

Crossroads Upgrade 1.30 – Summary of Changes

The North Carolina Women, Infants, and Children (WIC) Crossroads system will release a new software version (1.30) to local agency users on Monday, July 24, 2023. This document summarizes the improvements included with the upgrade.

I. Anthropometrics/Lab work Deferral

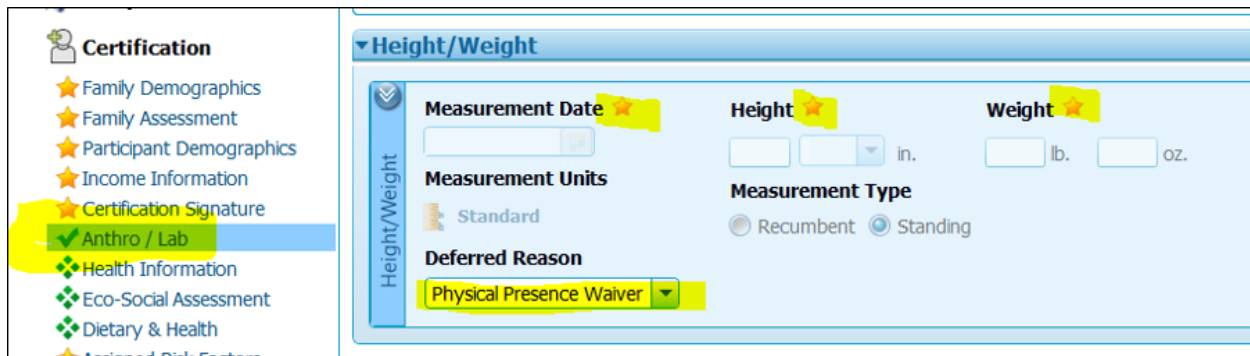
Under the American Rescue Plan Act Waivers (ARPA), if height/weight information is not available, it may be deferred for up to 60 days. If bloodwork information is not available, it may be deferred for up to 90 days. If bloodwork is deferred, the risk codes 401 and 428 cannot be used. See WIC Program Manual Chapter 6, Section 3 for more information.

If deferred, all other relevant nutrition assessment information (i.e., nutrition and breastfeeding practices, clinical data, etc.) must be collected at certification. Risk code assignment is necessary to complete a certification therefore at least one code must be assigned. Local agencies should continue to make reasonable efforts to try to collect this data even after the 60-day period has ended so that, if needed, the nutrition risk codes can be updated, and the nutrition education appropriately tailored.

Crossroads has been modified to reflect the ARPA Anthro/Lab deferral.

Anthropometrics Deferral

Select the **Deferred Reason** “Physical Presence Waiver” in the Height/Weight container on the **Anthro/Lab** screen. The **Measurement Date**, **Height** and **Weight** fields will gray out (but the stars will remain next to the fields). If Lab measures are required, complete the lab container. Select **Save**. The star to the left of the Quick Links list will turn into a green check mark.



The screenshot displays the 'Anthro / Lab' screen in the Crossroads system. On the left, a navigation menu lists various certification steps, with 'Anthro / Lab' highlighted in blue and a green checkmark next to it. The main content area is titled 'Height/Weight' and contains several fields: 'Measurement Date', 'Height', and 'Weight', all of which are grayed out and have a yellow star icon next to them. Below these fields are 'Measurement Units' (set to 'Standard') and 'Measurement Type' (set to 'Standing'). At the bottom, the 'Deferred Reason' is set to 'Physical Presence Waiver'.

Crossroads Upgrade 1.30 – Summary of Changes

Bloodwork Deferral

Select the **Deferred Reason** “Physical Presence Waiver” in the Bloodwork container on the **Anthro/Lab** screen. The **Bloodwork Date**, **Hgb** or **Hct** fields will gray out (and the stars will disappear). If anthropometric data is required, complete the Height/Weight container. Select **Save**. The star to the left of the Quick Links list will turn into a green check mark.

The screenshot shows a form titled "Bloodwork" with a vertical label "Bloodwork" on the left. The form contains several fields: "Bloodwork Date" (grayed out), "Hgb" (grayed out), "Or", "Hct" (grayed out), "Collected By" (dropdown menu), and "Source of Measures" (WIC Clinic). Below these fields is a section for "Exempt Reason" with a dropdown menu set to "Deferred Reason". Under "Deferred Reason", there is a dropdown menu set to "Physical Presence Waiver".

