaction Date

Last Day to Use
July 20, 2019

Actual Purchase Price
\$

Replacement Check
January 2015
1200 / 20150108

*** You may buy less, not more ***See WIC Shopping Guide***
2 gallon(s) 1% or nonfat milk, any brand
1 half gallon(s) 1% or nonfat milk, any brand
36 oz breakfast cereal, 11 to 36 oz boxes
1 16/18oz peanut butter OR 1b. dried beans/peas/lentils
1 juice, 11.5/12 oz frozen, 48 oz can, 48 oz plastic bottle
1 lb cheese, any brand, made in USA

Customer Signature - Show ID to match name below
X
 Mouse, Minnie
 Mouse, Mickey

PROPERTY OF WIC INFORMATION SERVICES
Retailer Must Deposit This Check Within 60 Days Of "First Day To Use"

134110561599 999999999999 99999999

See [Transition Guidance](#) about choosing a System Defined or Custom Issuance date



PRORATION

Food for the time remaining
in the benefit cycle

What is Proration?

Proration means reducing food benefits to provide the appropriate amount for the time remaining in the participant's benefit issuance cycle

- Most WIC programs prorate food benefits
- FNS encourages proration to prevent over-issuance and inappropriate selling of WIC food and formula

Washington WIC uses $\frac{1}{4}$ proration

- Food benefits decrease by a set amount every 7 days past the Family Issuance Day
- Some foods **don't** prorate

Days After Family Issuance Day	Food Package Size
1 – 7	Full package
8 – 15	$\frac{3}{4}$ package
16 – 23	$\frac{1}{2}$ package
24 – 31	$\frac{1}{4}$ package

The following slides show examples of proration
The [Cascades Staff Tool: Family Issuance Day and Proration](#)
has more information and examples

Example of Proration – Pregnant

Pregnant				
WIC Food	Full food package	¾ food package	½ food package	¼ food package
Milk	4.75 gallons	3.75 gallons	2.50 gallons	1.25 gallons
Juice	3 containers	2 containers	2 containers	1 container
Cereal	36 ounces	27 ounces	18 ounces	12 ounces
Peanut butter/Beans	2 containers	2 containers	1 container	1 container
Bread/Whole Grains*	16 ounces	16 ounces	16 ounces	16 ounces
Eggs*	1 dozen	1 dozen	1 dozen	1 dozen
Cheese*	1 pound	1 pound	1 pound	1 pound
Fruits and Vegetables*	\$11.00	\$11.00	\$11.00	\$11.00

* These foods don't prorate for Pregnant participants

Example of Proration – Formula fed Infant

Fully Formula Fed Infant 6 to 12 months of age				
WIC Food	Full food package	$\frac{3}{4}$ food package	$\frac{1}{2}$ food package	$\frac{1}{4}$ food package
Infant formula Similac Advance powder	7 cans	5 cans	4 cans	2 cans
Infant cereal	24 ounces	24 ounces	24 ounces	24 ounces
Infant fruits and vegetables	128 ounces	96 ounces	64 ounces	32 ounces

NOTES:

- Proration applies when changing from no formula to any amount of formula (Based on when formula is issued in relationship to the Family Issuance Day)
- Proration doesn't apply when the infant received some formula and the amount is increased or the formula type is changed
- Infant cereal doesn't prorate due to the size of the box of cereal

Example of Proration – Child

Child				
WIC Food	Full food package	$\frac{3}{4}$ food package	$\frac{1}{2}$ food package	$\frac{1}{4}$ food package
Milk	3.25 gallons	2.50 gallons	1.75 gallons	1 gallon
Juice	2 containers	2 containers	1 container	1 container
Cereal	36 ounces	27 ounces	18 ounces	12 ounces
Bread/Whole Grains	32 ounces	24 ounces	16 ounces	16 ounces
Eggs*	1 dozen	1 dozen	1 dozen	1 dozen
Peanut butter/Beans*	1 container	1 container	1 container	1 container
Cheese*	1 pound	1 pound	1 pound	1 pound
Fruits and Vegetables*	\$8.00	\$8.00	\$8.00	\$8.00

