Modifying Food Packages

This resource provides step-by-step instructions on how to complete the following types of food prescription modifications in Crossroads:

- Modifying the Default Food Package
- Adding Food Prescription Items (Milk Substitution Calculator)
- Using Milk Substitution Calculator for Food Package VII +
- Modifying the Subcategory or Quantity of Infant Formula
- Adding WIC Eligible Nutritionals (WEN)
- Adding Exempt Infant Formula (EXF)
- Changing Breastfeeding Status from Fully Breastfed or Partially Breastfed to Fully Formula Fed
- Food Package VII for Pregnant <u>and</u> Breastfeeding Woman

Modifying the Default Food Package

1. Go to **Quick Links** → **Issue Benefits** → **Prescribe Food**. The **Prescribe Food** screen displays.
2. Review the default system-generated food items and quantity (based on the WIC category and breastfeeding status in the Food Prescription Items box).
3. To modify the item quantity displayed in the Food Prescription Items box, click on the Quantity field and replace the original value with the appropriate quantity value.

   Note: The Category Maximum Quantity cannot be exceeded. Since an item cannot be deleted from the prescription, simply set the quantity to "0" when a food item is not used.

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Adding Food Prescription Items (Milk Substitution)

1. Go to **Quick Links → Issue Benefits → Prescribe Food**. The **Prescribe Food** screen displays.
2. Under **Add Item to Food Prescription**, select an item from the **Category** and **Subcategory** drop down list box to add another item to the prescription.
3. Enter **Quantity**. The quantity cannot be more than the maximum without medical documentation.
4. Click **Add Item**. The screen refreshes and the newly added food item displays within the Food Prescription grid.

5. Refer to the **Milk Substitution Calculator** located beneath **Add Items to Food Prescription**. Adjust the Milk Quantity on the Food Prescription grid to allow for the substitution. In this example, cheese is being substituted. One pound (1lb) of cheese is equivalent to 0.75 gallon of milk. The Validation Summary warns that the Milk Substitution Calculator indicates the milk must be reduced by 0.75 gallon. By reducing the total milk Quantity from 4 to 3.25 gallons, the error message disappears and the package may be saved.

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6. Click **Save** to assign the new prescription. A status message indicates the prescription is added and the **Issue Food Instruments** screen displays (not shown).

Soccer Family
Family ID: F00600004402
125 Carolina Courage Way
BOLIVIA, NC 28422

Mia

Mia Soccer
Participant ID: 960138590S
Age: 3 years and 5 months
WIC Category: Child

5/11/2021 | 7/2/2021
2 yr to 5 yr | 2 yr to 5 yr

Food Prescription Date 7/2/2021
WIC Category Child
Age Category 2 yr to 5 yr
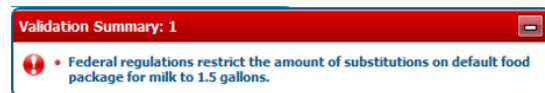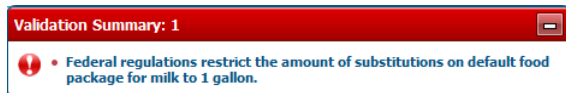Family Issuance Day 7
Issuance Frequency 3 Month(s)

Food Prescription Items   Total Items: 8

Category	Subcategory	Quantity	Category Max Quantity	UOM
Eggs	Eggs	1	1	Dozen
Breakfast Cereal	Breakfast Cereal	36	36	Ounces
Legumes	Bean/Pea, 4 Cans, 1 Dry, or Peanut Btr	1	1	Containers
Bread/Whole Grains	WW Bread or Whole Grains	32	32	Ounces
Fruit & Vegetable CVB	Fruit and Vegetables	$9.00	$9.00	$$$
Juice 64	Juice 64 oz Fluid	2	2	Containers
Milk - Fat Reduced	Skim/Non Fat or 1% Milk	3.25	4	Gallons
Cheese	Cheese	1	1	LB

[Alternate Funding] [Medical Documentation] [Save] [Cancel]

NOTE: Maximum Substitution Rates of Milk

Crossroads enforces the maximum substitution rates of milk outlined in the final rule for Revisions in the WIC Food Packages released by the USDA on March 4, 2014. This final rule limits the cheese, tofu and yogurt substitutions for milk to four (4) quarts (1 gallon) for children receiving Food Package IV and women receiving Food Package V and VI. Cheese, tofu and yogurt substitutions for milk are limited to six (6) quarts (1.5 gallons) for women receiving Food Package VII (regular or extended). If a user substitutes more than the maximum limits allowed for cheese, tofu and yogurt, a message will display as shown below. The user must adjust the amount substituted to the correct amount for the food package.