Deferred Anthro/Lab Report

The **Deferred Anthro/Lab Report** will list any participant who has a deferred Height/Weight and/or Bloodwork value for certifications within the From/To dates specified in the search parameters. This report is accessed from the Clinic Report Category.

The screenshot shows a navigation menu with "Home", "Family Services", "Scheduling", "Vendor", "Operations", and "Finance". Below the menu is a "Reports" section with a "Report Category" dropdown menu set to "Clinic". Below that is a "Reports List" section with a table of reports. The table has a header "Report Name" and lists three reports: "Breastfeeding Nutrition Surveillance Report", "Child Nutrition Surveillance Report", and "Deferred Anthro/Lab Report".

Use the following search parameters:

From/To Date: Certification dates for participants with deferrals

State: North Carolina WIC Program

Report Type: Clinic OR Local Agency

The report lists Family ID, Participant ID, Participant Name, Certification Date, Reason for: Bloodwork Exemption, Bloodwork Deferment, and/or Height/Weight Deferment, and Bloodwork Due Date. See Sample on next page.

Crossroads Upgrade 1.30 – Summary of Changes

Deferred Anthro/Lab Report Sample

Deferred Anthro/Lab Report

From Date: 6/26/2023 To Date: 7/14/2023
State: North Carolina WIC Program Report Type: Clinic
Local Agency/Clinic: 001 / 001-01 - Alamance - Burling

Deferred Anthro/Lab Report
North Carolina WIC Program
Date Range: 06/26/2023 - 07/14/2023

Report Date: 07/18/2023
 Data Updated: 07/18/2023
 RDD: 1.1.12.1.43

Clinic(s): All

LocalAgency: 001 - Alamance County							
Clinic: 001-01 - Alamance - Burlington							
Family ID	Participant ID	Participant Name	Certification Date	Reason For Bloodwork Exemption	Reason For Bloodwork Deferment	Bloodwork DueDate	Reason Height/Weight Deferment
F00100006571	957053555P	FLOWER, GIRL	6/1/2023				Physical Presence Waiver

Run Date/Time: 7/18/2023 1:28:51 PM Page 1 of 2

II. CVB Amounts Effective October 1, 2023

Cash Value Benefit (CVB) values will continue at the amounts listed below until any federal guidance is issued regarding CVB values or any other rate. Starting July 25, 2023, all participants receiving CVB benefits with a First Date to Spend (FDTs) on or after October 1, 2023 must have a new prescription that includes the below CVB amounts. Select the green plus sign on the Issue Food Instruments screen added in Crossroads.

Starting with FDTs of October 1, 2023, each WIC participant (excluding infants) will receive Cash Value Benefits (CVB) in the following amounts based on WIC Category:

- \$25.00- Child
- \$44.00- Pregnant
 - Non-Breastfeeding
 - Breastfeeding (Fully Formula Feeding)
 - Partially Breastfeeding (PBF) > Maximum Monthly Allowance (MMA)
- \$49.00- Breastfeeding PBF ≤ MMA
 - Fully Breastfeeding
 - Pregnant with two or more fetuses
- \$73.50- Breastfeeding multiple infants from the same pregnancy

III. Contract Formula Changes Effective October 1, 2023

Please refer to the resource **Contract Formula Changes-Creating New Prescriptions** for detailed information.

Crossroads Upgrade 1.30 – Summary of Changes

IV. New resources on the [NC WIC website](#)

The following resources have been added:

Contract Formula Changes-Creating New Prescriptions **Crossroads Upgrade 1.30 Summary of Changes**

Reminder: On the **Exchange/Increase** formula screen, current Crossroads functionality is:

- Add Formula DOES prorate.
- Exchange Formula does NOT prorate.
Formula is exchanged on an ounce for ounce basis (Reconstituted Fluid Ounces, not can/container size).
- Increase Formula does NOT prorate.
Please contact the CNSS Customer Service Desk (CSD) if you need the amounts of an increased formula to be prorated.

Best Practice for eWIC! Always verify that food benefits have been issued to participants by selecting the **Print Shopping List** button on the **Food Instrument List** screen and reviewing the **Shopping List**. Verification of food benefit issuance is a best practice that should happen at any appointment when food benefits are issued, voided, exchanged, replaced or increased. Missing or incorrect food benefits can be corrected by contacting the CNSS CSD.

If you have questions regarding any policy aspect of this document, please contact your Regional Nutrition Consultant. If you have any questions about the new release or about Crossroads procedures, please contact the CNSS CSD at 919.707.5795, or via email at CNS.CustomerService@dhhs.nc.gov.