* These foods don't prorate for Child participants

Family Issuance Day and Proration

Cascades calculates the most food benefits participants can receive

Sometimes changing the Family Issuance Day to prevent prorating food benefits actually **decreases the foods the family receives** by **eliminating** a month of prorated benefits

Issue Food Instruments								
Configuration								
Family Issuance Day 21			Issuance Frequency 3 Month(s)					
Family Issuance Members								Total Items: 2
<input checked="" type="checkbox"/>	Category	Participant	Certification End Date	Jun	Jul	Aug		
<input checked="" type="checkbox"/>	Pregnant	PREGNANT PRORATION	11/30/2019	1/4	Full	Full		Change Rx
<input checked="" type="checkbox"/>	Infant	BABY PRORATION	12/31/2019	1/4	Full	Full		Change Rx

Let's see an example with the "Proration" family

Family Issuance Day and Proration

Proration family scenario: Staff **don't** change the Family Issuance Day

- The “Proration” family missed their appointment in June
- They come to the clinic July 15th for food benefit issuance
- The family’s System Defined Family Issuance Day is the 21st
 - This defines the family’s benefit issuance cycle as follows:
Current: 6/21/19 – 7/20/19 (family is in on 7/15/19)
Future: 7/21/19 – 8/20/19
- Since June benefits are still current, Cascades will issue prorated June benefits (¼ benefits) and full benefits for July and August

Issue Food Instruments

Configuration

Family Issuance Day: 21 Issuance Frequency: 3 Month(s)

Family Issuance Members

<input checked="" type="checkbox"/>	Category	Participant	Certification End Date	Jun	Jul	Aug	
<input checked="" type="checkbox"/>	Pregnant	PREGNANT PRORATION	11/30/2019	1/4	Full	Full	Change Rx
<input checked="" type="checkbox"/>	Infant	BABY PRORATION	12/31/2019	1/4	Full	Full	Change Rx

Total Items: 2

Family Issuance Day and Proration

Proration family scenario: Staff **do** change the Family Issuance Day

- The “Proration” family missed their appointment in June and come to the clinic July 15th for food benefit issuance
- Since there aren’t any current or future benefits issued, Cascades allows staff to change the System Defined Family Issuance Day from the 21st to the 15th
 - In this example the staff person changes the Family Issuance Day to the 15th, which changes the family’s benefit issuance cycle as follows:
 - Current:** 7/15/19 – 8/14/19 (family is in on 7/15/19)
 - Future:** 8/15/19 – 9/14/19
- June benefits are no longer current and Cascades must remove them. The family won’t receive any June benefits.

Issue Food Instruments

Configuration

Family Issuance Day: 15
Issuance Frequency: 3 Month(s)

Family Issuance Members Total Items: 2

<input checked="" type="checkbox"/>	Category	Participant	Certification End Date	Jul	Aug	Sep	
<input checked="" type="checkbox"/>	Pregnant	PREGNANT PRORATION	11/30/2019	Full	Full	Full	Change Rx
<input checked="" type="checkbox"/>	Infant	BABY PRORATION	12/31/2019	Full	Full	Full	Change Rx

Family Issuance Day and Proration

Family Issuance Day – best practices:

- Use the **System Defined** Family Issuance Day
- Let Cascades calculate the food benefit amount
- Schedule food benefit issuance either shortly before or within 7 days after the Family Issuance Day
- Only change the Family Issuance Day when there's a need to “reset” the issuance day



Talking about Proration with Participants

Proration provides the amount of food for the time left in the benefit cycle

All the days of the benefit cycle are covered

QUOTES FROM PILOT STAFF:

“I have not had any negative comments about proration.”

“It appears that proration often **benefits** the participant.”

“I thought this was going to be a big factor, but it hasn’t been.”

How will you talk to participants about their benefit amount?