Validation Summary: 1
• Federal regulations restrict the amount of substitutions on default food package for milk to 1 gallon.

Validation Summary: 1
• Federal regulations restrict the amount of substitutions on default food package for milk to 1.5 gallons.

Additional quantities of tofu may be prescribed and issued above the Federal Guidelines for milk substitution of 4 quarts or 6 quarts, up to the maximum allowances for fluid milk for lactose intolerance or other reasons assessed and documented by the CPA. The Medical Documentation screen must be completed to prescribe more tofu than the Federal Guidelines for milk substitution. When a CPA is completing the Medical Documentation screen for additional quantities of tofu, "CPA assessed" may be written in the **Physician's Name** field and the CPA's phone number may be entered in the **Physician's Phone** field. **Expiration Date** and **Medical Reason** will vary by participant and assessment. **For ICD Code, please enter N/A.** The assessment must be documented in the participant's Care Plan.

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Milk Substitution scenarios: Food Package VII+

Depending on how milk substitutions are used (up to 1.5 gallons for Food Package VII+), the **Milk Remaining** will vary for Food Package VII+

1) Full amount of cheese is given (3.5 pounds), the milk calculator "appears" accurate because Milk Remaining=0:
   The participant will receive 3 lbs of cheese one month and 4 lbs of cheese the next month.

Food Prescription Date	WIC Category	Breastfeeding Status	Extended Package	Family Issuance Day	Issuance Frequency
5/3/2021	Breastfeeding	Fully Breastfed	Multiple Infants	14	1 Month(s)

▼ Food Prescription Items   Total Items: **10**

Category	Subcategory	Quantity	Category Max Quantity	UOM
Cheese	Cheese	3.50	3.50	LB
Eggs	Eggs	3	3	Dozen
Breakfast Cereal	Breakfast Cereal	54	54	Ounces
Legumes	Bean/Pea, 4 Cans, 1 Dry, or Peanut Btr	3	3	Containers
Bread/Whole Grains	WW Bread or Whole Grains	24	24	Ounces
Fruit & Vegetable CVB	Fruit and Vegetables	$35.00	$35.00	$$$
Juice - 48 oz	Juice 48oz fl/12oz Conc	4.50	4.50	Containers
Fish	Chnk Lt Tuna/Pink Salmon	45	45	Ounces
Milk - Fat Reduced	Skim/Non Fat or 1% Milk	7.50	9	Gallons
Yogurt	Yogurt Non/Low Fat 32 oz	0	1	Containers

Add Item to Food Prescription

Category	Subcategory	Quantity	Max / Med Max	UOM		
		0	/		Add Item	Clear

Milk Substitution Calculator

Total Milk Available	Milk Prescribed	Total Milk Substituted	Milk Remaining	Unit of Measure
9	7.50	1.50	0	Gallons

Alternate Funding | Medical Documentation | Save | Cancel

2) Quantity 3 lbs cheese and 1 container yogurt, the milk calculator does not "appear" accurate because Milk Remaining= 0.13

Food Prescription Date	WIC Category	Breastfeeding Status	Extended Package	Family Issuance Day	Issuance Frequency
5/3/2021	Breastfeeding	Fully Breastfed	Multiple Infants	14	1 Month(s)

