

Crossroads Upgrade 1.34 – Summary of Changes

The North Carolina (NC) Women, Infants, and Children (WIC) Crossroads system will release a new software version (1.34) to local agency users on Monday, November 4, 2024. This document summarizes the improvements included with the upgrade as well as important notes about functionality changes.

Add EBT Card

Since eWIC processing services converted to FIS-CDP, local staff have received an error message: *EBT Card Number is not known to EBT System* when trying to Deactivate or Replace a card in Crossroads. Crossroads has been redesigned so that instead of receiving an error message, the card is automatically marked as Deactivated or Replaced in Crossroads. Staff can then issue a new card. If you receive any additional errors when deactivating, replacing or adding an eWIC card, contact the Community Nutrition Services (CNSS) Customer Service Desk (CSD) for additional assistance.

Failed to Pick Up Benefits Report

Local agency users have reported numerous families on the **Failed to Pick Up Benefits** report in error. The computer vendor investigated and found that when food benefits were voided and reissued, the report was incorrectly listing participants with reissued food benefits. This has been corrected. If you receive any additional instances of this error, email at least one Family ID to the CNSS CSD and NC will re-open the ticket.

New Options for Pump Issuance/Reservation Reason

The **Pump Issuance/Reservation Reason** dropdowns on the **Pump Issuance Screen** have been updated. The new options for the Pump Issuance/Reservation Reason are:

1. Chronic low milk supply (after 4 weeks postpartum)
2. Cracked, bleeding, or severely sore nipples (602)
3. Difficulty latching onto mother's breast (603)
4. Dyad Separation
5. Failure of milk to come in by 4 days postpartum (602)
6. Induced lactation
7. Parental Request
8. Recipient of Abuse (901)
9. Relactation
10. Severe breast engorgement (602)
11. Slowed/Faltering Growth Pattern (135)
12. Weak or ineffective suck (603)

Redemptions in Journal of Transactions (JOT)

Redemptions in the JOT are now displaying for expired and terminated families, in addition to active families.

Crossroads Upgrade 1.34 – Summary of Changes

Parental BMI/Deferred Measurements

When an infant or child's measurements are deferred because of the Physical Presence Waiver, Parental BMI Information cannot be saved into Crossroads and therefore Risk Code 114 (At risk for overweight based on Parental BMI) will not be System-Assigned. See the resource: [Parental BMI/Physical Presence Waiver](#) for guidance on how to CPA-Assign Risk Code 114.

Name change for Risk Code 361

Risk Code 361 was formerly *Maternal Depression* and has been changed to *Mental Illnesses*. This is a risk code for Pregnant, Postpartum, Breastfeeding Women and Children. The risk code is System OR CPA-Assigned. The risk code is triggered on the Crossroads **Health Information** screen by choosing *Mental Illnesses* in the **Health Conditions** container ("flippy").

Search criteria added for MyNCWIC Communications Search

A **Direction** drop-down has been added to the **Search Criteria** container on the **MyNCWIC Communications Search** screen. Drop-down choices include: Sent, Received, and All. Currently the **Search Criteria** container defaults to unfilled when first opened. NC has requested that the container criteria defaults be changed to:

- Search Location: User's Selected Clinic Location
- Type of Communication: Messages
- Direction: Received.

A **Sent/Rec'd** column has been added to the **Search Results** container. This column will populate with **From** if the Message or Document is sent from a family (via MyNCWIC Portal) to clinic staff. This column will populate with **To** if the Message or Document is sent to a family from Crossroads.

If the user searches for **Messages**, then clicks on the pencil icon, Crossroads navigates to the **MyNCWIC Communications** screen in the family record. Upon return to the **MyNCWIC Communications Search** screen, the message is presumed to have been read and it has been deleted from the **Search Results**.

If the user searches for Documents, then clicks on the pencil icon, Crossroads navigates to the **MyNCWIC Communications** screen in the family record. The document must be **viewed and/or deleted** in order for the document to be deleted from the **Search Results** on the **MyNCWIC Communications Search** screen. This also causes the document to "disappear" in the family record; select **Show All Messages and Documents** to see the document in the Documents list.

Crossroads Upgrade 1.34 – Summary of Changes

Updated and New resources on the [NC WIC website](#)

The following resources have been updated:

- Duplicate Participant Records Form (attached)
- Assigned Risk Codes

The following resources have been added:

- Crossroads Upgrade 1.34 – Summary of Changes (attached)
- Parental BMI / Physical Presence Waiver (attached)

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.