REPLACE FOOD AND FORMULA BENEFITS Flowchart to Guide the Process

Replace Food and Formula Benefits in Cascades

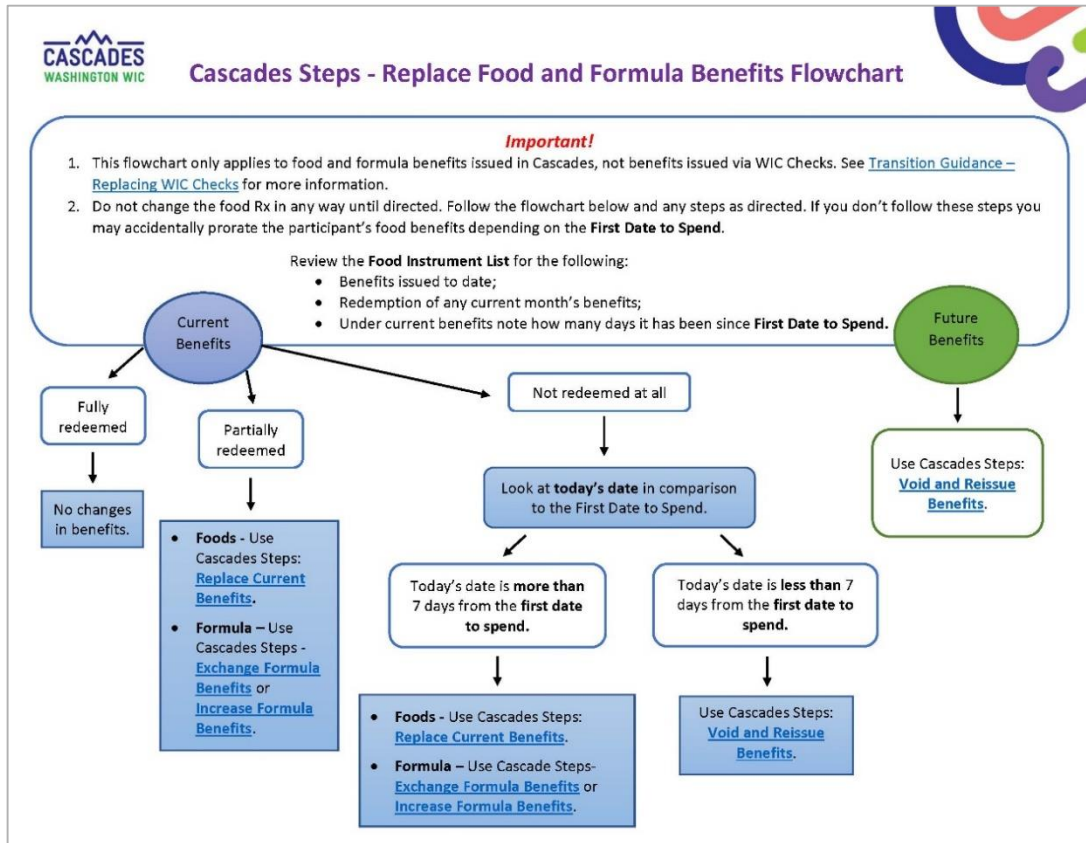
There are many things to consider when replacing food and formula benefits in Cascades

Starting in the right direction can save **time**, **energy**, and prevent **issues**



We'll review the different ways to replace food and formula in Cascades and the **Cascades Steps** available to assist you with each process

Replace Food and Formula Benefits in Cascades



Replace Food and Formula Benefits Flowchart

- Use this **Flowchart** and the Cascades **Food Instrument List** (shown on the next slide) to identify the right process to replace food and formula benefits
- The Flowchart links to the specific **Cascades Steps** to assist you

Cascades Food Instrument List

1. Check the **First and Last Date to Spend**

- See if current or future benefits are issued
- Note if the First Date to Spend is more or less than 7 days ago

2. Check the **Status** of the benefits

- **Issued** – benefits were issued, but no benefits were redeemed (purchased)
- **Redeemed** – some or all the benefits were purchased
- **Voided** – the benefits were voided and aren't available to purchase