▼ Food Prescription Items   Total Items: **10**

Category	Subcategory	Quantity	Category Max Quantity	UOM
Cheese	Cheese	3	3.50	LB
Eggs	Eggs	3	3	Dozen
Breakfast Cereal	Breakfast Cereal	54	54	Ounces
Legumes	Bean/Pea, 4 Cans, 1 Dry, or Peanut Btr	3	3	Containers
Bread/Whole Grains	WW Bread or Whole Grains	24	24	Ounces
Fruit & Vegetable CVB	Fruit and Vegetables	$35.00	$35.00	$$$
Juice - 48 oz	Juice 48oz fl/12oz Conc	4.50	4.50	Containers
Fish	Chnk Lt Tuna/Pink Salmon	45	45	Ounces
Milk - Fat Reduced	Skim/Non Fat or 1% Milk	7.50	9	Gallons
Yogurt	Yogurt Non/Low Fat 32 oz	1	1	Containers

Add Item to Food Prescription

Category	Subcategory	Quantity	Max / Med Max	UOM		
		0	/		Add Item	Clear

Milk Substitution Calculator

Total Milk Available	Milk Prescribed	Total Milk Substituted	Milk Remaining	Unit of Measure
9	7.50	1.38	0.13	Gallons

In this example, 1.5 lbs of cheese are added to the default food package which equals 3 quarts of milk (.75) for 1 lb of cheese + 1.5 quarts of milk (.375) for .50 lb of cheese= 1.125; a yogurt (or 1 pound of tofu) can be added for 1 quart of milk (.25) so the total milk substituted= 1.375 rounded to **1.38** (the remaining 0.13 cannot be used).

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3) Quantity 1.5 lbs cheese, 1 container yogurt and 5 lbs of tofu, the milk calculator "appears" accurate because Milk Remaining=0

Food Prescription Date	WIC Category	Breastfeeding Status	Extended Package	Family Issuance Day	Issuance Frequency
5/3/2021	Breastfeeding	Fully Breastfed	Multiple Infants	14	1 Month(s)

Food Prescription Items — Total Items: 11

Category	Subcategory	Quantity	Category Max Quantity	UOM
Cheese	Cheese	1.50	3.50	LB
Eggs	Eggs	3	3	Dozen
Breakfast Cereal	Breakfast Cereal	54	54	Ounces
Legumes	Bean/Pea, 4 Cans, 1 Dry, or Peanut Btr	3	3	Containers
Bread/Whole Grains	WW Bread or Whole Grains	24	24	Ounces
Fruit & Vegetable CVB	Fruit and Vegetables	$35.00	$35.00	$$$
Juice - 48 oz	Juice 48oz fl/12oz Conc	4.50	4.50	Containers
Fish	Chnk Lt Tuna/Pink Salmon	45	45	Ounces
Milk - Fat Reduced	Skim/Non Fat or 1% Milk	7.50	9	Gallons
Yogurt	Yogurt Non/Low Fat 32 oz	1	1	Containers
Cheese	Tofu 14-16oz Pkg	5	36	LB

Add Item to Food Prescription

Category	Subcategory	Quantity	Max / Med Max	UOM		
		0	/		Add Item	Clear

Milk Substitution Calculator

Total Milk Available	Milk Prescribed	Total Milk Substituted	Milk Remaining	Unit of Measure
9	7.50	1.50	0	Gallons

4) Quantity 1.0 lb cheese, 1 container yogurt and 6 lbs of tofu, the milk calculator does not "appear" accurate because Milk Remaining= 0.13

Food Prescription Date	WIC Category	Breastfeeding Status	Extended Package	Family Issuance Day	Issuance Frequency
5/3/2021	Breastfeeding	Fully Breastfed	Multiple Infants	14	1 Month(s)

Food Prescription Items — Total Items: 11

Category	Subcategory	Quantity	Category Max Quantity	UOM
Cheese	Cheese	1	3.50	LB
Eggs	Eggs	3	3	Dozen
Breakfast Cereal	Breakfast Cereal	54	54	Ounces
Legumes	Bean/Pea, 4 Cans, 1 Dry, or Peanut Btr	3	3	Containers
Bread/Whole Grains	WW Bread or Whole Grains	24	24	Ounces
Fruit & Vegetable CVB	Fruit and Vegetables	$35.00	$35.00	$$$
Juice - 48 oz	Juice 48oz fl/12oz Conc	4.50	4.50	Containers
Fish	Chnk Lt Tuna/Pink Salmon	45	45	Ounces
Milk - Fat Reduced	Skim/Non Fat or 1% Milk	7.50	9	Gallons
Yogurt	Yogurt Non/Low Fat 32 oz	1	1	Containers
Cheese	Tofu 14-16oz Pkg	6	36	LB

