

## Exchange Formula (or WIC Eligible Nutritionals) After Redemption Quick Guide

After Food Benefits have been issued and one or more food items have been **redeemed**, infant formula, exempt infant formula or WIC Eligible Nutritionals (WEN) may need to be changed. These products are replaced on an ounce per ounce basis. **This feature will not be available on the same day the original food prescription is created, but can be used on the next day.**

Examples include:

- Contract formula → a different contract formula or exempt infant formula
- Exempt infant formula → a different exempt formula or a contract formula
- WEN → a different WEN

### Steps to Exchange Formula:

- 1) **Participant/family** brings in:
  - Unopened cans of formula or WEN, if available
- 2) **CPA** changes Food Prescription on the **Prescribe Food** screen (refer to “Modifying Food Packages” for more detailed guidance)
- 3) **Support Staff**
  - a) Selects the participant’s icon in the Family Carousel and then clicks on the **Exchange/Increase Formula** quick link
  - b) Selects the radio button “Exchange the current formula for the same amount of a different formula (Exchange Formula)” in the box **What do you need to do?**
  - c) Enters the number of physical cans of formula/WEN returned by the participant in the ‘Select the Formula Being Returned’ **Quantity in Hand** field. Leaves blank if no physical cans are returned.
  - d) Enters the number of cans of formula/WEN from the **Current Month EBT Benefit Balance** container in the ‘Select the Formula Being Returned’ **Quantity from EBT Account** field. Leaves blank if the Current Month EBT Benefit Balance equals zero.
  - e) Selects the Formula Being Issued Food Category and Food Subcategory
  - f) Selects the **Save** button. If the replacement formula is in inventory, the user is given the option to use the Formula Wizard. If product is not in inventory, food benefits with the new formula or WEN will automatically be added to the family’s Electronic Benefits Account. The current month’s benefits for additional family members are not affected.
  - g) Navigates to **Issue Benefits** quick link and selects **Food Instrument List**
  - h) Voids **ALL** future months food benefits
  - i) Reviews issuance dots for future months to ensure they have changed from blue to green indicating issuance availability
  - j) Navigates to **Issue Benefits** screen and reissues future months food benefits for the family

### NOTES:

- Physical cans of formula are automatically returned to the Crossroads inventory.
- Dispose of the physical cans according to the Formula Disposal Policy.