3. Review the **Shopping List** to see what benefits remain

Family Food Instruments								Total Items: 10
<input type="checkbox"/>	Serial #	First Date to Spend	Last Date to Spend	Status	Issue Date	Print Date	Voided Date	Void Reason
<input type="checkbox"/>	3328	3/26/2019	4/25/2019	Redeemed	3/26/2019			
<input type="checkbox"/>	3329	4/26/2019	5/25/2019	Voided	3/26/2019		4/23/2019	Food Prescription Change
<input type="checkbox"/>	3330	5/26/2019	6/25/2019	Voided	3/26/2019		4/23/2019	Food Prescription Change
<input type="checkbox"/>	6947	4/23/2019	4/25/2019	Issued	4/23/2019			
<input type="checkbox"/>	6948	4/26/2019	5/25/2019	Redeemed	4/23/2019			
<input type="checkbox"/>	6949	5/26/2019	6/25/2019	Voided	4/23/2019		5/24/2019	Food Prescription Change
<input type="checkbox"/>	9583	5/17/2019	5/25/2019	Redeemed	5/17/2019			
<input type="checkbox"/>	10296	5/26/2019	6/25/2019	Redeemed	5/24/2019			
<input type="checkbox"/>	14277	6/26/2019	7/25/2019	Redeemed	6/26/2019			
<input type="checkbox"/>	14278	7/26/2019	8/25/2019	Issued	6/26/2019			

1 **2**

3

Print Shopping List Void Selected Replace Cancel

Determine the Process for Replacing Benefits

Current Benefits

Fully Redeemed
(all foods purchased)

Can't replace benefits

Partially Redeemed
(some foods purchased)

Can replace remaining benefits

- ❖ **Replace Current Benefits** (for foods)
- ❖ **Exchange/Increase Formula** (for formula)

Not Redeemed at all
(issued, no purchases)

Can replace all benefits

Compare today's date to First Date to Spend (FDTs)

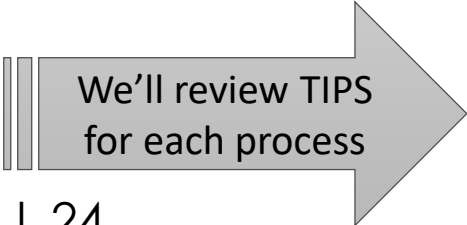
- If today's date is more than 7 days past the FDTs
 - ❖ **Replace Current Benefits** (for foods)
 - ❖ **Exchange/Increase Formula** (for formula)
- If today's date is less than 7 days past the FDTs
 - ❖ **Void** benefits, then **Issue**

Future Benefits

Issued

Can replace all benefits

- ❖ **Void** benefits, then **Issue**



We'll review TIPS
for each process

Replace Current Benefits

Current Month Food Replacement

Existing FI Details Total Items: 9

Category	Subcategory	Quantity	Unit of Measure
Breakfast Cereal	Cereal All WIC -hot /cold	72	Ounce
Juice - 46/48 oz	Juice - All WIC - 12 oz frozen or 46/48 oz liquid	3	CTNR
Juice - 64 oz	Juice - All WIC - 64 oz carton	2	CTNR
Fruit & Vegetables Cash Value	Fruit and Vegetables - Cash Value Voucher	\$19.00	\$\$\$\$
Milk - whole	Milk - Whole All WIC-Cow,Goat,Lactose Free	8	Gallon
Bread/Whole Grains	Whole Wheat Bread or Whole Grains	48	Ounce
Eggs	Eggs - all WIC	2	Dozen
Legumes	Peanut Butter/Beans All WIC	3	CTNR
Cheese or Tofu	Cheese - all WIC	2	Pound

Replacement FI Details Total Items: 11

Category	Subcategory	Quantity	Unit of Measure
Cheese or Tofu	Cheese - all WIC	2	Pound
Legumes	Peanut Butter/Beans All WIC	3	CTNR
Eggs	Eggs - all WIC	2	Dozen
Bread/Whole Grains	Whole Wheat Bread or Whole Grains	48	Ounce
Milk - whole	Milk - Whole All WIC-Cow,Goat,Lactose Free	3.50	Gallon
Fruit & Vegetables Cash Value	Fruit and Vegetables - Cash Value Voucher	\$19.00	\$\$\$\$
Juice - 64 oz	Juice - All WIC - 64 oz carton	2	CTNR
Breakfast Cereal	Cereal All WIC -hot /cold	72	Ounce
Milk - Fat Reduced	Evaporated milk (concentrated liquid) - Reduced	2	Gallon
Milk - Fat Reduced	Milk or Soy(1% & Nonfat) All WIC-Cow,Goat,So	2.50	Gallon
Juice - 46/48 oz	Juice - All WIC - 12 oz frozen or 46/48 oz liquid	3	CTNR