Add Item to Food Prescription

Category	Subcategory	Quantity	Max / Med Max	UOM		
		0	/		Add Item	Clear

Milk Substitution Calculator

Total Milk Available	Milk Prescribed	Total Milk Substituted	Milk Remaining	Unit of Measure
9	7.50	1.38	0.13	Gallons

In this case, the participant is giving up .50 lb cheese from default food package which equals 0.375 gallon milk. Yogurt is added to use .25 gallon milk and 0.125 rounded up to 0.13 remains.

Modifying Food Packages

Modifying the Subcategory or Quantity of Infant Formula

1. Go to **Quick Links → Issue Benefits → Prescribe Food**. The **Prescribe Food** screen displays.
2. For Initial Certifications of Infants, *Breastfeeding Status* will be based on the answer to 'How much formula do you give your infant in a 24-hour period?' on the Health Information screen. Quantity will default to 0 if the infant is receiving a quantity of formula below category max. CPA must adjust Quantity based on discussion with mother. Quantity chosen will determine Breastfeeding Status.
    a. Enter the **Quantity** of formula to be prescribed
    b. Click **Save**. A status message indicates success and the **Issue Food Instruments** screen is displayed.

Note: It is up to the CPA to determine the quantity for each of the prescriptions covering the infant certification period. If a default quantity is provided, the CPA may change the quantity or confirm the default quantity.

3. Click on each future date/age range in the Food Prescription Carousel, validate that the correct formula name and quantity is listed and delete the old formula.

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4. To select a different contract infant formula, go to **the Food Prescription Items** grid and select the desired formula under the **Subcategory** column.
5. Enter the **Quantity** of the formula prescribed.
6. Click **Save**. A status message indicates success and the **Issue Food Instruments** screen displays.
7. To modify the quantity of formula (based on your estimate of usage) enter the appropriate amount in the **Quantity** column field.

Infant Formula Container

- The value of the subcategory description field is the name of the formula.

- The value of the **months** field is the number of months in the certification period.

- The value of the **quantity** field is the prescribed ounces per month.

- The value of the **# can** field is the number of whole cans prescribed per month.

- The **Total** field represents the total number of ounces to be issued during the time-period according to the federal regulations based on age and food classification.

- The **Total** field also displays the reconstituted ounces of the formula being issued and the total number of cans that will be issued over the time-period.

Modifying Food Packages

Adding WIC Eligible Nutritionals (WEN)

1. Go to **Quick Links** → **Issue Benefits** → **Prescribe Food**. The **Prescribe Food** screen displays
2. Under **Add Item to Food Prescription**, select an item from the **Category** and **Subcategory** drop down list box to add item to the prescription.
3. Enter **Quantity**. The quantity cannot be more than the maximum.
4. Click **Add Item**. This will bring up the **Medical Documentation Screen**.

5. Complete starred fields on **Attach Medical Documentation** screen based on the prescription from the participant's medical provider. **For ICD Code, please enter the ICD code from the prescription or if it is not available, enter N/A.**

   Use the **Scan Document** button to scan the prescription. **Save** Attach Medical Documentation screen. Review Food Prescription to verify that WEN has been added to the Food Prescription and click Save.

Modifying Food Packages

Adding Exempt Infant Formula (EXF)

1. Go to **Quick Links → Issue Benefits → Prescribe Food**. The **Prescribe Food** screen displays
2. Under **Add Item to Food Prescription**, select an item from the **Category** and **Subcategory** drop down list box to add item to the prescription.
3. Enter **Quantity**. The quantity cannot be more than the maximum.
4. Click **Add Item**. This will bring up the **Medical Documentation Screen**.