Participants Total Items: 2

WIC Category	First Name	Last Name	Date of Birth	
P	EXAMPLE	CERTIFICATION	6/17/1993	<input type="button" value="Change Rx"/>
C	CHILD	CERTIFICATION	2/5/2017	<input type="button" value="Change Rx"/>

TIPS FOR REPLACING CURRENT BENEFITS

- Use the **Replace Current Benefits** screen for foods only (not formula).
- Use the **Change Rx button** on the Replace Current Benefits screen to change the food prescription.
 - If you don't use the Change Rx button, you may prorate the benefits.
- Review the **Replacement Food Instrument (FI) Details** to make sure you have the right replacement foods.
- **Print the Shopping List** to verify the new foods were issued.

Use the **Cascades Steps** – [Replace Current Benefits](#) to guide you

Exchange or Increase Formula Benefits

Use this screen to exchange or increase
current month formula benefits

The screenshot shows a web application window titled "Exchange or Increase Formula". It is divided into several sections:

- Select the Formula Being Returned:** This section contains four input fields: "Food Category" (set to "Infant Formula (IF)"), "Food Subcategory" (set to "Similac Total Comfort Powder 12 oz"), "Quantity in Hand" (with a text input field), and "Quantity from EBT Account" (with a text input field).
- Current Month EBT Benefit Balance:** This section features a table with columns for "Food Category", "Subcategory", "Quantity", and "UoM". The table is currently empty. To the right of the table, it displays "Total Items: 0".
- Summary Statistics:** Located on the right side of the interface, these statistics include:
 - Cans Originally Issued: 0
 - Total Returned Cans: 0
 - RFO Newly Prescribed: 696.00
 - Cans Newly Prescribed: 8
 - Cans After Proration: 6
 - Total Cans: 6
 - Total RFO: 540.00
- Select the Replacement Formula:** This section contains three input fields: "Food Category" (set to "Infant Formula (IF)"), "Food Subcategory" (set to "Similac Total Comfort Powder 12 oz"), and "Total Replaced Cans" (set to "6").

Use these **Cascades Steps** to guide you:

- [Increase Formula](#)
- [Exchange Formula](#)



TIPS FOR EXCHANGING FORMULA BENEFITS

- **Add the new formula to the food prescription first**, before zeroing the quantity of the previous formula.
- If Medical Documentation is involved:
 - Expire existing Medical Documentation first.
 - **Wait** to enter new Medical Documentation until prompted by Cascades when adding the new formula.
- Cascades calculates the correct amount of formula to exchange based on the formula type and can size of the replacement formula.



TIPS FOR INCREASING FORMULA BENEFITS

- Most often used to increase formula for a partially breastfed infant.
- **A Breastfeeding Review is required.**
- Update breastfeeding and formula information on the Health Information screen. (Update the baby's screen first)
- Create a new prescription for the infant to reflect the increase in formula, update mom's prescription as needed.
 - Create the infant's prescription first ("feed the baby first"), then update the mom's prescription as needed ("go see mom")
- You can only increase formula 2 times in a month.

Void and Reissue Benefits

Use the **Food Instrument List** to Void benefits
 Use the **Issue Food Instruments** screen to reissue benefits

Family Issuance Members							Total Items: 2
<input checked="" type="checkbox"/>	Category	Participant	Certification End Date	Jun	Jul	Aug	
<input checked="" type="checkbox"/>	Pregnant	Olivia R. Jaekel	7/25/2019	1/4	Full	Not Eligible	Change Rx
<input checked="" type="checkbox"/>	Child	Ashton M. Shaw	7/31/2019	1/4	Full	Not Eligible	Change Rx

▼ FDTS: 7/22/2019 - LDTS: 7/24/2019				Total Items: 9
Food Category	Subcategory	Quantity	UOM	
Juice - 46/48 oz	Juice - All WIC - 12 oz frozen or 46/48 oz liquid	1	CTNR	
Breakfast Cereal	Cereal All WIC -hot /cold	24	Ounce	
Eggs	Fresh shell eggs	2	Dozen	
Fruit & Vegetables Cash Value	Fresh Fruit and Vegetables	\$19.00	\$\$\$\$	
Milk - Fat Reduced	Low Fat Milk (1% fat)	2.25	Gallon	
Cheese or Tofu	Cheese	2	Pound	
Juice - 64 oz	Juice, ready-to-drink 64 oz	1	CTNR	
Bread/Whole Grains	Whole Wheat Bread or Whole Grains	32	Ounce	
Legumes	Peanut Butter/Beans All WIC	2	CTNR	

▼ FDTS: 7/25/2019 - LDTS: 8/24/2019				Total Items: 0
Food Category	Subcategory	Quantity	UOM	
Juice - 46/48 oz	Juice - All WIC - 12 oz frozen or 46/48 oz liquid	3	CTNR	
Breakfast Cereal	Cereal All WIC -hot /cold	72	Ounce	
Eggs	Fresh shell eggs	2	Dozen	
Fruit & Vegetables Cash Value	Fresh Fruit and Vegetables	\$19.00	\$\$\$\$	
Milk - Fat Reduced	Low Fat Milk (1% fat)	8	Gallon	
Cheese or Tofu	Cheese	2	Pound	
Juice - 64 oz	Juice, ready-to-drink 64 oz	2	CTNR	
Bread/Whole Grains	Whole Wheat Bread or Whole Grains	48	Ounce	
Legumes	Peanut Butter/Beans All WIC	3	CTNR	

Use the **Cascades Steps** – [Void and Reissue Benefits](#) to guide you



TIPS FOR VOIDING AND REISSUING BENEFITS

- Void benefits as appropriate.
 - Void current benefits when no benefits were used and it's within 7 days of the Family Issuance Day.
 - Void future benefits.
- Create the new food prescription (**only create a new prescription if you can't edit the most current one**).
- Verify all the dates and foods are correct before issuing the replacement benefits.
- You may need to adjust the Issuance Frequency to make sure you reissue only the number of months intended.

CASCADES STEPS – The right tools for the job

These Cascades Steps will guide you through the process

Replace Current Benefits

- Process to replace **food benefits** (not formula) for the current month

Exchange Formula Benefits

- Steps to **exchange current month formula benefits** for a different type of formula

Increase Formula Benefits

- How to **add to the amount of formula issued for the current month**

Void and Reissue Benefits

- Use to **void future month benefits** or **replace current benefits not used** and it's within **7 days of the Family Issuance Day**



Cascades Steps are available on the WIC website
Google search WA WIC Cascades for Cascades Steps and more!



ISSUE BENEFITS AT 1 AND 5 YEARS OLD Tips and Guidance

Foods in the month the infant turns 1 year



Participants receive:

- Infant foods when the First Date to Spend is prior to the 1st birthday
- Child foods when the First Date to Spend is on or after the 1st birthday

If the Parent Guardian prefers child foods:

- Staff can issue foods to the other members of the family and wait to issue foods to the child on or after the 1st birthday:
 - **NOTE:** the child's benefits will be prorated if issued more than 7 days after the Family Issuance Day.

If infant food benefits were issued and the parent makes the request after the 1st birthday:

- **If no benefits were redeemed for the infant or any member of the family** – void and reissue with the child benefits.
- If **any** member of the family redeemed benefits, staff can't replace the infant formula or foods with child foods.