6. Complete starred fields on **Attach Medical Documentation** screen based on the prescription from the participant's medical provider. **For ICD Code, please enter the ICD code from the prescription or if it is not available, enter N/A.**

   Use the **Scan Document** button to scan the prescription. **Save** Attach Medical Documentation screen. Review Food Prescription to verify that EXF has been added to the Food Prescription and click Save.

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5. The **Food Prescription Items** section now displays two or more formulas. Click the red X next to the formulas you want removed from the Food Prescription.

6. If the infant is 6 to 11 months and prescribed an exempt infant formula, a maximum of 884 ounces of exempt formula may be prescribed if the Infant Cereal and Infant Fruits and Vegetables are zeroed out. If the family would like to keep Infant Cereal and Infant Fruits and Vegetables in the Food Prescription, a maximum of 624 ounces of exempt formula is allowed.

   In this example, Infant Cereal and Infant Fruits and Vegetables are zeroed out:

7. Go to each age category in the Carousel if appropriate. Click Save to assign the new prescription.

Modifying Food Packages

Changing Breastfeeding Status from Fully Breastfed or Partially Breastfed to Fully Formula Fed

These instructions are for modifying food packages to an infant and mother dyad at the infant's first issuance. To add or increase formula after issuance, refer to the resource **Increase or Add Formula After Issuance**.

1. Navigate to the **Prescribe Food** screen to review the current Food Prescription.
2. Select Infant record in the Family Carousel.
3. Navigate to the infant's **Health Information** screen on the Quick Links menu.
4. Scroll down to change the **Breastfeeding Information**. Answer the following questions:
   - Are you breastfeeding?
   - Do you give your infant any formula?
   - How much formula to you give your infant in a 24- hour period?
5. Click **Save**.

6. Navigate back to the **Prescribe Food** screen. Note the infant's category.
7. Update the Food Prescription Date by selecting the green PLUS sign and click **Save**. The Quantity of Formula will automatically change.
8. Click on the Red X to delete any formula not needed.

Modifying Food Packages

9. Click through the age categories in the food prescription carousel and update the Quantity on each prescription as needed.
10. Click on the mother's icon in the Family Carousel. The mother's WIC Category and Food Prescription should automatically update. Review the mother's prescription, modify as needed and select **Save**.

NOTE: If you click **Save** on the Infant's Prescribe Food screen before you update the Mother's Food Prescription screen, the following message will appear:
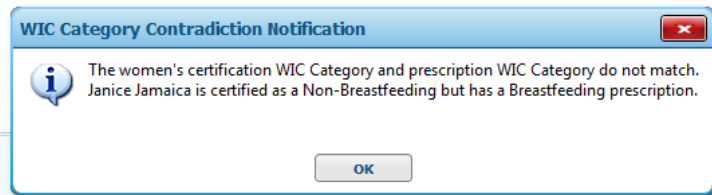
If this occurs, return to the Mother's Food Prescription screen, verify that she has the correct Food Prescription and click Save.

Modifying Food Packages

Pregnant <u>and</u> Breastfeeding: Food Package VII

The participant who is pregnant **and** fully or partially breastfeeding ≤ MMA is entitled to receive Food Package VII until the infant she is breastfeeding turns one year of age.

Crossroads will indicate **Food Package VII** on the Prescribe Food screen, **IF** the following steps are completed on the **Health Information** screen of the Pregnant Woman:

1) A checkmark is placed in the **Currently Breastfeeding?** box
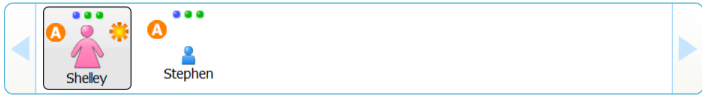
2) The Breastfeeding Information section indicates full breastfeeding or partial breastfeeding ≤ MMA

Modifying Food Packages

The Prescribe Food screen will then list Pregnant Fully Breastfed (Food Package VII) until the breastfed infant turns 1 year of age.

In this scenario, the breastfed infant turns 1 year of age on 4/1/22: Crossroads automatically changes the woman's Food Package to V (Pregnant) on 4/1/22.