Foods in the month the child turns 5 years

Eligibility ends date

- **Cascades:** Eligibility ends the **last day of the month** the child turns 5 years of age
- **Client Services:** Eligibility ends the last day of the month the child turns 5 years of age

Issuing food benefits

Final certification occurs in Cascades

- Staff can issue benefits on or before the eligibility end date (the last day of the month)
- Staff can't issue benefits when the First Date to Spend is after the eligibility ends date

Final certification occurred in Client Services

- Staff can issue benefits on or before the eligibility ends date (the last day of the month)

Redeeming and replacing benefits

- The participant has the full amount of time to redeem the benefits
- Staff can replace benefits within the First and Last Date to Spend, even if the participant is expired





TROUBLESHOOTING BENEFIT ISSUANCE

Solving common issues

WHAT TO DO WHEN YOU CAN'T ISSUE BENEFITS

Solutions for common issues



Help is available in many forms!

- Cascades Support
- Washington WIC website
 - Staff Tools
 - Cascades Steps

Top solutions from
[Troubleshooting Common Issues](#)

CAN'T ISSUE BENEFITS

Check the **Journal of Transactions** for

- **Certification** - if missing, make sure the **Certify** button was pressed (on the Certification Summary screen)
- **WIC EBT Card Issuance** – displays when staff issue a WIC Card to the family or foster child
- **Foods Prescribed** – press the Save button on the Prescribe Food screen
- **WIC Food Instrument Issuance** – shows benefits were issued

Transaction Criteria			
Select Participant or Family	Select Activity	Start Date	End Date
CHILD CERTIFICATION	All	6/18/2019	7/18/2019

Transaction History		
Occurrence Date	Activity Description	Participant Name
7/18/2019	Certification	CHILD CERTIFICATION
7/18/2019	Food Prescribed	CHILD CERTIFICATION
7/18/2019	WIC EBT Card Issuance	CHILD CERTIFICATION
7/18/2019	WIC Food Instrument Issuance	CHILD CERTIFICATION
7/18/2019	WIC Food Instrument Issuance	CHILD CERTIFICATION
7/18/2019	WIC Food Instrument Issuance	CHILD CERTIFICATION

CAN'T ISSUE BENEFITS

Check for **Missing Proofs**

The **Certification Summary** screen lists missing proofs

The screenshot shows the 'CERTIFICATION Family' interface. At the top, it displays 'Family ID: F17700001812' and '200 KAONOHI ST. AUBURN, WA 98001'. To the right, it shows 'EXAMPLE CERTIFICATION' with 'Participant ID: WA1770002912', 'Age: 26 years and 1 month', and 'WIC Category: Pregnant'. The main section is titled 'Certification Summary' and is divided into three columns of information. The first column contains 'Demographics Information', 'Voter Registration', 'Family Assessment Summary', 'Income Summary', and 'Risk Summary'. The second column contains 'Health Summary', 'Anthropometric Summary', 'BioChemical Summary', 'Dietary Summary', and 'Eco Social Summary'. The third column contains 'Residence Proof', 'Identification Proof', 'Income Proof', 'Pregnancy Proof', and 'Certification Signature Summary'. A red circle highlights the 'Residence Proof' item, which has a yellow star icon and the status 'Not provided'. A green arrow points from the text 'Titles link to the screen' to the 'Residence Proof' title. At the bottom right, there are 'Certify' and 'Cancel' buttons. A red box highlights the 'Certify' button, and a green arrow points from the text 'Here's the Certify button' to it. The bottom right corner of the screen shows 'Total Items: 0'.

CERTIFICATION Family
Family ID: F17700001812
200 KAONOHI ST.
AUBURN, WA 98001

EXAMPLE CERTIFICATION
Participant ID: WA1770002912
Age: 26 years and 1 month
WIC Category: Pregnant

Certification Summary

- ✓ **Demographics Information**
 - Ethnicity: Hispanic
 - Race: White
- ✓ **Voter Registration**
 - Already registered
- ✓ **Family Assessment Summary**
 - Does anyone smoke inside your house? No
- ✓ **Income Summary**
 - Family Eligibility: Yes
 - Individual Adjunct Eligibility: Yes
 - Total Income: \$0.00 (Annual)
 - Family Size: 4
- ✓ **Risk Summary**
 - 131 Low Weight Gain
 - 303 Gestational Diabetes (Hx)

Health Summary

- Latest EDD: 11/27/2019

Anthropometric Summary

- Height: 64 in
- Weight: 125 lbs

BioChemical Summary

- Hemoglobin: 12.0

Dietary Summary

Eco Social Summary

Residence Proof

- ★ Not provided

Identification Proof

- Driver's license/State ID card

Income Proof

- Yes

Pregnancy Proof

- Not required

Certification Signature Summary

- Rights & Responsibilities signed : Yes
- Affidavit for Identity signed : No
- Affidavit for Income signed : No
- Affidavit for Residency signed : No
- Release of Information signed : No

Certification Details

Start Date 7/18/2019 **End Date** 1/31/2020
Priority High Risk
 Yes No

Certification History Total Items: 0

Certify **Cancel**

CAN'T ISSUE BENEFITS

Check for *expired* Medical Documentation Forms

- Be sure to enter the correct **Expiration Date**
- The default is one month

The screenshot shows a web form titled "Attach Medical Documentation" with three main sections: Prescription Dates, Diagnosis Information, and Physician Information. A red rectangular box highlights the Prescription Dates section. In this section, the "Effective Date" is 7/18/2019 and the "Expiration Date" is 8/18/2019. The "Prescription Date" is also 7/18/2019. The Diagnosis Information section includes a "Medical Reason" dropdown menu set to "Failure to thrive", an empty "ICD Code" field, and an empty "Diagnosis Code" field with "N/A" entered. The Physician Information section includes a "Physician's Name" field with "Smith", a "Physician's Phone" field with "(253) 555-1212", and an empty "Physician's Email" field. A partially visible "Med" field is also present.

Attach Medical Documentation			
Prescription Dates			
Effective Date ★	Expiration Date ★	Prescription Date	
7/18/2019	8/18/2019	7/18/2019	
Diagnosis Information			
Medical Reason ★	ICD Code ★	OR	Diagnosis Code ★
Failure to thrive			N/A
Physician Information			
Physician's Name ★	Physician's Phone ★	Physician's Email	Med
Smith	(253) 555-1212		

Not sure what benefits are issued and available

The **Shopping List** shows

- What foods are issued to the EBA
- Foods currently available to purchase

Shopping List Remaining Benefits
Washington State WIC Nutrition Program
Date: 06/21/2019

Report Date: 06/21/2019

Family ID: F02700002115
Head of Household: CELERY VEGGIE

Benefit Balance:				
Benefit Month	Serial Number	Quantity	UOM	Description
6/21/2019 thru 7/20/2019	2554	\$19.00	\$\$\$\$	Fruit and Vegetables - Cash Value Benefit
	2554	48	Ounce	Whole Wheat Bread or Whole Grains
	2554	2	Dozen	Eggs - all WIC
	2554	3	CTNR	Peanut Butter/Beans All WIC
	2554	8	Gallon	Milk Reduced Fat or Nonfat All WIC
	2554	2	Pound	Cheese - all WIC
	2554	72	Ounce	Cereal All WIC - hot and cold
	2554	3	CTNR	Juice - All WIC - 12 oz frozen or 46/48 oz liquid
	2554	2	CTNR	Juice - All WIC - 64 oz

Each time you access the Shopping List it's current to the moment and only shows the foods remaining



SUMMARY AND NEXT STEPS

By reviewing this training and the Cascades Steps referenced, you've:

- Reviewed tips for issuing a WIC card to families and foster children
- Learned about the Family Issuance Day and proration
- Reviewed the different processes for replacing food and formula benefits
- Compared issuing benefits to participants in the month they turn 1 and 5 years of age
- Reviewed techniques to troubleshoot common issues

Note:

- You won't be able practice all the scenarios in this presentation in the Sandbox (for example issuing WIC Cards and replacing benefits that have been purchased).
- We hope you'll practice all the types of food issuance and replacement that you **can** to become more familiar and comfortable with food issuance in Cascades.

Thank you!



Thanks for all
you're doing
to prepare for
Cascades!

For persons with disabilities, this document is available on request in other formats.
To submit a request, please call 1-800-841-1410 (TDD/TYY 711)



DOH 961-1195 September 2021

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